

The resources provided to Terrebonne Council on Aging, Inc. (TCOA) by the Federal, and State allow the agency to serve only a fraction of its service area's 18,000+ citizens age 60 and older.

The following regulations were used by TCOA to develop selection criteria for its services:

Older Americans Act of 1965, as amended in the 2006 Reauthorization.

Louisiana Governor's Office of Elderly Affairs' (GOEA) Policy Manual, Subchapter E, Section 1215(B), (C)(1) and (2), and Section 1223 (A)(2) and (B)(2).

TCOA's Home Delivered Meal Policy Client Selection Criteria:

No older individual is entitled to services by virtue of age alone.

- ◆ GOEA's Comprehensive Assessment Form (used by all the Councils on Aging in the State of Louisiana) and TCOA's Participant Service Determination Form is used to evaluate all potential participants.
- ◆ The completed assessment form is then submitted to the TCOA Executive Director or designee for review and evaluation.
- ◆ Participants with the highest score on the assessment form will be given priority in delivery of services. Participants not serviced due to unavailability of meals have the option of being placed on a waiting list.
- ◆ Client must be **homebound**; i.e. cannot leave home without difficulty and requiring assistance.
- ◆ Meals will be provided to spouse or eligible caregiver residing with an eligible homebound client, **if deemed to be in the best interest of the client.**
- ◆ Priority will be given to older persons with the greatest economic and/or social need. With particular attention to low-income minority and Native American individuals.

Client's Responsibility:

- ◆ Client **MUST BE HOME** to receive the meal.
- ◆ Meals must be cancelled by 1:00 p.m. the day before delivery. Caller must inform TCOA's Nutrition Department at **868-7596 or 868-5546** if the client needs to cancel the meal for any reason; e.g. doctor's appointment, hospitalization, etc.

- ◆ To cancel a meal in the event of an **emergency**, please call the Nutrition Department at **868-7596 or 868-5546**. Callers after 5:00 p.m. and before 7:30 a.m. should call 868-8411 and press 0 to leave a message for the Nutrition Department. (Please allow for several rings, do not hang up until machine answers).
- ◆ TCOA will discontinue delivery if meal is not cancelled/client not home. Meal services will not resume until the Nutrition Department is contacted with an explanation.
- ◆ TCOA will suspend a client from the program for one week after three (3) failed attempts to deliver a meal in one calendar month due to client's failure to cancel in the proper time frame (by 7:30a.m. the day of delivery).
- ◆ The cost of the raw food and milk for FY14 was \$2.82. The full cost of the meal was \$11.51 which includes raw food, delivery, and indirect expenses. Participants may contribute the full cost or a fraction thereof to help support the meal program. TCOA encourages participants to donate \$1.00 or more per meal. Your contribution will help reduce the number of people on the Home Delivered Meal Program's waiting list.
- ◆ On Mondays, the TCOA driver will provide the client with an envelope to be used to collect participant's contribution to the program. On Thursday, the driver will remind the client that he/she will pick-up the envelope the next day. On Friday, the driver must collect a **sealed envelope** from the client regardless of its contents.
- ◆ To protect the driver, participants must secure all dangerous pets.
- ◆ Participants are expected to **resign from the meal program** should their situation change; i.e. client is again able to cook, or have others available to cook for him/her, or may feel well enough to go to a lunch site for socialization and meals (when available). Healthier participants resigning from the program allow others who are frail and nutritionally needy to benefit from the meal program.

TCOA's Responsibility:

To provide nutritious meals that meet or exceed one-third (1/3) of the recommended daily allowance (RDA) of persons age 60 and older; delivered five days a week, between 8:00 A.M. and 12:00 Noon. TCOA does not deliver meals on the following Holidays:

To assure that all contributions received for the program are deposited and dedicated to the meal program.

New Year's Day
Martin Luther King
Mardi Gras Day
Good Friday
Memorial Day
Juneteenth Holiday
4th of July
Labor Day
Thanksgiving Day/and next day
Christmas Eve/Christmas Day

TCOA drivers are **required to physically see** each client at least once a week.

This service provides a vital safety net and saves federal and state dollars by keeping the elderly out of nursing homes and avoid hospital stays which can come with staggering costs:

A one-day hospital stay or a six-day nursing-home stay costs about the same as delivering a hot meal to a home bound senior each weekday for an entire year.

Contact Numbers

Administration
(985) 868-8411

In-Home Services
(985) 868-5546

Nutrition
(985) 868-7596

Transportation
(985) 868-7701

Food for Seniors
(985) 858-5139

SenioRx/ADRC
(985) 858-5135



Home Delivered Meals Program

**Good Nutrition is
“Preventative Medicine
at its Best”**

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TCOA Department