

TITLE III-GROCERY ORDERING AND DELIVERY Oct. 1, 2022

(A) Purpose

"Grocery ordering and delivery" means a service for a consumer who needs assistance shopping for groceries that allows consumers to order groceries, then delivers the ordered groceries to the consumer's home or vehicle (e.g., at a drive-thru pick-up window), described in [Rule 173-4-11 of the Ohio Administrative Code](#). The purpose of the grocery ordering, and delivery is the safe delivery of groceries.

(B) Unit of Service

One unit of grocery ordering, and delivery equals one episode of grocery ordering and delivery.

(C) Minimum requirements for Grocery ordering and Delivery program:

- (1) The AAA-provider agreement is subject to the requirements in rule [173-3-06](#) of the Administrative Code for every AAA-provider agreement paid, in whole or in part, with Older Americans Act funds.
- (2) The provider shall develop and implement procedures for the safe delivery of groceries.
- (3) Payment:
 - (a) No Older Americans Act funds, other than funds from Title III-B or III-E of the Older Americans Act, shall pay for grocery ordering and delivery.
 - (b) No Older Americans Act funds, other than funds from Title III-B or III-E of the Older Americans Act, shall pay for consumable supplies or material aid to meet basic needs, such as groceries. Providers may accept other funds (e.g., private pay, SNAP) for consumable supplies or material aid to meet basic needs.
- (4) Service verification:
 - (a) For each episode of service, the provider to retain a record of the consumer's name; service date; and unique identifier of the consumer.
 - (b) In the AAA-provider agreement, the AAA shall not prohibit the provider from using an electronic system to collect and retain the items in paragraph (B)(4)(a) of this rule.
 - (c) During a state of emergency declared by the governor or a federal public health emergency, the provider may verify each episode of service provided without collecting the unique identifier of the consumer.
- (5) Voluntary contributions: This service has been approved for Voluntary contributions only for the time period of 10/1/22-9/30/2024 by ODA and must comply with [Rule 173-3-07 of the Ohio Administrative Code, Older Americans Act: consumer contributions](#).
 - (a) The provider shall provide each consumer with the opportunity to voluntarily contribute to a meal's cost and the provider shall accept the

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voluntary contributions. When soliciting for voluntary contributions, the provider shall:

- (i) Protect each consumer's privacy and confidentiality with respect to the consumer's contribution or lack of contribution; and,
 - (ii) Establish appropriate procedures to safeguard and account for all contributions.
 - (iii) Clearly inform each consumer that he/she has no obligation to contribute, and that the contribution is purely voluntary. It is the consumer who determines how much he/she is able to contribute toward the meal's cost. The provider may not deny a consumer a meal because the consumer does not contribute
- (b) The provider shall use all collected contributions to expand the congregate nutrition program for which the contributions were given and to supplement (not supplant) funds given to the provider to operate the program.
- (c) The provider may not choose to base suggested contribution levels on a means test. Instead, the provider may choose to base suggested contribution levels on one or more of the following options:
- (i) A suggested contribution.
 - (ii) A set range of suggested contribution levels based on income ranges from the United States census bureau; and,
 - (iii) The meal's actual cost. For a person whose self-declared income is at or above 185% of the poverty line, the provider shall encourage a voluntary contribution based on the meal's actual cost.
- (6) Service verification:
- (a) For each episode of service, the provider to retain a record of the consumer's name; service date; and unique identifier of the consumer.
 - (b) In the AAA-provider agreement, the AAA shall not prohibit the provider from using an electronic system to collect and retain the items in paragraph (B)(4)(a) of this rule.
 - (c) During a state of emergency declared by the governor or a federal public health emergency, the provider may verify each episode of service provided without collecting the unique identifier of the consumer.
- (7) Reporting: Individual client reporting by meal site is required in the specified electronic client registration and billing system as outlined in the COA NAPIS Manual.

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- (8) Food safety and sanitation:
 - (a) The provider shall demonstrate best practices in food safety for the safe delivery of groceries.
- (9) Emergencies: The provider shall develop and implement written contingency procedures for emergency closings due to short-term weather-related emergencies, loss of power, natural disasters, etc. In the procedures, the provider shall include:
 - (a) The provider shall notify consumers of emergency closings by using broadcast media, by posting on its website, by telephone or by any combination of the three.
- (10) Major Unusual Incidents (MUI): COA requires notification within one hour of applicant's awareness of a MUI such as any alleged, suspected, or actual occurrence of an incident/event that could adversely affect the health or safety of a consumer, the credibility of provider's staff or organization, or any incident in which COA or provider may have liability; lawsuit or potential lawsuit.
- (11) Staff training: The provider shall develop a training plan that includes orientation and annual continuing education.
 - (a) Orientation: The provider shall assure that each employee, including each volunteer who participates in grocery ordering and delivery services receives orientation on topics relevant to the employee's job duties before the employee performs those duties.
 - (b) Continuing education: The provider shall assure that each employee, including each volunteer who participates in grocery ordering and delivery services completes continuing education each year on topics relevant to the employee's job duties.
 - (c) The provider shall make, and retain, a written record of each employee and volunteer's completion of orientation and continuing education. The record shall include topics covered during the orientation and continuing education.
- (12) Quality assurance:
 - (a) Each year, the provider shall implement a plan to evaluate and improve the effectiveness of its operations and services to ensure continuous improvement.
 - (b) In the plan, the provider shall include a review of the existing operation, any modifications the provider made to respond to changing needs or interests of consumers, staff, or volunteers; and proposed improvements.
 - (c) The provider shall offer consumers opportunities to give feedback on this service.