

No site has the authority to make or to have their own reservation policy and must abide by the following with NO exception unless specifically noted.

Reservations for Satellite Sites:

1. All reservations for the satellite sites are to be faxed to the cooking sites the day before. Call only to make sure the fax has made it. Satellite sites must keep faxed orders on file ready for review.
2. Satellite sites are to order only for the number of reservations they have received. DO NOT order an extra meal for “just in case.”
3. Cooking sites are not to send “extra” meals to the satellite sites. Only send the number that has been ordered by fax. Cooking sites must keep faxed orders in a file ready for review.
4. Do not order meals for employees who are not eligible for meals. Employees must be 60 years of age or older to be eligible for a meal. (SUOA Policy 340:105-10-69)

Sign In Sheets:

1. Sign in sheets are used to verify who has eaten for the day.
2. There is to be only one sign in sheet on the clip board for the day. It is to be dated with the date the meal is being served.
3. Participants must sign in the day the meal is being served.
4. All sign in sheets that have been previously completed should be filed in the site office. They are not to be on the clip board with the sign in sheet for the day.
5. Each participant must sign in for him/herself. If a current participant cannot sign in for him/herself, another person can sign the participant’s name “by” the person who is helping the participant to sign in. (*For example: John Smith by Susie Jones*) The site manager cannot sign in for the participant.

Reservations:

1. All participants will make a reservation the day before the meal. If the participant has not made a reservation for the day of the meal, they must wait until all participants with reservations have been served. If there is any food left it can be offered to the participant(s) who do not have

reservations. Participants can be offered a partial meal if that is all that is left. Only a full meal can be counted for reimbursement.

2. Participants cannot make reservations for days in advance. For instance, on Monday a reservation cannot be made for Thursday.
3. Cooking sites are to cook only for the number of reservations they have received.
4. One participant cannot make a reservation for another person. The only exception is a spouse can make a reservation for both.
5. If a participant makes a reservation and is unable to come to the site, the participant is to call in by 9:00 a.m. the day of the reservation.
6. If a participant, within a year, makes a reservation three (3) times and does not show up and does not call by 9:00 a.m. the day of the reservation, we will no longer accept a reservation from that participant.
7. If a participant(s) makes a reservation and has not arrived within 15 minutes of serving start time, the participant will forfeit his/her reservation for that day. Participant(s) who do not have a reservation will be served in the order he/she arrived at the site.

Prepared Meals:

1. Do not prepare extra meals for “just in case.”
2. Do not prepare meals for employees or others who are not eligible for meals. An employee must be 60 years of age or older to be eligible for meals (SUOA Policy 340:105-10-69)

Nutrition projects can either adopt these procedures or submit alternate procedures for ASCOG approval. Alternate procedures should document how the project will prevent waste and fraud while still serving all enrolled participants. Project procedures should be posted at each nutrition site. If the project has not posted procedures at their site(s), ASCOG monitors will assume the procedures lists on this document are the procedures in use by that site.