

## **The Friends Foundation Food Protocols for Our Daily Bread**

With our hot and cold Texas weather, we want to ensure that all meals are prepared and delivered in a safe consistent manner.

### **Policy:**

All food purchased will be wholesome, manufactured, processed and prepared in compliance with all State, Federal and local laws and regulations. Food will be handled in a safe and sanitary method to prevent contamination and food-borne illness. Food temperatures will be maintained at acceptable levels during food storage, preparation, holding, service and delivery.

### **Procedure:**

1. Meals will be served upon the arrival of the Drivers.
2. Clients can call and cancel their meal if they will not be home or they may choose to have the meal delivered.
3. If clients are not home and want the meal left, a cooler WITH ice or an ice pack must be left outside the door or other designated area.
4. Drivers will not go into client homes when the clients are not home.

**Important:** If you need to cancel a meal, please call Hill Country Care director Cindy Kendall at (409) 626-1624 or (512) 858-5624. For other information, call Susan Purcell at (512) 809-8662.