



Catered Meal Acceptance Guidelines

Upon delivery of catered meals, the center is responsible to check and complete the following:

1. **Meal Delivery Time** – Lunches must arrive no earlier than **3 hours** prior to the start of your scheduled meal time. If your meals arrive earlier than the three-hour timeframe you **MUST REFUSE** the entire meal delivery. If your meal delivery is late, you have the right to **REFUSE** the meal. *It is possible for one meal to be rejected and another accepted. Example: lunch may be rejected due to lateness but snack and next day breakfast accepted.*
2. **Temperatures** – Center must check the temperatures of hot and cold meal components being delivered. Hot meal components must be delivered at a temperature of *140 degrees Fahrenheit or above and cold meal components must be delivered at 41 degrees Fahrenheit or below. If your hot meal components are delivered below 140 degrees Fahrenheit or your cold meal components are delivered above 41 degrees you **MUST REFUSE** the entire meal. It is the centers responsibility to ensure catered meals are maintained at a safe temperature after meal acceptance. * **Centers with own catering contract, per the Standard Catering Contract hot meal components will be delivered at 135 degrees Fahrenheit or above.**
3. **Meal Components** – Ensure **all** meal components are delivered for each meal type. If any components are missing you **MUST REFUSE** the entire meal that is missing the component.
4. **Menu Substitutions** – All menu substitutions must be approved by the sponsor (Family Central) and must be documented on the delivery ticket. Please check that all meal components delivered correspond to the daily menu and that any substitutions made are listed on the daily delivery ticket. You **MUST REFUSE** meals if the substitutions are not listed on your delivery ticket.
5. **Wholesomeness & unspoiled** – Ensure all meal components are unspoiled and wholesome. You **MUST REFUSE** the entire meal if one or more of the meal components are spoiled or unwholesome.
6. **Delivery Tickets** – You must **sign, date, list time of delivery and document temperatures** on all three copies of the daily delivery tickets. Please denote any discrepancies on the delivery ticket. For example, if you are accepting snack and next day breakfast but refusing lunch you would denote that on the delivery ticket. If the delivery time is documented by the driver please ensure the time documented is accurate.
7. **Refusing meals** – you are **REQUIRED** to refuse an entire meal that does not meet the contracted terms at delivery (out of temperature, missing components, spoiled or unwholesome, unauthorized and undocumented substitutions). *It is possible for one meal to be rejected and another accepted. Example: lunch may be rejected due to lateness, missing component and/or out of temperature but snack and next day breakfast accepted.*
8. **Caterer Deficiency Reports** – You are **REQUIRED** to submit a Caterer Deficiency Report to Family Central anytime the contracted terms of delivery (out of temperature, missing components, spoiled or unwholesome, unauthorized and undocumented substitutions) are not met.
9. **Shelf Stable Meal Components** – Due to the new meal acceptance guidelines it is strongly recommended that you maintain at least one day's worth of shelf-stable meal components for use in case of an emergency such as refusing meals.



Catered Meal Acceptance Checklist

Use this checklist to ensure that all requirements are met during meal delivery (All answers in the requirement section must be marked “Yes”) If you answer “No” to any of the questions in the requirement section, you are **REQUIRED** to submit a Caterer Deficiency Report to Family Central.

REQUIREMENTS	YES	NO
Is your meal delivery within 3 hours of scheduled meal time? <i>This is the approved meal start time, not the time you begin preparing for meal service.</i>		
Are all meal components for each meal type included in the delivery?		
Are the correct number of meals being delivered?		
** Are the hot meal components delivered at the 140 degrees Fahrenheit or above?		
Are the cold meal components delivered at 41 degrees Fahrenheit or below?		
Are the meal components unspoiled and wholesome?		
Are all menu substitutions documented on the daily delivery ticket?		
Did you sign, date, list delivery time and document temperatures on the delivery ticket?		
RECOMMENDED		
Do you have at least a one-day supply of shelf stable meal components on hand for use in an emergency?		

****Centers with own catering contract, per the Standard Catering Contract hot meal components must be delivered at 135 degrees Fahrenheit or above.**