



FEAST Senior Meals Program

Montpelier Senior Activity Center
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www.montpelier-vt.org/msac



Proposal for a Redesign

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Executive Summary:

The FEAST Senior Meals Program provides essential meals and social engagement so that Montpelier’s older adults are able to thrive as they age at home. The program, however, faces a critical need for change.

After learning in May, 2021 that the long-standing catering contract with Good Taste Catering would no longer be financially viable in the future, FEAST’s Program Manager recognized the need to redesign the program. FEAST’s manager then embarked on a lengthy process of informational interviews, research, networking conversations, and the gathering of advice, direction and guidance from local, state and federal collaborative partners (listed in the appendix) in order to engage in strategic planning and program design to determine the next best system for FEAST, with a primary focus on:

- feasibility
- affordability
- sustainability
- and equitability.

In conclusion of all of this effort, it has been determined that the best viable option is for the City of Montpelier to support the internal hire of a Kitchen Manager/Chef to cook the meals on location at the Montpelier Senior Activity Center.

Enclosed within this proposal are the other options that have been explored, as well as explanations of the current situation, the historic context, the social equity and financial feasibility.



FEAST Faces a Challenge: Explanation of the Need for a Redesign

In May of 2021, it became clear that the eight-year relationship MSAC and FEAST Senior Meals has had with Good Taste Catering (GTC) is facing a major change. Though historically this has been an excellent partnership, as MSAC worked with Just Basics, Inc (JBI) to establish the FEAST program from 2013-2018 and then took on sole financial management for the past three years, we are now facing the need for a major change.

Over the course of autumn, 2020, GTC greatly increased their meal production because of the establishment of the federal COVID relief fund that created the Everybody Eats program, through which they received a large influx of contracts (they went from producing our 350-400 weekly meals to producing thousands). For four months, GTC produced the Everybody Eats meals in our kitchen and then made the decision to move their meal production to the kitchen at the Vermont College of Fine Arts (VCFA) so they could continue to expand. They made this move at the end of December, 2020.

Over the course of early 2021, it became clear that the income that GTC was receiving from Everybody Eats (\$10 per meal) and their other new meal contracts was far greater than what FEAST has been able to offer due to the limited federal Older American Act (OAA) funding for senior nutrition programs (\$3.76 per meal) MSAC receives in contract with Central Vermont Council on Aging (CVCOA). GTC expanded their operations, exponentially hiring more staff (from 2 to more than 20 in just a few months) and continuing to grow – it was a case of the rare company growing *because* of the pandemic.

Upon meeting to re-negotiate a 2021-2022 contract in late May, GTC made it clear that they would be increasing their meal cost to such a degree that FEAST would be unable to accommodate a new contract with them (an 85% increase from \$6.05 to \$11.22 to return to production in our kitchen, twice weekly on-site congregate meals and M-F hot meal delivery).

After much consultation between MSAC's Director, the FEAST Program Manager and the City's Assistant Manager, it was determined that a short term contract would be crafted, with GTC's stipulation of a higher meal cost (lowered from the \$11.22 to \$7.90, still a 30% increase, and still produced off-site, which is not our preference, and with once weekly frozen meal delivery rather than daily hot meals), to cover FEAST for three months from July – September, 2021, in order to enable FEAST the opportunity to come up with a new design.

Now that it is August, we are part-way through the extended contract and the time is nigh to propose a new design for the FEAST program.



PROPOSAL OPTIONS:

Note: All financials reference the cost of food and meal production labor only. The referenced figures do not include other MSAC staff time, facility costs, meal packages and the other overhead which are fixed costs.

A) Good Taste Catering (GTC)

- a. The proposed rate to return to how things were before with in-house cooking at MSAC: \$11.22/meal
 - i. The 2019-2020 contract is attached to illustrate pre-pandemic FEAST, but keep in mind the 85% cost increase, which given our limited funding is not a viable option.
- b. The proposed rate to continue as things are now with the food prepared at VCFA: \$8.25/meal
 - i. The supplementary contract is attached, but keep in mind the 30% cost increase. This would be an okay option as a stop-gap measure to ensure continuity of meals, but is not as financially viable as other options.

B) Draft and send out an RFP for an external caterer:

- a. Could target our community partner, **Capstone's Community Kitchen Academy** to fulfill the meals, also prepared off-site, at a cost of between \$8-10/meal.
 - i. This would be an okay option as a stop-gap measure to ensure continuity of meals, but is not as financially viable as other options.
- b. Send out an **RFP** for unknown respondents
 - i. During the first RFP in 2013, Good Taste Catering was the sole bidding contractor. During the second RFP in 2017, GTC was one of two bidding contractors, and the second bidder backed out prior to decisions being made. Both times, extensive efforts went into RFP outreach to potentially interested parties.
 1. The strict federal nutrition requirements for senior meals deter many cooks.
 2. The requirement to incorporate, train and supervise diverse volunteers in the kitchen may be a deterrent to many cook.

C) MSAC/FEAST to hire an internal Kitchen Manager/Chef to produce FEAST meals

- a. This is our preferred proposal for all of the social and financial reasons enumerated below.



The Social Value of an Internal Kitchen Manager/Chef for FEAST:

MSAC has invested an estimated \$66,000 in time and effort, and over \$75,000 for equipment purchase over eight years to create and maintain an excellent commercial kitchen. Our VT Department of Health licensed restaurant kitchen has passed inspection with flying colors every year. There are many different benefits that can be enumerated to having an internal kitchen manager/chef for FEAST.

Social Value:

In order for the City of Montpelier to become a shining example of solving food security for our senior community, MSAC needs to return to pre-pandemic practices like producing meals on-site and serving hot meals in person and through delivered meals. The fundamental value of these pre-pandemic practices centers on social equity, which is at the forefront when senior meals are produced on-site, because of the incredible value to a broad cross-section of Montpelier's community.

- A. First and foremost, the benefit of locally produced meals with locally sourced produce, prepared and served at the standards for nutrition set by the Older American's Act with oversight by MSAC staff ensures food security, health and at-home thriving for our area older adults.
- B. Using MSAC's kitchen provides robust engagement opportunities for the larger community by allowing space and time for volunteering. There are many organizations in the Montpelier area who value community service, so this not only benefits those employees by giving them an opportunity to give back to their local community, but it provides volunteer support to the actual production of food.
 - a. Volunteering in the kitchen also *creates* community for our local seniors who want to be involved and engaged together – which limits the social isolation they likely are otherwise facing.
 - b. With in-person cooking, MSAC can be a source for helping to solve the issue of hunger in the homeless population.
- C. Using our kitchen again will open up many different opportunities to partner with nutritionists, wellness experts, and specialty chefs to offer nutrition education programs, trainings and events, which is a valuable component to healthy aging at home for seniors.
- D. Using our kitchen will allow us to open up equitable opportunities for cultural, culinary and equity education.
 - a. We can partner with organizations like Capstone, Equity Solutions, Hunger Free VT, Feeding Chittenden, Kellogg Hubbard Library, Central VT Refugee Action Network and others to welcome in diverse community members to teach, train and share their skills, knowledge and wisdom in the kitchen.



- b. We already do partner with multiple organizations in the area that serve the various populations of people living with disabilities (New School of Montpelier, Upper Valley Services and the Summit School). This is and has been an incredibly valuable component of volunteering and job training in our FEAST program.
 - c. We have strong partnerships already established for job-training of diverse populations, especially for economically disadvantaged and older workers, and currently work with Vermont Associates for Training and Development (A4TD), the Department of Labor and the Community Justice Center of Montpelier.
- E. Designing our own Kitchen Manager/Chef position allows the social equity of inviting in applicants from diverse backgrounds, especially as we work in concert with community partners like Capstone and the VT Foodbank who focus on extending training and certification to a high percentage of BIPOC students.



Financial Viability of Options:

| Food and Labor for FEAST | per meal | estimated quantity | Total for one year at that rate | Notes: |
|---|--------------------------------------|----------------------------|--|-------------------------------------|
| Budgeted for FY22 (with a decrease due to budget crisis) | \$5.85 | 16,500 | \$96,525.00 | No longer viable |
| FY20-21 GTC rate | \$6.05 | 16,500 | \$99,825.00 | |
| Current rate for GTC July-Sep. 2021 (VCFA Production) | \$7.90 | 16,500 | \$130,350.00 | Want to be below |
| If we spend at expected rate for GTC Oct'21 - June '22 (VCFA Production) | \$8.25 | 16,500 | \$136,125.00 | |
| If we contract with Community Kitchen Academy (offsite production in Barre) | \$9.00 | 16,500 | \$148,500.00 | |
| Quote for GTC to bring production back to MSAC kitchen | \$11.22 | 16,500 | \$185,130.00 | |
| Estimated cost for MSAC hiring a Kitchen Manager / Chef and buying our own food: | Labor (Salary & Benefits) | Food (16,500 meals) | Total for one year at that rate | Per meal cost food and labor |
| Scenario 2: 30 hours, \$3.25 (projected food cost per meal) | \$67,750.00 | \$53,625.00 | \$121,375.00 | \$7.36 |

Note: The highlighted area is our target.



Feasibility of the Proposal:

Financial Feasibility:

- We are already aware of the amount budgeted with the City of Montpelier for FY22, and have plans in place to achieve that funding.
- Our FY22 budget includes revenue sources for FEAST that cover the majority of projected costs:
 - Meal reimbursement contract with CVCOA for 16,500 meals at \$3.76 through September 2021, with a likelihood of a small, unbudgeted increase in this revenue starting in October (currently projected at a \$.04 increase)
 - Meal donations from people who eat FEAST meals, their families and other community members earmarking donations to FEAST
 - A portion of our Private Grants revenue – most of our grants are for general operations and include support of FEAST
 - \$20K from Hoel Family Foundation already guaranteed (3 years recurring started FY21)
 - \$15K from National Life Foundation already received in June for transfer to FY22.
 - A portion of our Cory Fund revenue
 - A portion of our Supporting Towns Revenue, especially \$15K from town of Berlin where we deliver Meals on Wheels
 - Special events revenue such as March for Meals
- We have received grants that enabled us to increase the FEAST Program Manager from 19 hours to 30 hours, now with benefits.
- We are confident we can bring in more grants than we budgeted for, and we are currently working on more grant proposals including the following, with more to be explored this Fall:
 - VT Foodbank Grant (due September 15th)
 - Hunger Mountain Coop Grant (due in the Fall)
 - Lawson's, Caledonia Spirits and Fox Market “tip grants”
 - VT Community Foundation
 - Tarrant Foundation
- We received significant unbudgeted FEAST support from CVCOA in FY21 through various federal COVID relief funds distributed at multiple points (including \$28K in extra meal reimbursements, \$25K in gap-filling, \$8K from Bernie meme shirt sales fund, and \$5K in CVCOA discretionary senior meal funds, some of which can be transferred to FY22 and we will work to clarify this more this month.
- CVCOA will be sending out another distribution of COVID relief funding soon.
 - We do not yet know how much we will be receiving, but should know by September.



Revenue Generation Options:

Opening up the licensed restaurant kitchen at MSAC opens up multiple revenue generating options to help cover the costs of the FEAST Program Manager position *and* the FEAST Kitchen Manager/Chef position. These options include (but are not limited) to the following:

- **Daily lunches for the community for \$10+/meal**
 - A discount could be offered to City and State employees to encourage community gatherings, lunch meetings and intergenerational gatherings.
 - While we have always offered community meals in FEAST's early years, including to-go options, we could build up and promote this more robustly.
 - We have previously explored the option of providing deliverable healthy meals to area large employers such as VSECU as part of their employee wellness initiatives.
- **Special Events Rentals**
 - Prior to the pandemic, the kitchen and community room have been used by MSAC and rented for a wide variety of cooking classes, engaging community events and private group events to help bring in additional income. We can build on this history and more pro-actively invite:
 - Dinner events
 - Baking events
 - Working with any number of local bakers, MSAC could establish a regular weekly or bi-weekly baking event for the community.
 - Cooking classes
 - Wellness/Nutrition classes
 - Interfaith Community Gatherings/Meals
- **Weekly special dinners for a premium price**
 - MSAC could engage any of the local high-end Chefs for a regular family dinner, a special occasion dinner, or dinners for special events.
- **Exploring Economic Development for the Community**
 - For a rental fee, we could host community programs like Capstone's Community Kitchen Academy, which focuses on kitchen skill-based job training for students in need of accessible training.
 - For a rental fee, we could host small, independent creative food producers who just need a space to prepare their product in (anything from baked goods to hot sauce to pickles to ice cream, and anything else anyone wants to create).



Personnel:

- We have a strong team of people with the skills to make this program thrive – both staff *and* experienced volunteers.
- We are supported by the Central Vermont Council on Aging (CVCOA), Vermont Associates for Development and Training (A4TD), Vermont Association for Senior Centers and Meal Providers (VASCAMP) and connected with a wide array of networks who will support us in making this transition.

A Sound Model:

- The model we are proposing is what - in large part - already exists in most Vermont senior centers. We are not proposing an outrageous solution, we are proposing a sound model with proven benefit, cost reduction, and feasibility.
- Through the support of CVCOA and our regional senior meal site partners, we have access to a simpler model for recipe development, menu production and food ordering, which will drastically reduce costs.



Duties of a Kitchen Manager/Chef:

Description: The FEAST Senior Meals Program, a service of the Montpelier Senior Activity Center (a division of the Community Services Department of the City of Montpelier), provides daily (Monday-Friday) hot meal delivery to older adults age 60+ through a meals on wheels program, as well as twice-weekly in-person congregate meals. The Kitchen Manager/Chef position is a full-time position (30 hrs.) and includes working in a fast-paced, high-volume environment. You are responsible for ordering food, preparing, cooking, packaging and serving quality meals each day for fresh and frozen consumption. Annually we serve 16,500 meals. Preparing food should be done using standardized recipes that meet the federal nutrition guidelines stipulated by the Older Americans Act through our contract with the Central Vermont Council on Aging (CVCOA), who provides a third of our program's funding. Meals should be made using as many fresh and local products as possible while working within a budget and the food safety standards of Serve Safe, the Older Americans Act and the State of Vermont Food Safety Regulations.

Responsibilities include but are not limited to:

- Create daily to-do list of items to be accomplished in the kitchen. Read and follow food recipes and/or production menu to ensure food quality and quantity. Taste prepared foods before serving them, read the menu, estimate food requirements, check production amounts. Must be able to do the necessary math.
- Prepare, cook, bake, package and oversee volunteers serving and delivering daily meals following the monthly menu and CVCOA guidelines.
- Support all kitchen volunteers (food preparation, assistant cooking, meal packaging, dish washing), and the FEAST Program Manager in any tasks needed for the efficient operation of the program while maintaining a supportive and positive work environment. Assist in training and reinforcing our regular procedures with volunteers and new staff (ex: proper techniques for washing dishes, food safety, safe preparation of food, etc.).
- Take care of leftovers and returned meals promptly to stay within food safety regulations.
- Maintain proper charts for food safety. Example: daily food temps, freezer/ cooler temps, sanitizer/wash bucket, and dish washer logs.
- Proper rotation of stock in all storage areas. Rotating all foods when orders arrive or putting away leftovers.
- Keep communication open with the FEAST Program Manager regarding successes and challenges in the kitchen, addressing areas that need attention and implementing volunteer development trainings.
- Responsible for ensuring kitchen functionality during vacations, sick days, or any other absence from the work area as needed.
- Stay current in food safety regulations and make them part of your daily routine.
- During normal work hours, assist in orientation for people who will rent the MSAC kitchen outside FEAST meal production hours.
- Optional: provide food-service related education to the general public through MSAC's programming



Future Goals for FEAST:

According to the most recent census, Montpelier has just over 1,600 older adults. FEAST only serves about 80 of them per week. Why? Is it lack of awareness of the senior nutrition program? Is it quality of meals? Is it a misperception of eligibility? Is it due to societal stigma regarding the need to ask for help? All of these questions and more have been highlighted by the pandemic, which illuminated the essential nature of senior nutrition and ensuring equitable access to it.

But before we can fully answer any of these questions and create a truly robust solution to food security for our older adult population in Montpelier and beyond, the FEAST program needs to be re-organized.

Having an internally operational program will allow FEAST the opportunity, financially and socially, to have flexibility to grow the program and extend our services as we grow. A primary goal for the growth of FEAST is to keep costs low by engaging with local farmers, gleaning organizations, the FEAST Farm, expansive collaboration with vendors and being part of a network of partners for bulk food purchasing.

With lowered food costs, integrated service and robust collaboration, we will be able to address more issues of food security for the region, investigate the issues of food sovereignty by designing a program that offers meal choice and culturally appropriate meals to our wider community.

To ensure longevity and sustainability of the program for the ever-growing population of older adults in our community, we envision a deep collaboration not only with the community partners listed below, but a more thorough interweaving between the Community Services Department divisions of the City of Montpelier, but also the intergenerational program called MSAC at Home. The benefits of collaborating with the combined local resources of an intergenerational approach, but also a wider community engagement platform will bring much deeper enrichment to our older adults, as well as a robust network of people who *want* to participate in ensuring the growth and success of our programs.

Employing a triple-bottom-line approach that accounts for benefits to the people, planet and profit, the City of Montpelier can be a leader in solving food security while serving our every-growing community of aging adults. We are all aging, so when we do that together, with the awareness of what is needed, we can harness the resources that will allow us to age gracefully together, at home.



Historic Perspective:

MSAC successfully navigated the start of the FEAST Senior Meals Program in partnership with Just Basics, Inc (JBI) and Good Taste Catering (GTC) eight years ago, with the aim of providing regular access to healthy meals for older adults in Montpelier, Berlin and the surrounding communities. Over the years, we have served on average 16,500 meals a year to more than 1,600 seniors in our region. FEAST has become known historically as a wonderful option for socially engaging, healthy and delicious meals for older adults.

MSAC has, however, been the only senior meals provider within the CVCOA contracted service area that has worked with an external caterer. Though the relationship has historically been successful, there are a number of documented disadvantages to FEAST having an external caterer as we aim to streamline a more robust program to serve the larger population of Montpelier's older adults.

MSAC now faces combined challenges it has never faced before:

- the nationally rising costs of food, due to the pandemic
- our current contracted caterer has moved their production offsite:
 - charging significantly higher rates to MSAC this year
 - a larger staff with less oversight
 - no dedicated team devoted to ensuring high quality meals for FEAST
 - MSAC sees no financial benefit when more local food/produce is donated to the kitchen

The FEAST Program Manager position has been expanded in order to support the new model we have designed. The expansion incurred a slight increase to our costs, but that has been addressed by the above-listed grants. In order for FEAST to successfully move forward into the future, it needs a dedicated Kitchen staff member and team of volunteers to ensure the high quality of meal production, lowered production costs, and more robust social engagement for the community. FEAST fully intends to continue to grow and embrace past and current collaborative partners in the pursuit of excellence.

In Summation:

Enclosed within this proposal is all of the relevant budgetary information required to illustrate how beneficial to the City of Montpelier it will be to hire a Kitchen Manager/Chef for MSAC's FEAST Program. Enclosed within is the proposed job description as well as the following appendixes.

We sincerely hope you understand our considerations in this proposal and look forward to discussing it at your earliest convenience.



Appendixes:

- A) Collaborative Partners List
- B) Past contracts with Good Taste Catering
- C) Proposed Job Description for FEAST Kitchen Manager/Chef

Collaborative Partnerships:

Long Term Financial Partners:

- **Central VT Council on Aging (CVCOA):** contracted federal sponsor offering fiscal support, nutrition oversight and education, tech and industry knowledge assistance, wellness support & case management to our clients, advisement and collaborative partnership; host for regional senior nutrition contractors collective through which many resources are shared and disseminated
- **VT Center for Independent Living (VCIL):** contractual partner serving disabled individuals under 60; outreach partner
- **Just Basics, Inc.:** former financial partner for the FEAST Program

Food Access Partners:

- **Community Harvest of Central Vermont:** partner in providing us with 5,000 lbs of locally gleaned food annually (for a cost of \$1,500); potential fiscal sponsor for network partnership with the Foodbank; outreach partner
- **FEAST Farm of Montpelier, run by the City Parks Department:** outreach partner; events partner; producer in 2020 of 1,000 lbs of free produce for FEAST, in 2021, producing 3,000 lbs of free produce for FEAST; recognized as a shining example of excellence in intergenerational engagement by Senator Bernie Sanders
- **Capstone Community Action:** a potential partnership with their Community Kitchen Academy (CKA) has been explored; advice in the creation of this proposal was sought; assurance of a letter of agreement to supply FEAST with qualified applicants; outreach partner
- **Hunger Mountain Coop:** explored the possibility of a collaboration; General Manager Kari Bradley declined interest at this time, with the assurance of other collaborative engagement possibilities in the future; historic financial and gift certificate donor to FEAST; outreach partner



Advocacy Partners

- **Hunger Free VT:** invitation into the networking partnership with the Hunger Council of Washington County; conversational and advisory partner on creating a program with a deep focus on equity and inclusion as pertains to the sector of food security; offered access to intensive training around offering 3Squares to senior Vermonters; outreach partner
- **3Squares Working Group:** networking and collaborative partners to ensure access to food security for the senior community
- **Vermont Foodbank:** networking and collaborative partner for outreach, communications, sharing recipes, supporting seniors with access to supplemental food boxes and 3Squares; potential for future network partnership (which requires a fiscal sponsor)
- **Hunger Council of Washington County:** outreach partners; collaborative partners on projects, initiatives and programs to ensure equitable access to food for area seniors; trustworthy, passionate communications network
- **Interfaith Council of Barre/Montpelier:** outreach partners; potential collaborations with area churches have been explored, namely the Unitarian Church of Montpelier who we met with to discuss the possibility of partnering for co-promotion and co-production of food, but determined that since they don't cook to the specific nutritional guidelines we are contractually obligated to fulfill, and their scale is much smaller, it does not make sense

Outreach & Volunteer Service Partners:

- **Associates for Training & Development (A4TD):** volunteer partner
- **Downstreet/SASH:** outreach partner and supplier of potential FEAST clients
- **United Way & United Ways of VT (211):** outreach partner; host of collaborative volunteer network
- **Northeast Kingdom Community Action:** outreach partner
- **Kellogg Hubbard Library:** outreach partner
- **Area Schools:** volunteer networks
- **Montpelier Alive:** outreach partner
- **Community of Vermont Elders (COVE):** outreach partner
- **State of VT Department of Disabilities, Aging and Independent Living (DAIL):** advocacy and information partners

Future Potential Partners:

- **Central VT Medical Center:** planning to investigate the possibility of a synergistic partnership regarding therapeutic meals
- **Senior Living Centers and Residential Care Homes**
- **Veterans Organizations**



FY20 FEAST Senior Nutrition Program Contract

between

Good Taste Catering LLC (GTC)

and

City of Montpelier

Montpelier Senior Activity Center (MSAC)

For the period from July 1, 2019 – June 30, 2020

Purpose of Agreement

Good Taste Catering LLC (GTC) and Montpelier Senior Activity Center (MSAC) enter into this contract to provide meal service for the senior meal program, FEAST. FEAST is a three-part meal service program operating out of the Montpelier Senior Activity Center; FEAST at Home (Meals on Wheels, or home-delivered meals), FEAST Together (the congregate, or on-site meals) and FEAST To Go (the community fundraiser meal).

GTC is an independent contractor. MSAC is a division of the Community Services Department of the City of Montpelier. This Contract shall not be construed as an employment agreement.

Period of Performance

The term of this agreement is for twelve months, commencing **July 1, 2019** and continuing through **JUNE 30, 2020**.

Location

The facility used by MSAC and GTC for FEAST operations is the two kitchen rooms and other spaces (office/storage closets/community dining room) located at 58 Barre Street and owned by the City of Montpelier. The City will be named as additional insured on GTC insurance.

Meal Cost

Compensation agreement will be the following:

Cost Total for FEAST at Home and FEAST Together (per meal price for home delivered & congregate meals ordered) = **\$6.05** per meal for a minimum of **16,000** and up to **18,000** meals. GTC is not required to provide more than **18,000** meals during the contract term but may do so by express written consent of both parties. In the event that more than **18,000** meals are



provided, GTC will discount the per-meal rate at a mutually-agreed upon amount to be determined.

Cost for meals delivered to VCIL recipients: \$6.05

Cost for meals for FEAST Together recipients under age 60: \$6.05

Catered meals for MSAC Fundraising in the Community: per meal price of meals related to the FEAST menu but not subject to strict dietary guidelines, when served the same day, shall be \$8.41.

When opportunities arise, MSAC and GTC will utilize the details of GTC's "Optional Bidding" on page 2 of GTC's proposal dated May 2, 2017, which shall be updated for this contract term. GTC's bid addresses options for brown bag lunches for youth and adults as well as catering of simple luncheons and 3 course meals. Separate contracts will be enacted to pursue such opportunities.

GTC shall submit, prior to the 5th day of each calendar month, one statement of the previous month's meal totals that includes total counts-- based on tracked data from the FEAST Program Manager-- for FEAST at Home, FEAST Together and VCIL meals, to the Director of MSAC via email at jclar@montpelier-vt.org as well as to the FEAST Program Manager and the Administrative Assistant. The statement shall itemize the total number of meals produced, by the month, using a breakdown of which types of meals were served, as described above. MSAC shall make payments to the GTC within two weeks of receipt of the statement.

Compensation

GTC shall be compensated for FEAST at Home & FEAST Together meals based upon what is ordered at the per meal cost of the meals set forth in the "Meal Cost" section of this contract. FEAST at Home and FEAST Together are based on the number of meals sold at the per meal cost of the meals set forth in the "Meal Cost" section of this contract. GTC shall be compensated for optional catered meal opportunities at special events as agreed upon by MSAC and GTC in writing by separate contract.

Note: At times when extra FEAST meals are required on the day of the order, GTC will make a responsible effort to meet increased needs and will be compensated at the same per meal bid price.

GTC shall submit by the 5th of each month a statement of the previous month's FEAST meal totals to MSAC via email. MSAC shall make payment to the GTC within two weeks of receipt of the invoice.

Provision of Meals

GTC shall furnish all food and labor necessary to prepare and serve FEAST Together (congregate meals) at the Montpelier Senior Activity Center, 58 Barre Street, Montpelier. GTC shall also furnish all food, and labor necessary to prepare and serve home delivered meals. GTC will send all home delivered meals, hot & frozen, in suitable containers from the Montpelier Senior Activity Center. FEAST at Home (the home delivered meals) shall be packaged individually, with seal tight covers for transportation, in an insulated carrying case (provided by MSAC).



The number of meals to be prepared each day is determined by the number of registered home delivered clients and the number of congregate meal reservations for that week. The actual meal count will be accessible online (remotely or at MSAC) to GTC by 7:00 a.m the day prior, Monday-Friday.

FEAST at Home and FEAST Together meals must meet Older Americans Act standards for nutritional quality and quantity and meet 1/3 recommended daily allowance (DRI of vitamins and minerals). See Nutritional Standards.

Nutritional Standards

The Vermont Older Americans Act mandates that each meal served must provide at least 1/3 of the RDA for older adults and comply with the Dietary Guidelines for Americans. The Meal Plan Guide below is designed to help satisfy these requirements. Meals shall meet the following minimum nutrition requirements.*

Meal Plan Guide

| Food Group | Serving Size | Options |
|---|--|--|
| Meat/Meat Alternate | 2-3 oz. cooked weight | Lean meat, fish, poultry. May use meat alternates such as: eggs, legumes, cheese, tofu |
| Fruits and Vegetables combined for total of 1 ½ servings daily | ½ cup, 100% fruit juice, ¼ cup dried fruits ½ cup vegetables, 1 cup fresh leafy greens, 6 oz. vegetable juice, ½ cup tomato sauce | Fruits -- fresh, frozen, canned or dried Vegetables – fresh, frozen, raw or canned vegetables, 100% vegetable juice, potatoes always count as a vegetable. |
| Grains and whole grains (combined total of 2 servings – 50% must be whole grain) | 1 oz slice ½ cup cooked | Whole grain bread, muffins, biscuits, rolls, quick breads Rice, pasta and other whole grains |
| Milk/Milk products | 8 ounces | Preferably low fat or skim |
| Fat | 1 tsp oil, margarine or butter | Optional |
| Dessert | ½ cup or 1 serving optional | Nutritious desserts: such as, fruit, pudding, cobbler, crisp and fruit pies. Pumpkin pie, muffin or carrot cake provides Vitamin A. Baked goods containing one serving of whole grain can count toward the whole grain requirement. Limit cakes, pies & cookies to 2 days for every 5 days of service. |

- A total of 1½ servings fruit and/or vegetables must be served each day in any combination;
- A maximum of one high sodium food may be served each week;



- A good source of Vitamin A must be served at least every other day (for 5 day-a-week program). Sites serving 2 days or less must have Vitamin A at each meal;
- One Vitamin C rich food daily.

*For a full description of meal planning and food safety, see Vermont Older Americans Act Nutrition Program Orange Manual.

Local Foods

GTC will work with MSAC, local farmers, community organizations, food suppliers and others to implement fresh and/or locally produced food. Menus are developed considering the availability and seasonality of locally grown fresh vegetables and fruits. Fresh foods will be used in all meals produced. For each meal GTC will identify (in the following month, by the 10th of the month) foods as being fresh, locally grown fresh, frozen, locally grown frozen or canned. When food is fresh, it need not be labeled. In other cases, the following abbreviations are to be used: LG for locally grown; FZ for frozen; LGFZ for locally grown frozen; DR for dry goods and CN for canned. Commercially canned vegetables are a last choice and their use should be kept to a minimum.

GTC will work with volunteers of community partners & MSAC to utilize and process foods being rescued and fresh foods being donated. GTC will assist with processing of seasonal items as they become available.

Menus

Menus will be prepared and submitted online to MSAC by the 10th of the previous month. Menus should be planned to take advantage of fresh seasonal foods. The menus are to be prepared by GTC and must be approved by MSAC. Central Vermont Council on Aging will also review menus monthly for nutrient content and compliance with DRI's. Dietary options such as vegetarian and diabetic meals should be considered throughout the menu with regularity as determined in consultation with the MSAC Director.

Monitoring

An authorized representative of MSAC shall have the right to inspect food preparation at any time during the term of the contract. GTC will be provided with "The Vermont Senior Nutrition Program Management Handbook."

Health Standards

GTC shall conform to all health and sanitation requirements of State of Vermont http://www.healthvermont.gov/sites/default/files/documents/2016/12/REG_food-service-establishments.pdf. GTC shall provide a current ServSafe certificate by the effective date of this contract, and all GTC employees should be Servsafe tested within six months of employment.



Cleaning

Cleaning and general upkeep of the kitchen spaces and equipment will be the responsibility of GTC. Kitchen volunteers and Vermont Associates for Training and Development trainees may be used when possible and under the supervision of GTC. Kitchen volunteers will be instructed to communicate directly with GTC to determine best use of volunteers' time for kitchen maintenance. A "deep clean" schedule, approved by the GTC and MSAC, will be required from GTC at time of contract acceptance or approval. Every effort will be made to maximize using volunteers for kitchen and dining areas with ultimate responsibility for all kitchen spaces resting with GTC. If inspections do not meet state requirements, it is the responsibility of GTC to work with the staff of MSAC and the City of Montpelier to ensure that citation(s) are addressed and compliance is resumed.

Other Facility and Supplies Responsibilities

GTC shall:

- Provide durable kitchen equipment as detailed in GTC Equipment list updated for July 1, 2018, to be updated in August 2019.
- Provide training guidance checklists and follow up for Community and MSAC use of the kitchen to ensure food safety, cleanliness, and cost-effective and functional GTC operations.

MSAC shall:

- Provide a licensed, modern, commercial kitchen facility and management, routine maintenance, and repairs of kitchen equipment.
- Provide to GTC back office space with desk, Wi-fi internet access, phone, voicemail, IT support, and access to computer for vendor communication and other FEAST/senior nutrition program business, and communication for private catering and VTFoodTV (non-FEAST business). Office space and computer must be made available to MSAC if occasionally needed for other MSAC operations.
- Provide to GTC, by option, at sole MSAC discretion and for a fee, space for equipment and food storage for items not related to FEAST operations, which must be removed upon request if MSAC needs to reclaim such space.
- Provide space for volunteer training, copier for printing / photocopying / faxing / scanning, and basic office supplies (excluding home-delivered meal labels) as needed for administration of FEAST / senior nutrition program operations. Color copying will be available at a rate of \$.10 per sheet reimbursement.
- Provide separately contracted kitchen linen / laundry service of cloths and aprons in the event volunteers are not available to provide such services.
- Provide durable and non-durable kitchen equipment, and necessary service or replacement, as determined by MSAC Director, for items detailed in MSAC Equipment list dated July 1st 2018, to be updated August 2019.
- Provide all fixed utilities expenses for FEAST / senior nutrition program operations, including propane, water, electricity, trash-removal, compost pick-up, and heat.
- Provide material support for FEAST production including but not limited to: first aid kit, paper towels, gloves, hairnets, limited plastic aprons, kitchen cleaning supplies (dish detergent, floor cleaner, mops and brooms, etc.)
- Provide GTC exclusive use of kitchen that includes "approval rights" for other community users when requested by MSAC.
- Provide GTC first right of refusal for any events that require catered food service hosted at the MSAC.



- Provide access to the kitchen and support kitchen for GTC staff outside hours of 6:00 am-3:00 pm Monday through Friday, with advance notification to MSAC staff to avoid facility scheduling conflicts, for food production and VTFoodTV Project.

Delivery Details

Meals shall be prepared for FEAST at Home and FEAST Together meals on a pre-arranged schedule. Extra frozen meals will be required for some holidays and for backup meals for scheduled vacations and emergencies.

All attempts should be made to keep meals within food safety temperatures at a minimum 165 degrees F for hot meals and a maximum 41 degrees F for cold meals.

Deliveries shall be accompanied by driver instructions, accessible online. All meals will include labeling, and contents. The labeling system will be provided at the MSAC site.

Confidentiality Policy

GTC shall conform to the Confidentiality Policy described below.

- **Assuring Privacy of Participants:** Information about participants, including their status or family situation, must not be discussed except as is necessary to provide and evaluate services.
Through our paid and volunteer positions, we may observe a situation, or have access to information that is private. We must always be sensitive to what information is shared, with whom, and for what purpose. Generally, information gained through the intake process or through access to a person's home is confidential. This information must not be shared without the knowledge and consent of that individual. Participant contributions also are confidential and no attempt should be made to determine the amount of the contribution.
- **Referral:** If you believe a participant may need more help or might benefit from an additional program, ask the client's permission before making a referral. In an emergency, or in dealing with a person who may not hear or understand, state what you are doing or that you are going for help.
- **Exception:** Consent is not required in situations in which you are a mandated reporter of abuse, there is exploitation or neglect, or if you have a duty to warn.
- **Social Networks or Neighboring:** Information of a social nature, social announcements (*"Betty Smith called Ella to say she will not be returning from her daughter's in time for next Tuesday's pot luck"*), or information which is public and shared for social reasons, (*"Betty Smith is in Central Hospital and we are circulating a card for her now."*) may be shared.

Wages, Salaries, Oversight and Reporting of Staff Schedules

GTC will pay GTC employees not less than the prevailing rates for food service employees as established by the Secretary of the U.S. Department of Labor. GTC will provide the Director of MSAC with monthly schedules of FEAST kitchen and front of house staffing including "manager on duty" assignments. GTC will



report on any changes in kitchen staffing—including volunteers-- and GTC employees. GTC will have primary oversight and training of FEAST volunteers and Vermont Associate Training and Development trainees to produce FEAST meals.

MSAC will provide a part-time staff FEAST Program Manager (City employee) to recruit and schedule FEAST volunteers, manage non-food production aspects of volunteer work, and manage MSAC reporting and database requirements for the FEAST program, along with other duties as assigned to support the FEAST program. MSAC will also provide administrative support as a host site for on-going Vermont Associates Training and Development staff and supervision as needed for non-FEAST duties.

Equal Employment Opportunity

GTC will not discriminate against any volunteer, trainee, employee or applicant for employment or unpaid work in the FEAST program because of their race, color, religion, sex, national origin, sexual orientation or gender identity.

Other Legal Compliance

Both parties agree to follow all state and federal employment laws and comply with all requirements of restorative justice and rehabilitative community service.

No individual with a background of abuse or exploitation of a vulnerable person (child or adult) will be allowed to work in the FEAST program in a role that gives such a person contact with vulnerable populations. GTC is responsible for doing VT Criminal Information Center background checks of GTC employees (\$30.00 each) and reporting them to MSAC Director. MSAC is responsible for doing background checks for volunteers and trainees not employed by GTC.

Other Contractual Responsibilities – Consumer Support and Promotion

GTC and MSAC will share consumer support, promotion and strategic planning for FEAST meal services.

A. GTC will:

- Work with MSAC to create a quarterly evaluation system that includes client satisfaction surveys and contractual review.
- Utilize the CVCOA Registered Dietician as a resource for addressing special diets.
- Provide contracted food service for MSAC upon request for promotion, outreach and fundraising, and participate in strategic planning for meals program.
- Provide exposure for MSAC through ORCA Media, public and private events at MSAC, and GTC printed and digital materials, etc.
- Keep MSAC Director informed of development of catering business.

B. MSAC will:

- Work with GTC to provide opportunities for nutrition education of seniors.
- Work to provide primary oversight of evaluations, communications, promotion and fundraising for FEAST.



- Provide exposure for GTC to senior and public audiences at MSAC and in MSAC printed and digital materials, etc.
- Provide first right of refusal to GTC for any cooking classes or food service training programs hosted by MSAC

Subcontract

This contract shall not be subcontracted, in whole or part, without the express written consent of MSAC.

Assignment

This contract shall not be assigned, in whole or part, without the express written consent of MSAC.

Amendments

Amendments to this contract may be made during the life of the contract if mutually agreed upon by both parties.

Insurance

Before a contract is executed, GTC shall submit to MSAC evidence showing the following insurance is in force and will cover all operations under the contract:

- Workers' Compensation, in accordance with State Workers' Compensation Law.
- Comprehensive General Bodily Injury and Property Damage Liability Insurance in the Combined Single Limit of at least \$1,000,000 including, but limited to, Personal Injury Liability, Blanket Contractual Liability, Broad Form Property Damage Liability and Products Liability.

These policies shall contain a covenant by the company issuing the policies that the policies shall not be cancelled or terminated by the issuing company unless a thirty (30) day written notice of expiration or cancellation first be given to MSAC, and the policies must name MSAC & City of Montpelier as "additional insured". Certificates of the policies shall be forwarded to MSAC & City of Montpelier.

Private Catering by GTC

GTC will have access to the MSAC facility for private catering meal production and the potential to produce senior meals for other sites. When engaging in private catering work or other use of the MSAC facility not related to FEAST / senior nutrition program, GTC will pay fees to MSAC to support fixed facility/utility costs. These fees will be determined in a separate rental contract outside this contract and are subject to change based on magnitude of impact and understanding of cost for operating the 58 Barre Street kitchen facility.



When engaging in private catering work, GTC will not utilize the labor of FEAST volunteers or Vermont Associates for Training and Development program trainees unless they become legal employees of GTC. Food donated to the FEAST program by individuals, businesses and other community organizations will not be used in private catering meal production – for such purposes, GTC will purchase all food at GTC’s expense.

Consulting Services

MSAC may contract with GTC to consult on matters such as: kitchen equipment and small wares purchases, community access to the kitchen, development of kitchen management / Standard Operating Procedures, etc. Fees for such consulting work will not exceed \$750 per year unless otherwise agreed to in writing, and work will be billed only when written estimates for cost of such consulting are provided in advance.

Termination

Either party may terminate this contract by giving ninety (90) days notice in writing to the other party of its intention to terminate the contract.

Holidays, Vacations, Weather Closures and Program Interruptions

The following are City of Montpelier designated holidays observed by MSAC during the FY20 contract period:

Independence Day: Thursday, July 4, 2019 (Frozen meal for July 3, 2019)

Labor Day: Monday, September 2, 2019

Indigenous People’s Day: Monday, October 14, 2019

Veteran’s Day Observed: Monday, November 11, 2019

Thanksgiving Day & Day after Thanksgiving: Thursday-Friday, November 28-29, 2019

Christmas Day: Wednesday, December 25, 2019

New Year’s Day: Wednesday, January 1, 2020

Martin Luther King Jr. Day: Monday, January 20, 2020

Presidents Day: Monday, February 17, 2020

Memorial Day: Monday, May 25, 2020

MSAC will also close during the entire holiday period from Tuesday, December 24, 2019 – Wednesday, January 1, 2020, and additional deep cleaning of the kitchen shall occur during this time. The MSAC office will be closed on these days, and no FEAST Together meals will be served. However, on these holidays, there will be no interruption in FEAST at Home-- the home delivered meal program. Frozen meals will be provided prior to the observed holiday(s).



When the Montpelier Public Schools close due to inclement weather, MSAC also will be closed. No FEAST meals will be hosted or delivered on those days, and emergency back-up frozen meals should be provided in winter to FEAST at Home recipients in advance and following such events.

In Spring 2020, MSAC will use the dining area (Community Room) for its annual Rummage Sale set-up and event, and no FEAST Together meals will be served the one week involved (dates still to be determined, but likely in 1st week of April). FEAST at Home will have no interruption during the week.

GTC may schedule vacation time of up to four weeks at will as long as it does not interfere with the home delivered meal service and determination of congregate meal service status is mutually agreed upon in advance between GTC and MSAC Director. Appropriate notice will be given to MSAC by GTC. July 29-August 9, 2020 has been tentatively scheduled.

Effective Date and Signature

The provisions of this Contract will be effective as of the date both parties have executed it and will continue and remain in full force and effect until June 30, 2020. The Contract may not be modified in whole or in part by the parties except by mutual agreement in writing and duly executed by both parties. Both parties agree to meet prior to the expiration date of this Contract to discuss any contract for a future term.

Future Contract

Approaching successful completion of this contract, consideration will be given by April 1, 2020 to GTC for a new, multi-year contract for FY21 and beyond. This provision is not a guarantee of a future contract.

All Notices to MSAC shall be addressed to:

Montpelier Senior Activity Center ATTN: Director, 58 Barre St., Montpelier, VT 05602

All Notices to Good Taste Catering LLC shall be addressed to:

16 Monsignor Crosby Ave., Montpelier, VT 05602

In witness whereof, the parties have caused this contract to be signed by their daily authorized representatives.

| | |
|--|-------|
| _____ | _____ |
| For Montpelier Senior Activity Center - Director | Date |
| _____ | _____ |
| For City of Montpelier – City Manager | Date |
| _____ | _____ |
| For Good Taste Catering LLC | Date |



FY21 FEAST Senior Nutrition Program Contract

between

Good Taste Catering LLC (GTC)

and

City of Montpelier

Montpelier Senior Activity Center (MSAC)

For the period from July 1, 2020 – June 30, 2021

Purpose of Agreement

Good Taste Catering LLC (GTC) and Montpelier Senior Activity Center (MSAC) enter into this contract to provide meal service for the senior meal program, FEAST. FEAST is a three-part meal service program operating out of the Montpelier Senior Activity Center; FEAST at Home (Meals on Wheels, or home-delivered meals), FEAST Together (the congregate, or on-site meals) and FEAST To Go (the community fundraiser meal).

GTC is an independent contractor. MSAC is a division of the Community Services Department of the City of Montpelier. This Contract shall not be construed as an employment agreement.

The location of the “FEAST Kitchen” as referenced in this agreement includes the kitchen location at 58 Barre Street, and the commercial kitchen at Vermont College of Fine Arts (VCFA) location at **36 College St, Montpelier, VT 05602**.

Period of Performance

The term of this agreement is for twelve months, commencing **July 1, 2020** and continuing through **June 30, 2021**.

Location

The facility used by MSAC and GTC for FEAST operations is the two kitchen rooms and other spaces (office/storage closets/community dining room) located at 58 Barre Street and owned by the City of Montpelier. The City will be named as additional insured on GTC insurance.

Impact of Covid-19 Pandemic and Uncertainties

At the time of this contract’s update in June 2020, the Covid-19 pandemic was making huge impacts on MSAC and FEAST, and presenting many uncertainties for the year to come. One current condition is that personnel using the kitchen facility need to be kept to an absolute minimum. Both partners acknowledge



that as conditions evolve in the months to come, adjustments may need to be made and initiatives postponed or modified.

During the pandemic, FEAST Together has not been possible since the closing of MSAC's facility in March 2020. MSAC and GTC pivoted the service in Spring 2020 to a slightly modified FEAST To-Go (pick-up) distributed from outside the facility, which continued through the time of contract negotiation and into the start of the FY21 contract year. Both parties agree that FEAST Together will resume only when federal, state and local health and safety guidances can be met.

One further impact of the pandemic is MSAC's decision to lower the minimum number of meals to be purchased in this contract year. This is not out of a desire to serve fewer meals, but in recognition that, as was the case in FY20 during the early part of the pandemic, community partners may be able to donate free meals to MSAC/FEAST to save MSAC money during a time of financial crisis. MSAC maintains a commitment to serve all people eligible for FEAST, meet demand, and support GTC as a partner by encouraging community partners to engage GTC when seeking bulk senior meal production vendors.

Meal Cost

Compensation agreement will be the following:

Cost Total for FEAST at Home and FEAST Together (per meal price for home delivered & congregate meals ordered) = **\$6.05** per meal for a minimum of **14,000** and up to **18,000** meals. GTC is not required to provide more than **18,000** meals during the contract term but may do so by express written consent of both parties. In the event that more than **18,000** meals are provided, GTC may provide additional meals at a mutually-agreed upon cost to be determined.

Cost for meals delivered to VCIL recipients: \$6.05

Cost for meals for FEAST Together recipients under age 60: \$6.05

Catered meals for MSAC Fundraising in the Community: per meal price of meals related to the FEAST menu but not subject to strict dietary guidelines, when served the same day, shall be \$8.41.

When opportunities arise, MSAC and GTC will utilize the details of GTC's "Optional Bidding" on page 2 of GTC's proposal dated May 2, 2017, which shall be updated for this contract term. GTC's bid addresses options for brown bag lunches for youth and adults as well as catering of simple luncheons and 3 course meals. Separate contracts will be enacted to pursue such opportunities.

During the COVID pandemic it is possible that food costs and compliance requirements will fluctuate significantly. In the event that commonly used foods are un-available and need to be substituted with more expensive foods, prices on traditional, commonly used foods rise significantly or food is not available to be processed, GTC will communicate this to MSAC in writing with 30 days notice, and both parties may re-consider the price per meal that MSAC is paying GTC per meal, to ensure that meals will continue to be produced if possible.

GTC shall submit, prior to the 5th day of each calendar month, one statement of the previous month's meal totals that includes total counts-- based on tracked data from the FEAST Program Manager-- for FEAST at Home, FEAST Together and VCIL meals, to the Director of MSAC via email at jjelar@montpelier-



vt.org as well as to the FEAST Program Manager and the Administrative Assistant. The statement shall itemize the total number of meals produced, by the month, using a breakdown of which types of meals were served, as described above. MSAC shall make payments to the GTC within two weeks of receipt of the statement.

Compensation

GTC shall be compensated for FEAST at Home & FEAST Together meals based upon what is ordered at the per meal cost of the meals set forth in the “Meal Cost” section of this contract. FEAST at Home and FEAST Together are based on the number of meals sold at the per meal cost of the meals set forth in the “Meal Cost” section of this contract. GTC shall be compensated for optional catered meal opportunities at special events as agreed upon by MSAC and GTC in writing by separate contract.

Note: At times when extra FEAST meals are required on the day of the order, GTC will make a responsible effort to meet increased needs and will be compensated at the same per meal bid price.

GTC shall submit by the 5th of each month a statement of the previous month’s FEAST meal totals to MSAC via email. MSAC shall make payment to the GTC within two weeks of receipt of the invoice.

Provision of Meals

GTC shall furnish all food and labor necessary to prepare and serve FEAST Together (congregate meals) at the Montpelier Senior Activity Center, 58 Barre Street, Montpelier. GTC shall also furnish all food, and labor necessary to prepare and serve home delivered meals. GTC will send all home delivered meals, hot & frozen, in suitable containers from the Montpelier Senior Activity Center. FEAST at Home (the home delivered meals) shall be packaged individually, with seal tight covers for transportation, in an insulated carrying case (provided by MSAC).

The number of meals to be prepared each day is determined by the number of registered home delivered clients and the number of congregate meal reservations for that week. The actual meal count will be accessible online (remotely or at MSAC) to GTC by 7:00 a.m the day prior, Monday-Friday.

FEAST at Home and FEAST Together meals must meet Older Americans Act standards for nutritional quality and quantity and meet 1/3 recommended daily allowance (DRI of vitamins and minerals). See Nutritional Standards.

Nutritional Standards

The Vermont Older Americans Act mandates that each meal served must provide at least 1/3 of the RDA for older adults and comply with the Dietary Guidelines for Americans. The Meal Plan Guide below is designed to help satisfy these requirements. Meals shall meet the following minimum nutrition requirements.*



Meal Plan Guide

| Food Group | Serving Size | Options |
|---|--|--|
| Meat/Meat Alternate | 2-3 oz. cooked weight | Lean meat, fish, poultry. May use meat alternatives such as: eggs, legumes, cheese, tofu |
| Fruits and Vegetables combined for total of 1 ½ servings daily | ½ cup, 100% fruit juice, ¼ cup dried fruits ½ cup vegetables, 1 cup fresh leafy greens, 6 oz. vegetable juice, ½ cup tomato sauce | Fruits -- fresh, frozen, canned or dried Vegetables – fresh, frozen, raw or canned vegetables, 100% vegetable juice, potatoes always count as a vegetable. |
| Grains and whole grains (combined total of 2 servings – 50% must be whole grain) | 1 oz slice ½ cup cooked | Whole grain bread, muffins, biscuits, rolls, quick breads Rice, pasta and other whole grains |
| Milk/Milk products | 8 ounces | Preferably low fat or skim |
| Fat | 1 tsp oil, margarine or butter | Optional |
| Dessert | ½ cup or 1 serving optional | Nutritious desserts: such as, fruit, pudding, cobbler, crisp and fruit pies. Pumpkin pie, muffin or carrot cake provides Vitamin A. Baked goods containing one serving of whole grain can count toward the whole grain requirement. Limit cakes, pies & cookies to 2 days for every 5 days of service. |

- A total of 1½ servings fruit and/or vegetables must be served each day in any combination;
- A maximum of one high sodium food may be served each week;
- A good source of Vitamin A must be served at least every other day (for 5 day-a-week program). Sites serving 2 days or less must have Vitamin A at each meal;
- One Vitamin C rich food daily.

*For a full description of meal planning and food safety, see Vermont Older Americans Act Nutrition Program Orange Manual.

Local Foods

GTC will work with MSAC, local farmers, community organizations, food suppliers and others to implement fresh and/or locally produced food. Menus are developed considering the availability and seasonality of locally grown fresh vegetables and fruits. Fresh foods will be used in all meals produced. For each meal GTC will identify (in the following month, by the 10th of the month) foods as being fresh, locally grown fresh, frozen, locally grown frozen or canned. When food is fresh, it need not be labeled. In other cases, the following abbreviations are to be used: LG for locally grown; FZ for frozen; LGFZ for



locally grown frozen; DR for dry goods and CN for canned. Commercially canned vegetables are a last choice and their use should be kept to a minimum.

GTC will work with volunteers of community partners & MSAC to utilize and process foods being rescued and fresh foods being donated. GTC will assist with processing of seasonal items as they become available.

MSAC and FEAST Senior Meals will attempt to initiate a Bulk Produce Processing Program (BPPP) using a food-service-experienced leader with SerfSave certification to supervise community volunteers to process large produce deliveries so more gleaned and donated produce can be saved for use in FEAST meal production. Production will occur on weekday evenings and weekends, and GTC will have right of first refusal of the kitchen for BPPP schedule. Oversight of the BPPP will not involve GTC. GTC will request in writing the final product the chef wishes for inventory – weight and cut, etc. GTC will provide in writing a check list for all cleanup of kitchen and washroom requirements, including cleanup of production areas, washing dishes, returning utensils, boards and knives to their proper places, and disposing of trash and compost. Any surplus processed food that is not wanted by GTC will be offered to local non-profit meal sites and the Montpelier Food Pantry.

BPPP may begin when it can safely and effectively be done given the present COVID situation

Menus

To contain food costs and support older adults in healthier, more sustainable food consumption, GTC may create new entrée menu items based on plant-based proteins which will be submitted to the nutritionist for approval, for target of 25-40% of all Feast at Home (MOWs) and target of 25% for Feast Together (congregate). Combinations of legumes, rice, ancient grains, eggs, soy-based items like tofu, dairy, etc. are encouraged with inclusion of foods from other cultures. MSAC may use its media (e-letters, Alive Times newsletter, Facebook and Instagram, etc.) to promote this change for the good with GTC interviews and educational articles provided by professional senior nutritional partners.

Menus will be prepared and submitted online to MSAC by the 10th of the previous month. Menus should be planned to take advantage of fresh seasonal foods. The menus are to be prepared by GTC and must be approved by MSAC. Central Vermont Council on Aging will also review menus monthly for nutrient content and compliance with DRI's. Dietary options such as vegetarian and diabetic meals should be considered throughout the menu with regularity as determined in consultation with the MSAC Director.

Monitoring

An authorized representative of MSAC shall have the right to inspect food preparation at any time during the term of the contract. GTC will be provided with "The Vermont Senior Nutrition Program Management Handbook."



Health Standards

GTC shall conform to all health and sanitation requirements of State of Vermont Department of Health http://www.healthvermont.gov/sites/default/files/documents/2016/12/REG_food-service-establishments.pdf and will observe and follow all Centers for Disease Control (CDC), State of VT Department of Health (DOH) and State of Vermont Department of Disabilities, Aging and Independent Living (DAIL) recommended protocols during COVID19 restrictions as they evolve and in particular as they guide senior meal sites.

GTC shall provide a current ServSafe certificate by the effective date of this contract, and all GTC employees should be Servsafe tested within six months of employment.

Cleaning

Cleaning and general upkeep of the kitchen spaces and equipment will be the responsibility of GTC. Kitchen volunteers and Vermont Associates for Training and Development trainees may be used when possible and under the supervision of GTC. Kitchen volunteers will be instructed to communicate directly with GTC to determine best use of volunteers' time for kitchen maintenance. A twice annual "deep clean" schedule, approved by the GTC and MSAC, will be required from GTC. Anticipated dates are during December holiday closure and in mid-summer. Every effort will be made to maximize using volunteers for kitchen and dining areas with ultimate responsibility for all kitchen spaces resting with GTC. If inspections do not meet state requirements, it is the responsibility of GTC to work with the staff of MSAC and the City of Montpelier to ensure that citation(s) are addressed and compliance is resumed.

Other Facility and Supplies Responsibilities

GTC shall:

- Provide durable kitchen equipment as detailed in GTC Equipment list updated for July 1, 2018, to be updated in August 2020.
- Provide training guidance checklists and follow up for Community and MSAC use of the kitchen to ensure food safety, cleanliness, and cost-effective and functional GTC operations.

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- Provide to GTC back office space with desk, Wi-fi internet access, phone, voicemail, IT support, and access to computer for vendor communication and other FEAST/senior nutrition program business, and communication for private catering and VTFoodTV (non-FEAST business). Office space and computer must be made available to MSAC if occasionally needed for other MSAC operations.
- Provide to GTC, by option, at sole MSAC discretion and for a fee, space for equipment and food storage for items not related to FEAST operations, which must be removed upon request if MSAC needs to reclaim such space.
- Provide space for volunteer training, copier for printing / photocopying / faxing / scanning, and basic office supplies (excluding home-delivered meal labels) as needed for administration of FEAST / senior nutrition program operations. Color copying will be available at a rate of \$.10 per sheet reimbursement.
- Provide separately contracted kitchen linen / laundry service of cloths and aprons.



- Provide durable and non-durable kitchen equipment, and necessary service or replacement, as determined by MSAC Director, for items detailed in MSAC Equipment list dated July 1st 2018, to be updated August 2020.
- Provide all fixed utilities expenses for FEAST / senior nutrition program operations, including propane, water, electricity, trash-removal, compost pick-up, and heat.
- Provide material support for FEAST production including but not limited to: first aid kit, paper towels, gloves, hairnets, limited plastic aprons, kitchen cleaning supplies (dish detergent, floor cleaner, mops and brooms, etc.)
- Provide GTC exclusive use of kitchen that includes “approval rights” for other community users when requested by MSAC.
- Provide GTC first right of refusal for any events that require catered food service hosted at the MSAC.
- Provide access to the kitchen and support kitchen for GTC staff outside hours of 6:00 am-3:00 pm Monday through Friday, with advance notification to MSAC staff to avoid facility scheduling conflicts, for food production and VTFoodTV Project. GTC will have right of 1st refusal for any bulk processing outside of normal hours of operation.

Delivery Details

Meals shall be prepared for FEAST at Home and FEAST Together meals on a pre-arranged schedule. Extra frozen meals will be required for some holidays and for backup meals for scheduled vacations and emergencies.

All attempts should be made to keep meals within food safety temperatures at a minimum 165 degrees F for hot meals and a maximum 41 degrees F for cold meals.

Deliveries shall be accompanied by driver instructions, accessible online. All meals will include labeling, and contents. The labeling system and materials will be provided at the MSAC site and will be the responsibility of GTC to train volunteers or trainees or request MSAC staff complete the task if no volunteer or trainee is available.

Confidentiality Policy

GTC shall conform to the Confidentiality Policy described below.

- **Assuring Privacy of Participants:** Information about participants, including their status or family situation, must not be discussed except as is necessary to provide and evaluate services.
Through our paid and volunteer positions, we may observe a situation, or have access to information that is private. We must always be sensitive to what information is shared, with whom, and for what purpose. Generally, information gained through the intake process or through access to a person’s home is confidential. This information must not be shared without the knowledge and consent of that individual. Participant contributions also are confidential and no attempt should be made to determine the amount of the contribution.
- **Referral:** If you believe a participant may need more help or might benefit from an additional program, ask the client’s permission before making a referral. In an emergency, or in dealing with a person who may not hear or understand, state what you are doing or that you are going for help.



- **Exception:** Consent is not required in situations in which you are a mandated reporter of abuse, there is exploitation or neglect, or if you have a duty to warn.
- **Social Networks or Neighboring:** Information of a social nature, social announcements (“*Betty Smith called Ella to say she will not be returning from her daughter’s in time for next Tuesday’s pot luck*”), or information which is public and shared for social reasons, (“*Betty Smith is in Central Hospital and we are circulating a card for her now.*”) may be shared.

Wages, Salaries, Oversight and Reporting of Staff Schedules

GTC will pay GTC employees not less than the prevailing rates for food service employees as established by the Secretary of the U.S. Department of Labor. GTC will provide the Director of MSAC with monthly schedules of FEAST kitchen and front of house staffing including “manager on duty” assignments. GTC will report on any changes in kitchen staffing—including volunteers-- and GTC employees. GTC will have primary oversight and training of FEAST volunteers and Vermont Associate Training and Development trainees to produce FEAST meals.

MSAC will provide a part-time staff FEAST Program Manager (City employee) to recruit and schedule FEAST volunteers, manage non-food production aspects of volunteer work, and manage MSAC reporting and database requirements for the FEAST program, along with other duties as assigned to support the FEAST program. MSAC will also provide administrative support as a host site for on-going Vermont Associates Training and Development staff and supervision as needed for non-FEAST duties.

Equal Employment Opportunity

GTC will not discriminate against any volunteer, trainee, employee or applicant for employment or unpaid work in the FEAST program because of their race, color, religion, sex, national origin, sexual orientation or gender identity.

Other Legal Compliance

Both parties agree to follow all state and federal employment laws and comply with all requirements of restorative justice and rehabilitative community service.

No individual with a background of abuse or exploitation of a vulnerable person (child or adult) will be allowed to work or volunteer in the FEAST program in a role that gives such a person contact with vulnerable populations. GTC is responsible for doing VT Criminal Information Center background checks of GTC employees (\$30.00 each) and reporting them to MSAC Director. MSAC is responsible for doing background checks for volunteers and trainees not employed by GTC.

Other Contractual Responsibilities – Consumer Support and Promotion

GTC and MSAC will share consumer support, promotion and strategic planning for FEAST meal services.



B. GTC will:

- Work with MSAC to create a quarterly evaluation system that includes client satisfaction surveys and contractual review.
- Utilize the CVCOA Registered Dietician as a resource for addressing special diets.
- Provide contracted food service for MSAC upon request for promotion, outreach and fundraising, and participate in strategic planning for meals program.
- Provide exposure for MSAC through ORCA Media, public and private events at MSAC, and GTC printed and digital materials, etc.
- Keep MSAC Director informed of development of catering business.

C. MSAC will:

- Work with GTC to provide opportunities for nutrition education of seniors.
- Work to provide primary oversight of evaluations, communications, promotion and fundraising for FEAST.
- Provide exposure for GTC to senior and public audiences at MSAC and in MSAC printed and digital materials, etc.
- Provide first right of refusal to GTC for any cooking classes or food service training programs hosted by MSAC

Food Expenses and Food Donation Value/Yield Reporting

- GTC will provide quarterly accounting of purchased food expenses, including total food costs, average per meal food costs, and copies of invoices from vendors. Food expenses for non-FEAST meal production must be separated and do not need to be reported. GTC will add a \$ TBD surcharge to MSAC invoicing for provision of those quarterly reports.
- GTC will track food donations received with a form provided by MSAC when no MSAC staff are available to receive donations. Estimate yield of produce donations will be included.
- MSAC will take lead responsibility for tracking of overall food donations and value.

Subcontract

This contract shall not be subcontracted, in whole or part, without the express written consent of MSAC.

Assignment

This contract shall not be assigned, in whole or part, without the express written consent of MSAC.

Amendments

Amendments to this contract may be made during the life of the contract if mutually agreed upon by both parties.

Insurance

Before a contract is executed, GTC shall submit to MSAC evidence showing the following insurance is in force and will cover all operations under the contract:

- Workers' Compensation, in accordance with State Workers' Compensation Law.
- Comprehensive General Bodily Injury and Property Damage Liability Insurance in the Combined Single Limit of at least \$1,000,000 including, but limited to, Personal Injury



Liability, Blanket Contractual Liability, Broad Form Property Damage Liability and Products Liability.

These policies shall contain a covenant by the company issuing the policies that the policies shall not be cancelled or terminated by the issuing company unless a thirty (30) day written notice of expiration or cancellation first be given to MSAC, and the policies must name MSAC & City of Montpelier as “additional insured”. Certificates of the policies shall be forwarded to MSAC & City of Montpelier and will be posted outside the Feast office along with ServSafe certificates, Labor posters on workplace compliance, etc.

Indemnity:

GTC shall defend, indemnify, and hold harmless MSAC and the City of Montpelier, their officers, agents, and employees, from and against any and all liabilities, damages, costs, expenses (including any and all attorneys’ fees and expenses of MSAC or the City of Montpelier), causes of action, suits, claims, demands or judgments arising from GTC’s operations at the FEAST Kitchen, including but not limited to use, non-use, condition, possession, operation, maintenance, management or occupation of the FEAST Kitchen by GTC, its agents or employees. The provisions of this paragraph shall survive the expiration or termination of the Agreement.

GTC Non-liability for non-produced (donated) meals

"Free meals" are defined as any prepared food that has not been produced in the FEAST kitchen under the supervision of Good Taste Catering Staff. Good Taste catering will not be bound by Federal, State, or local nutritional or portion requirements when helping to distribute "free meals." Contract requirements between Montpelier Senior Activity Center and Good Taste Catering will not apply to "free meals." Good Taste catering will not be responsible now or in the future for the wholesomeness or food safety of "free meals." This includes, but is not limited to, freshness, taste, pathogens, viruses, foreign objects, compromised packaging, lack of time and temperature control, biological or chemical contaminants in the food, and any and all other general concerns or violations of food safety code.

City of Montpelier (MSAC) Non-liability for non-produced (donated) meals

The City of Montpelier, including its officers, employees, agencies and departments, shall bear no direct or indirect responsibility for any aspect of the production, quality, delivery and distribution of “free food” to MSAC by any person.

Private Catering by GTC

GTC will have access to the MSAC facility for private catering meal production and the potential to produce senior meals for other sites. When engaging in private catering work or other use of the MSAC facility not related to FEAST / senior nutrition program, GTC will pay fees to MSAC to support fixed facility/utility costs. These fees will be determined in a separate rental contract outside this contract and are subject to change based on magnitude of impact and understanding of cost for operating the 58 Barre Street kitchen facility.



When engaging in private catering work, GTC will not utilize the labor of FEAST volunteers or Vermont Associates for Training and Development program trainees unless they become legal employees of GTC. Food donated to the FEAST program by individuals, businesses and other community organizations will not be used in private catering meal production – for such purposes, GTC will purchase all food at GTC’s expense.

Consulting Services

MSAC may contract with GTC to consult on matters such as: kitchen equipment and small wares purchases, community access to the kitchen, development of kitchen management / Standard Operating Procedures, etc. Fees for such consulting work will not exceed \$750 per year unless otherwise agreed to in writing, and work will be billed only when written estimates for cost of such consulting are provided in advance.

Termination

Either party may terminate this contract by giving ninety (90) days notice in writing to the other party of its intention to terminate the contract.

Holidays, Vacations, Weather Closures and Program Interruptions

The following are City of Montpelier designated holidays observed by MSAC during the FY20 contract period:

Independence Day: Friday, July 3, 2020

Labor Day: Monday, September 7, 2020

Indigenous People’s Day: Monday, October 12, 2020

Veteran’s Day Observed: Wednesday, November 11, 2020

Thanksgiving Day & Day after Thanksgiving: Thursday-Friday, November 26-27, 2020

Christmas Day: Friday, December 25, 2020 (MSAC closed Christmas Eve Dec 24, 2020)

New Year’s Day: Friday, January 1, 2021

Martin Luther King Jr. Day: Monday, January 18, 2021

Presidents Day: Monday, February 15, 2021

Memorial Day: Monday, May 31, 2021

MSAC will also close during the entire holiday period from Thursday, December 24, 2021 – Friday, January 1, 2021, and additional deep cleaning of the kitchen is likely to occur during this time. The MSAC office will be closed on these days, and no FEAST Together meals will be served. However, on these holidays, there will be no interruption in FEAST at Home -- the home delivered meal program. Frozen meals will be provided prior to any observed holiday(s).



When the Montpelier Public Schools close due to inclement weather, MSAC also will be closed. No FEAST meals will be hosted or delivered on those days, and emergency back-up frozen meals should be provided in winter (November – April) to FEAST at Home recipients in advance and following such events.

In Spring 2021, MSAC will use the dining area (Community Room) for its annual Rummage Sale set-up and event, and no FEAST Together meals will be served the one week involved (dates still to be determined, but likely during Monday, April 5 – Friday April 9, 2021). FEAST at Home will have no interruption during the week.

GTC may schedule vacation time of up to four weeks at will as long as it does not interfere with the home delivered meal service and determination of congregate meal service status is mutually agreed upon in advance between GTC and MSAC Director.

Effective Date and Signature

The provisions of this Contract will be effective as of the date both parties have executed it and will continue and remain in full force and effect until June 30, 2021. The Contract may not be modified in whole or in part by the parties except by mutual agreement in writing and duly executed by both parties. Both parties agree to meet prior to the expiration date of this Contract to discuss any contract for a future term.

Future Contract

Approaching successful completion of this contract, consideration will be given by April 1, 2021 to GTC for a new, multi-year contract for FY22 and beyond. This provision is not a guarantee of a future contract.

**All Notices to MSAC shall be addressed to: Montpelier Senior Activity Center ATTN: Director
58 Barre St., Montpelier, VT 05602**

**All Notices to Good Taste Catering LLC shall be addressed to: 16 Monsignor Crosby Ave.,
Montpelier, VT 05602**

In witness whereof, the parties have caused this contract to be signed by their daily authorized representatives.

| | |
|--|-------|
| _____ | _____ |
| For Montpelier Senior Activity Center - Director | Date |
| _____ | _____ |
| For City of Montpelier – City Manager | Date |
| _____ | _____ |
| For Good Taste Catering LLC | Date |



Job Description

FEAST Senior Meals Program Kitchen Manager/Chef

Description: The FEAST Senior Meals Program, a service of the Montpelier Senior Activity Center (a division of the Community Services Department of the City of Montpelier), provides daily (Monday-Friday) hot meal delivery to older adults age 60+ through a meals on wheels program, as well as twice-weekly in-person congregate meals. The Kitchen Manager/Chef position is a full-time position (30-35 hrs.) and includes working in a fast-paced, high-volume environment. You are responsible for ordering food, preparing, cooking, packaging and serving quality meals each day for fresh and frozen consumption. Annually we serve 16,500 meals. Preparing food should be done using standardized recipes that meet the federal nutrition guidelines stipulated by the Older Americans Act through our contract with the Central Vermont Council on Aging (CVCOA), who provides a third of our program's funding. Meals should be made using as many fresh and local products as possible while working within a budget and the food safety standards of Serve Safe, the Older Americans Act and the State of Vermont Food Safety Regulations.

You are directly responsible for the daily operations of the kitchen which include:

- staff relations, teamwork and volunteer management
- food ordering, maintaining food budget
- communicating with vendors including locally donated food providers that include farmers, businesses and individuals
- safe food-handling including temperature logs and implementation of a safety program
- preparing, cooking and packaging high-quality food
- cleaning and maintenance of kitchen and equipment

Responsibilities include but are not limited to:

- Create daily to-do list of items to be accomplished in the kitchen. Read and follow food recipes and/or production menu to ensure food quality and quantity. Taste prepared foods before serving them, read the menu, estimate food requirements, check production amounts. Must be able to do the necessary math.
- Prepare, cook, bake, package and oversee volunteers serving and delivering daily meals following the monthly menu and CVCOA guidelines.
- Support all kitchen volunteers (food preparation, assistant cooking, meal packaging, dish washing), and the FEAST Program Manager in any tasks needed for the efficient operation of the program while maintaining a supportive and positive work environment. Assist in training and reinforcing our regular procedures with volunteers and new staff (ex: proper techniques for washing dishes, food safety, safe preparation of food, etc.).
- Take care of leftovers and returned meals promptly to stay within food safety regulations.
- Maintain proper charts for food safety. Example: daily food temps, freezer/ cooler temps, sanitizer/wash bucket, and dish washer logs.



- Proper rotation of stock in all storage areas. Rotating all foods when orders arrive or putting away leftovers.
- Keep communication open with the FEAST Program Manager regarding successes and challenges in the kitchen, addressing areas that need attention and implementing volunteer development trainings.
- Responsible for ensuring kitchen functionality during vacations, sick days, or any other absence from the work area as needed.
- Stay current in food safety regulations and make them part of your daily routine.
- During normal work hours, assist in orientation for people who will rent the MSAC kitchen outside FEAST meal production hours.
- Optional: provide food-service related education to the general public through MSAC's programming

Required Skills:

- Strong communication, interpersonal and customer service skills
- Proven success as a food service industry manager.
- Strong organizational skills and attention to detail
- Strong time management skills with a proven ability to meet deadlines
- Strong training and supervisory skills with diverse populations and varying skill levels

Preferred Abilities:

- Ability to function well in a sometimes high-paced and stressful environment
- A passion for helping to meet the nutritional and social needs of the older adults and people with disabilities in our communities
- Ability to prepare food from scratch
- Ability to work in a hot and humid environment

Education and experience:

- High school diploma or equivalent
- Qualified training in working in a commercial kitchen
- Current ServSafe Certification or willingness to be certified

Your direct supervisor is the FEAST Senior Meals Program Manager at the Montpelier Senior Activity Center who relies on you to make sound decisions and professionally conduct yourself while maintaining a positive working environment in the kitchen.



Working conditions are in a State of VT licensed, modern commercial kitchen environment that is adequately lighted and vented. You will be required to perform the job duties with long periods of standing, walking, up and downstairs, bending, carrying, lifting supplies and equipment up to 50 pounds. Hours of kitchen operation are between 7am-3pm.

Signing this job description acknowledges you have read, understand, and agree to work within but not limited to this job description.

Employee Signature

Date