



San Francisco  
**HIV Community**  
Planning Council



2024 San Francisco EMA Ryan White HIV

# **STANDARDS OF CARE**

**FOOD BANK / HOME  
DELIVERED MEALS**

# FOOD BANK & HOME DELIVERED MEALS STANDARDS OF CARE

## Overview and Purpose of Food Services Standards

The purpose of the San Francisco Eligible Metropolitan Area (EMA) Food Bank / Home Delivered Meals Standards of Care is to ensure consistency, service equity, and a high degree of quality among food services provided as part of our region's Ryan White HIV continuum of care for persons living with HIV living on low incomes. These minimally acceptable food service standards are designed to provide guidance to food service programs so that they are best equipped to:

- Assess and respond appropriately to the physical, nutritional, dietary, and therapeutic needs of clients;
- Assist clients facing food shortages in securing appropriate food and nutrition services;
- Meet the specific and unique nutritional needs of HIV-positive clients;
- Provide appropriate and effective referrals for nutrition and food-related assessment, care and services as requested or as appropriate;
- Provide food services in as culturally and linguistically appropriate a manner as possible;
- Prepare meals in adherence to Food and Drug Administration standards and requirements; and
- Demonstrate compliance with State sanitation standards and requirements for food storage, preparation, and provision.

In persons living with HIV, good nutrition supports overall health, helps maintain the immune system, and supports the ongoing effectiveness of antiretroviral treatments. Good nutrition also helps people with HIV maintain a healthy weight and better absorb HIV medicines. Because HIV can damage the immune system, foodborne illnesses are likely to be more serious and last longer in people with HIV than in people with a healthy immune system. The purpose of food safety is to ensure that providers understand and effectively follow food safety guidelines in regard to the selection, handling, preparation, storage, and delivery of food in order to reduce or eliminate the risk of foodborne illnesses.

## Description of Food Services:

Food and nutrition services promote better health for low-income persons living with HIV through the provision of calorically and nutritionally appropriate foods and

through access to a coordinated network of food and nutrition-related supportive services. Provision of food services may include:

- **Congregate Meals:** The provision of hot, nutritious meals to an assembly of persons in a single location.
- **Food Pantry/Groceries:** Boxes or bags filled with food substances. In some instances, depending on the agency or organization distributing the food bag/box, essential household items may also be included, such as hygiene items and/or household cleaning supplies.
- **Home-Delivered Meals:** Prepared meals delivered to a client at their home or dwelling.

Allowable essential non-food items are limited to the following:

- Personal hygiene products;
- Household cleaning supplies; and
- Water filtration/purification systems in communities where water safety issues exist.

Unallowable costs under the Food Bank/Home-Delivered Meals standard include:

- Household appliances;
- Pet food;
- Alcohol, tobacco, or cannabis products;
- Clothing; and
- Cash payments to clients.

## Units of Service:

### **A Congregate Meal Unit of Service is defined as:**

- One prepared meal that meets at least 1/3 of daily nutritional requirements for persons living with HIV

### **A Food Pantry / Grocery Unit of Service is defined as:**

- A selection of groceries meeting at least 1/3 of weekly nutritional requirements for persons living with HIV

### **A Home Delivered Meals Unit of Service is defined as:**

- One prepared meal that meets at least 1/3 of daily nutritional requirements for persons living with HIV

## Food Service Requirements:

- All programs shall comply with all applicable State and Local health, sanitation, and safety regulations.
- Prepared meals shall meet the standards set by the National Food is Medicine Coalition ([https://fimcoalition.org/wp-content/uploads/2024/03/FIMC\\_Accreditation-One-Pager.pdf](https://fimcoalition.org/wp-content/uploads/2024/03/FIMC_Accreditation-One-Pager.pdf))
- For prepared meals and groceries, plant-based alternatives to animal protein shall be provided. Additionally, foods with science backed, immune system-boosting properties should be provided wherever possible and “ultra-processed” foods shall not be provided.
- All programs shall meet all requirements of the Local health department for food preparation.
- All meal preparation programs shall have obtained a kitchen license from the San Francisco Department of Public Health.

## Nutritional Requirements:

- Planning for meals and grocery bags/food boxes can benefit from the use of guidelines developed specifically for persons with HIV, such as Eating Tips: A Nutrition Guide for People Living with HIV, developed by God’s Love We Deliver ([www.glwd.org/nutrition/publications.jsp](http://www.glwd.org/nutrition/publications.jsp))
- Whenever possible, the special dietary needs and practices of clients shall be considered in menu planning and food preparation, including dietary restrictions and religious and cultural dietary practices.

## Program and Staffing Requirements:

- Any agency providing Food Bank/Home-Delivered Meals must comply with federal, state, and local regulations, including any required licensure or certification for the provision of food bank services and/or home-delivered meals. Where applicable, this also includes adherence to any necessary food handling standards or inspection requirements.
- All Food Bank/Home Delivered Meals staff must complete an initial training session related to their job description and serving those with HIV. Training should be completed within 60 days of hire. Topics must include: a) safe food handling procedures; b) confidentiality, and c) knowledge of key points of entry for other Ryan White services.