

**ERATH COUNTY SENIOR CITIZENS, INC.**  
**PROCEDURE FOR HOME-DELIVERED MEAL PARTICIPANTS**  
**WHO EXHIBIT AGGRESSIVE OR INAPPROPRIATE BEHAVIOR**

If a volunteer attempts to deliver a meal to a Home-Delivered Meal participant, and that participant behaves in a way that is threatening or inappropriate, the volunteer should:

1. Request that the participant stop the threatening or inappropriate behavior immediately.
2. If the participant is unable or unwilling to comply with volunteer's request, the volunteer should leave the participant resident immediately, without delivering the meal.
3. Make a note on the route sheet that the participant has exhibited aggressive or inappropriate behavior.
4. Return the route sheet and inform the Executive Director of the situation.
5. The Executive Director will attempt to contact the participant by phone to discuss the incident.
6. If the participant states that he/she cannot or will not stop the inappropriate behavior, or if the Executive Director determines that the participant cannot or will not stop the inappropriate behavior, the participant will be notified that home-delivered meal services will be terminated immediately.
7. If the Executive Director cannot make contact with the participant by phone, the Executive Director will contact the participant in writing that his/her home-delivered meal service will be suspended and/or terminated until the participant makes contact with the Executive Director and a decision regarding services can be made.