



Required Pre-Contract Documents, Policies and Procedures

Upon notification of Contract Award, all AgeWays Nonprofit Senior Services (AgeWays) Awarded Contractors are required to submit the following documentation to AgeWays.

All documentation must meet the requirements of AgeWays and the Bureau of Community Living and Supports (ACLS Bureau) Operating Standards Manual for Social and Nutrition Services.

AgeWays must receive these documents prior to releasing the contract. Submit only the requested documents, clearly labeled and organized. Unrequested documents will not be reviewed and may be returned for proper resubmission. All documentation should be submitted via SmartSimple (unless otherwise noted) by August 21, 2026.

Please note that the Business Associate Agreement, Provider Disclosure Form, and Agreement for Services to the Aging Boilerplate, along with instructions for completion and submission, will be provided separately at a later date through the Concord platform. Contractors will be notified when these documents become available and are required for completion.

REQUIRED DOCUMENTS

- ☐ Revised Budget
- ☐ Revised Match Letter
- ☐ Targeting Plan(s)
- ☐ Certificate of Insurances
- ☐ Audit or Financial Statement (if applicable or requested by AgeWays)
- ☐ Adult Day Services- RN License, LPN, and Chauffer License (if applicable)
- ☐ Nutrition Providers Only – Cycle Menus for all meals served (including subcontractors), Nutrient Analysis for all meals served if not following the menu planning requirements, and the Holiday Meals on Wheels Plan

REQUIRED POLICIES AND PROCEDURES

- ☐ Abuse
- ☐ Background Checks
- ☐ Confidentiality
- ☐ Cost Share, if applicable
- ☐ Disaster Response/Emergency Management
- ☐ Handling Donations/Contributions
- ☐ Participant Appeals
- ☐ Participant Complaints
- ☐ Participant Service Termination
- ☐ Prioritization and Wait List
- ☐ Private Pay, if applicable
- ☐ Referral and Coordination
- ☐ Universal Precautions – Exposure Control Plan, if applicable
- ☐ Volunteer Policy: Recruitment, Retention, Training, and Supervision, if applicable

ADDITIONAL SERVICE SPECIFIC POLICIES AND PROCEDURES

Adult Day Services (ADS)

- ☐ Assessment
- ☐ Eligibility Criteria
- ☐ General Personal Care
- ☐ Medical Emergencies
- ☐ Medication
- ☐ Participant Discharge
- ☐ Screening
- ☐ Service Plan
- ☐ Transportation (if applicable)

Nutrition Services- Congregate Meals and Home Delivered Meals

- ☐ Eligibility Criteria
- ☐ Emergency Preparedness Plans
- ☐ Food Safety Precautions
- ☐ Safety Policy for staff, volunteers, and participants
- ☐ Nutrition Education
- ☐ Nutrition Intake/Registration Process
- ☐ Nutrition Services Unit Documentation- Mechanisms for tracking nutrition service provision (paper, electronic, kiosk, etc.)