This document provides a sample SOP for meal modifications for enrolled adults (participants) in adult day care centers that participate in the U.S. Department of Agriculture’s (USDA) (USDA) [Child and Adult Care Food Program (CACFP)](https://portal.ct.gov/sde/nutrition/child-and-adult-care-food-program). For detailed guidance, refer to the Connecticut State Department of Education’s (CSDE) *[Guide to Meal Modifications for CACFP Adult Day Care Centers](https://portal.ct.gov/-/media/sde/nutrition/cacfp/specdiet/guide_meal_modifications_cacfp_adults.pdf)* and visit the CSDE’s [Special Diets in CACFP Adult Day Care Centers](https://portal.ct.gov/SDE/Nutrition/Special-Diets-in-CACFP-Adult-Day-Care-Centers) webpage.

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# Introduction

SOPs are detailed explanations of how to implement a policy through specific practices or tasks. They standardizethe process and provide step-by-step instructions that enable everyone to perform the task in a consistent manner. This ensures that all staff follow the same procedures each time.

Implementing an SOP helps local adult day care centers streamline the meal modification process and enhance transparency for participants and their guardians/caregivers. This approach is critical for meeting each participant’s special dietary needs while ensuring compliance with federal and state regulations.

The requirements for meal modifications for participants participating in the CACFP are defined by the USDA’s nondiscrimination regulations ([7 CFR 15b](https://www.gpo.gov/fdsys/pkg/CFR-2010-title7-vol1/pdf/CFR-2010-title7-vol1-part15b.pdf)) and CACFP regulations ([7 CFR 226.20(g)](https://www.ecfr.gov/current/title-7/part-226#p-226.20(g))). These regulations outline the required modifications for participants whose disability restricts their diet (disability reasons) and the optional modifications for participants who do not have a disability but have other special dietary needs (non-disability reasons). For an overview of these requirements, refer to the CSDE’s [*Overview of the Requirements for Meal Modifications for Adult Participants in the Child and Adult Care Food Program*](https://portal.ct.gov/-/media/sde/nutrition/cacfp/specdiet/overview_meal_modifications_cacfp_adults.pdf). For detailed guidance, refer to the CSDE’s [*Guide to Meal Modifications for CACFP Adult Day Care Centers*](https://portal.ct.gov/-/media/sde/nutrition/cacfp/specdiet/guide_meal_modifications_cacfp_adults.pdf) and visit the CSDE’s [Special Diets in CACFP Adult Day Care Centers](https://portal.ct.gov/SDE/Nutrition/Special-Diets-in-CACFP-Adult-Day-Care-Centers) webpage.

## How to Use the Sample SOP

Adult day care center sponsors should customize this SOP to fit the specific needs and resources of their adult day care center. The yellow-highlighted notes in brackets provide additional information or considerations for developing the SOP language.

This SOP provides general guidance. All meal modifications must meet each participant’s individual needs, based on the instructions in the participant’s medical statement, or if applicable, the participant’s Section 504 plan.

The CSDE encourages adult day care centers to develop other SOPs for specific meal modification procedures. Some examples include preparing foods for different types of special diets (e.g., texture modifications, food allergies, celiac disease, and diabetes); reviewing menus, reading food labels, and making nutrition information available; cleaning to prevent cross-contact of possible allergens; handwashing to prevent cross-contact of possible food allergens; communication and collaboration among all staff and between the adult day care center and participants or their guardians/caregivers; and training for all staff and substitutes involved with planning, preparing, and serving modified meals and snacks. For detailed guidance on developing policies and SOPs, refer to section 4 of the CSDE’s [*Guide to Meal Modifications for CACFP Adult Day Care Centers*](https://portal.ct.gov/-/media/sde/nutrition/cacfp/specdiet/guide_meal_modifications_cacfp_adults.pdf)*.*

# SOP for Meal Modifications in the CACFP

## Purpose

To establish a standardized process for meal modifications in the CACFP, ensuring that all participants with dietary restrictions for disability or non-disability reasons receive reasonable modifications in accordance with the USDA regulations and federal nondiscrimination laws.

## Scope

This SOP applies to all staff involved in meal planning, preparation, and service of reimbursable meals and snacks in the USDA’s CACFP.

## Definitions

* **Case-by-case basis:** Specific to the individual medical condition and dietary needs of each participant based on the information provided by the state licensed healthcare professional or registered dietitian in the participant’s medical statement, or if applicable, the participant’s Section 504 plan or IEP.
* **Dietary restriction:** Limitations for specific foods and beverages due to medical conditions (such as allergies and intolerances) or non-medical reasons such as religion, personal beliefs, and food preferences.
* **Disability:** A physical or mental impairment that substantially limits one or more major life activities, based on the specific disability definitions in Section 504 of the Rehabilitation Act, the Americans with Disabilities Act (ADA) of 1990 (including the ADA Amendments Act of 2008), and the USDA’s nondiscrimination regulations (7 CFR 15b).
* **Meal modifications:** Adjustments made to reimbursable meals and snacks in the CACFP to accommodate a participant’s specific dietary restrictions for disability or non-disability reasons.
* **Medical statement:** A document signed by a state-licensed healthcare professional or registered dietitian that identifies the specific medical conditions and appropriate meal modifications for a participant who has special dietary needs due to disability or non-disability reasons. The USDA requires that medical statements for disability reasons must include: 1) information about the participant’s physical or mental impairment that is sufficient to allow the adult day care center to understand how it restricts the participant’s diet; 2) an explanation of what must be done to accommodate the participant’s disability; and 3) if appropriate, the food or foods to be omitted and recommended alternatives.
* **Reasonable modification:** A change or alteration in policies, practices, and/or procedures to accommodate a disability that ensures participants with disabilities have equal opportunity to participate in or benefit from a program. The general guideline in making a reasonable modification is that participants with disabilities must be able to participate in and receive benefits from programs that are available to participants without disabilities.
* **Registered dietitian (RD) or registered dietitian nutritionist (RDN):** An individual with a minimum of a graduate degree from an accredited dietetics program and who completed a supervised practice requirement, passed a national exam, and completes continuing professional educational requirements to maintain registration. For more information, visit the Academy of Nutrition and Dietetics’ (AND) [Registered Dietitian Nutritionist Fact Sheet](https://www.eatrightpro.org/acend/students-and-advancing-education/career-information/registered-dietitian-nutritionist-fact-sheet) website.
* **State licensed healthcare professional:** An individual who is authorized to write medical prescriptions under state law. The Connecticut State Department of Public Health (DPH) defines these individuals as physicians (MD), physician assistants (PA) and certified physician assistants (PAC), doctors of osteopathy (DO), and advanced practice registered nurses (APRN).

## Responsibilities

* **Program director:** Ensure compliance with federal regulations and effective implementation of meal modification policies throughout the adult day care center, allocate resources such as staffing and funding, and facilitate clear communication within the adult day care center (e.g., center staff, food service staff, and medical staff) and between the adult day care center and participants or their guardians/caregivers regarding the adult day care center’s meal modification process.
* **Food service director/manager:** Oversee implementation of the meal modification process, provide staff training, and ensure compliance with USDA regulations.
* **Registered dietitian:** Provide expertise on meal modifications for specific dietary concerns and ensure modified meals meet each participant’s nutritional requirements.
* **Food service staff:** Prepare and serve modified meals according to the instructions in each participant’s medical statement or Section 504 plan.
* **Medical staff:** Provide documentation on participants’ dietary restrictions, collaborate with food service director/manager, and obtain additional information from the participant or their guardian/caregiver when necessary to clarify a meal modification.

## Requests for Meal Modifications

1. **Notifying participants or their guardians/caregivers:** The adult day care center notifies participants and their guardians/caregivers of the process for requesting meal modifications for disability and non-disability reasons. This notification includes information about nondiscrimination and accessible services, as outlined in the USDA’s nondiscrimination regulations (7 CFR 15b.7) and the written procedural safeguards process to resolve grievances related to meal modification requests for disability reasons.

[**Note:** The USDA encourages adult day care centers to develop and implement written procedures for participants or their guardians/caregivers to request modifications to the meal service for disability reasons and resolve grievances. These procedures should include providing parents/guardians with a written final decision on each request. For additional guidance, refer to “Procedural Safeguards” in section 4 of the CSDE’s *[Guide to Meal Modifications for CACFP Adult Day Care Centers](https://portal.ct.gov/-/media/sde/nutrition/cacfp/specdiet/guide_meal_modifications_cacfp_adults.pdf).*]

1. **Submitting requests:** Participants or their guardians/caregivers notify the adult day care center of their dietary needs or restrictions by submitting a written medical statement signed by a state licensed healthcare professional or registered dietitian. For disability-related requests, the medical statement includes the following: 1) information about the participant’s physical or mental impairment that is sufficient to allow the adult day care center to understand how it restricts the participant’s diet; 2) an explanation of what must be done to accommodate the participant’s disability; and 3) if appropriate, the food or foods to be omitted and recommended alternatives.
   1. **504 plan:** A separate medical statement is not required if the participant has a 504 plan that includes the three required elements, or the adult day care center obtains the required information during the development or review of the participant’s 504 plan.
   2. **Texture modifications:** A medical statement is not required if the requested meal modification meets the applicable CACFP adult meal pattern, e.g., texture modifications or substituting foods and beverages within the same meal component.

[**Note:** While medical statements are not required for modifications within the CACFP adult meal patterns, the USDA strongly recommends that adult day care centers keep documentation on file acknowledging the participant’s disability. Adult day care centers may apply stricter guidelines and require a medical statement for modifications within the CACFP adult meal patterns. The CSDE recommends obtaining a medical statement to ensure clear communication between the adult day care center and participants or their guardians/caregivers regarding the appropriate meal modifications for the participant. This serves as a precaution to ensure that participants receive safe and appropriate meals, protects the adult day care center, and minimizes misunderstandings.]

1. **Reviewing requests:** The food service director/manager reviews each request to assess feasibility and determine the necessary and reasonable modifications. If the participant’s medical statement does not provide sufficient information, the food service director/manager works with the adult day care center’s medical staff to obtain additional information or clarification from the participant or their guardian/caregiver, and if necessary, to obtain a revised medical statement
2. **Approving/denying requests:** The food service director/manager approves or denies the request based on the medical statement, USDA regulations, and adult day care center policies.
   1. **Insufficient information:** A requested modification for a participant with a disability will not be denied or delayed because the medical statement does not provide complete information. While waiting to obtain additional information, the adult day care center will follow (to the greatest extent possible) the portion of the medical statement that is clear and unambiguous.
   2. **Written notification:** Participants or their guardians/caregivers are notified in writing regarding the status of their request. Approved requests will indicate the details of the meal modification and when it was implemented.
   3. **Maintaining records:** Accurate records of all meal modification requests, approvals/denials, and communication with participants or their guardians/caregivers will be maintained on file. Documentation will be kept confidential and secure.

[**Note:** If the meal modification request is related to the participant’s disabling condition, it is almost never appropriate for the adult day care center to decline the meal modification. The exception is a modification request that would fundamentally alter the nature of the CACFP. These requests are extremely rare. adult day care centers should contact the CSDE for assistance with any concerns that a requested modification would fundamentally alter the nature of the CACFP. For additional guidance, refer to “Assessing requests” in section 2 of the CSDE’s [*Guide to Meal Modifications for CACFP Adult Day Care Centers*](https://portal.ct.gov/-/media/sde/nutrition/cacfp/specdiet/guide_meal_modifications_cacfp_adults.pdf)*.*]

## Fluid Milk Substitutes for Non-disability Reasons

[**Note:** Section [7 CFR 226.20(g)(3)](https://www.ecfr.gov/current/title-7/part-226#p-226.20(g)(3)) of the CACFP regulations allows CACFP adult day care centers to choose to offer one or more fluid milk substitutes for non-disability reasons. These fluid milk substitutes must meet the USDA’s nutrition standards for fluid milk substitute. If the adult day care center chooses to offer fluid milk substitutes, the SOP should include the requirements below; otherwise, this section may be deleted. For additional guidance, refer to the CSDE’s resources,[*Allowable Fluid Milk Substitutes for Non-disability Reasons for Adult Participants in the Child and Adult Care Food Program*](https://portal.ct.gov/-/media/sde/nutrition/cacfp/specdiet/milk_substitutes_cacfp.pdf)and [*Identifying Products that Meet the USDA’s Nutrition Standards for Fluid Milk Substitutes in the Child and Adult Care Food Program*](https://portal.ct.gov/-/media/sde/nutrition/cacfp/specdiet/identify_allowable_nondairy_milk_substitutes_cacfp.pdf).]

1. **Available fluid milk substitutes:** The CACFP adult day care center offers the following fluid milk substitutes for participants who do not drink regular cow’s milk due to non-disability reasons: [insert brand and name of all offered fluid milk substitutes].
2. **Required documentation:** For a participant to receive a fluid milk substitute for a non-disability reason, a written request must be provided from the participant or their guardian/caregiver, a state licensed healthcare professional, or a registered dietitian. This request must identify the reason for the fluid milk substitute.

## Participant-provided Meal Components for Disability or Non-disability Reasons

[**Note:** Section [7 CFR 226.20(g)(1)(iv)](https://www.ecfr.gov/current/title-7/part-226#p-226.20(g)(1)(iv)) of the CACFP regulations allows participants or their guardians/caregivers to supply one or more meal components of a reimbursable meal for disability reasons and one meal component of a reimbursable meal for non-disability reasons. Adult day care centers may choose whether they will allow participants or their guardians/caregivers to provide meal components as part of reimbursable meals for disability or non-disability reasons. If the adult day care center chooses to allow participant-provided meal components, the SOP should include the requirements below; otherwise, this section may be deleted. For additional guidance, refer to “Participant-provided Meal Components for Disability or Non-disability Reasons” in section 1 of the CSDE’s [*Guide to Meal Modifications for CACFP Adult Day Care Centers*](https://portal.ct.gov/-/media/sde/nutrition/cacfp/specdiet/guide_meal_modifications_cacfp_adults.pdf)*.*]

1. **Participant-provided meal components for disability reasons:** Participants or their guardians/caregivers may choose to supply one or more meal components of a reimbursable meal for disability reasons. The adult day care center must provide at least one required meal component.
2. **Participant-provided meal components for non-disability reasons:** Participants or their guardians/caregivers may choose to supply one meal component of a reimbursable meal for non-disability reasons. The adult day care center must provide all other required meal components.
3. **Substitutions within the CACFP adult meal patterns:** A medical statement is not required for participant-provided substitutions within the CACFP adult meal patterns, such as substituting foods within the same meal component. Some examples include substituting a banana for strawberries (fruits component), lactose-free milk for regular milk (milk component), and chicken for pork (meats/meat alternates component).
4. **Substitutions outside the CACFP adult meal patterns:** A medical statement is required for participant-provided substitutions outside the CACFP adult meal patterns, i.e., noncreditable foods. Examples include entrees that do not meet the meats/meat alternates component and substituting rice milk for cow’s milk. For information on noncreditable foods, refer to the CSDE’s resource, [*Noncreditable Foods for Adult Day Care Centers in the Child and Adult Care Food Program*](https://portal.ct.gov/-/media/sde/nutrition/cacfp/crediting/noncreditable_foods_adults_cacfp.pdf)*.*

## Meal Planning and Preparation

1. **Informing staff:** Ensure all relevant staff are aware of the meal modification requirements for each participant.
2. **Menu adjustment:** Adjust menus to include modified meal options for each participant’s specific dietary needs. Consult with a registered dietitian as needed to ensure that modified meals meet each participant’s nutritional requirements.

[**Note:** The CSDE strongly encourages adult day care centers to develop cycle menus of modified meals for specific dietary concerns, such as a five-day cycle menu for a gluten-free diet or a two-week cycle menu for a specific food allergy. Before using the same cycle menu for multiple participants with the same medical condition, adult day care centers should check with each participant or their guardian/caregiver to ensure that the modified meals meet their specific dietary requirements. For additional guidance, refer to “Develop cycle menus for special diets” in section 2 of the CSDE’s [*Guide to Meal Modifications for CACFP Adult Day Care Centers*](https://portal.ct.gov/-/media/sde/nutrition/cacfp/specdiet/guide_meal_modifications_cacfp_adults.pdf)*.*]

1. **Labeling:** Clearly label modified meals to avoid cross-contact and ensure correct meal distribution to participants.
2. **Training:** Provide staff with training on how to prepare modified meals for specific dietary needs, appropriate handling to prevent cross-contact of allergens, and protocols for handling emergencies related to dietary needs, including immediate contacts for medical staff.

## Identifying Participants

1. **Adult day care center policies and practices:** Establish procedures for identifying participants with special dietary needs and providing this information to the food service staff responsible for preparing reimbursable meals and snacks.

[**Note:** The adult day care center’s policies and practices must protect the privacy of participants who have a disability and must maintain the confidentiality of each participant’s medical condition, in compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA). The adult day care center cannot implement policies or practices that outwardly identify participants whose disability requires a meal modification.]

1. **Food service staff notifications:** Provide regular updates to food service staff about each participant who requires a meal modification. Post this information in locations that are only visible to food service staff, such as in the kitchen and behind counters and serving lines.
2. **Identify participants during meal service:** Implement procedures to ensure that center staff know which participants require meal modifications during the meal service. Adult day care centers cannot implement policies or practices that outwardly identify participants whose disability requires a meal modification.
   1. **Inform staff:** Ensure that food service staff are aware of which participants have special dietary needs for the day’s meals and snacks. This information should be easily accessible and regularly updated.
3. **Meal identification:** Maintain participants’ confidentiality by identifying meals and foods that meet certain dietary needs.

[**Note:** Modify the information below as applicable, based on the specific procedures used by the adult day care center. For additional guidance, refer to “Identifying Participants with Special Dietary Needs” in section 2 of the CSDE’s [*Guide to Meal Modifications for CACFP Adult Day Care Centers*](https://portal.ct.gov/-/media/sde/nutrition/cacfp/specdiet/guide_meal_modifications_cacfp_adults.pdf)*.*]

* 1. **Color-coded system:** A color-coded system is used for trays, plates, and food packaging to easily identify meals and foods that meet certain dietary needs. [**Note:** Specify the color coding. For example, red trays or plates could indicate allergen-free meals, while green might denote gluten-free options.]
  2. **Labels:** Clear, easily readable labels are attached to food packaging to identify the dietary criteria of specific menu items, such as dairy-free, nut-free, and gluten-free. [**Note:** This applies only if individual participant restrictions do not impact cognitive abilities.]
  3. **Information on tables or serving lines:** Colored tags, labels, placards, or similar signage are placed near each food item on the serving line, to identify the dietary criteria. [**Note:** This applies only to programs that implement family-style meal service or cafeteria-style meal service and might not be practical due to individual participant restrictions.]
  4. **Pre-service** **staff meeting:** The adult day care center conducts a daily pre-service meeting to review all menu items so staff can identify any menu items that participants should avoid for certain dietary restrictions, such as food allergies, lactose intolerance, and gluten intolerance.

## Monitoring and Review

1. **Compliance checks:** Conduct periodic reviews to ensure compliance with federal and state regulations and the adult day care center’s meal modification policies and procedures. Address any issues or concerns promptly.
2. **Feedback:** Regularly solicit feedback about modified meals from parents/guardians and participants (when age appropriate) to ensure satisfaction and address any issues. Use feedback to make necessary adjustments to improve the meal modification process.
3. **Adjustments:** Make necessary adjustments to the SOP based on feedback, regulatory changes, adult day care center policies, and best practices.

## Revision History

* **Date implemented:** [Date of implementation]
* **Date revised:** [Date of revision]
* **Revised by:** [Name of person and their position]
* **Description of changes:** [Brief description of changes made]

# Resources

Action Planning Form (CSDE):   
<https://portal.ct.gov/-/media/sde/nutrition/nslp/specdiet/action_planning_form.docx>

Allowable Fluid Milk Substitutes for Non-disability Reasons for Adult Participants in the Child and Adult Care Food Program (CSDE):   
[https://portal.ct.gov/-/media/sde/nutrition/cacfp/specdiet/milk\_substitutes\_‌cacfp\_adults.pdf](https://portal.ct.gov/-/media/sde/nutrition/cacfp/specdiet/milk_substitutes_cacfp_adults.pdf)

CACFP regulations 7 CFR 226.20(g)(1): Modifications for disability reasons (USDA):  
<https://www.ecfr.gov/current/title-7/part-226#p-226.20(g)(1)>

CACFP regulations 7 CFR 226.20(g)(2): Variations for non-disability reasons (USDA):  
<https://www.ecfr.gov/current/title-7/part-226#p-226.20(g)(2)>

CACFP regulations 7 CFR 226.20(g)(3): Fluid milk substitutes for non-disability reasons (USDA):  
<https://www.ecfr.gov/current/title-7/part-226#p-226.20(g)(3)>

Guide to Meal Modifications in CACFP Adult Day Care Centers (CSDE):  
<https://portal.ct.gov/-/media/sde/nutrition/cacfp/specdiet/guide_meal_modifications_‌cacfp_adults.pdf>

Identifying Products that Meet the USDA’s Nutrition Standards for Fluid Milk Substitutes in the Child and Adult Care Food Program (CSDE):  
[https://portal.ct.gov/-/media/sde/nutrition/cacfp/specdiet/identify\_allowable\_nondairy\_‌milk\_substitutes\_cacfp.pdf](https://portal.ct.gov/-/media/sde/nutrition/cacfp/specdiet/identify_allowable_nondairy_milk_substitutes_cacfp.pdf)

Medical Statements (“Documents/Forms” section of CSDE’s Special Diets in CACFP Adult Day Care Centers webpage):  
https://portal.ct.gov/sde/nutrition/special-diets-in-cacfp-adult-day-care-centers/documents‌#MedicalStatements

Overview of the Requirements for Meal Modifications for Adult Participants in the Child and Adult Care Food Program (CSDE):  
[https://portal.ct.gov/-/media/sde/nutrition/cacfp/specdiet/overview\_meal\_modifications\_‌cacfp\_adults.pdf](https://portal.ct.gov/-/media/sde/nutrition/cacfp/specdiet/overview_meal_modifications_cacfp_adults.pdf)

Sample Action Plan: Developing Policy for Meal Modifications in the Child and Adult Care Food Program (CSDE):   
<https://portal.ct.gov/-/media/sde/nutrition/cacfp/specdiet/action_policy_meal_‌modifications_cacfp.pdf>

Sample Action Plan: Promoting Policy for Meal Modifications in the Child and Adult Care Food Program (CSDE):   
<https://portal.ct.gov/-/media/sde/nutrition/cacfp/specdiet/action_promote_meal_‌modifications_cacfp.pdf>

Self-assessment of Adult Day Care Center Practices for Meal Modifications in the CACFP (CSDE):  
<https://portal.ct.gov/-/media/sde/nutrition/cacfp/specdiet/assessment_meal_modifications_‌cacfp_adults.pdf>

Special Diets in CACFP Adult Day Care Centers (CSDE webpage):  
<https://portal.ct.gov/sde/nutrition/special-diets-in-cacfp-adult-day-care-center>

Summary Charts of the Requirements for Meal Modifications for Participants in the Child and Adult Care Food Program (CSDE):   
[https://portal.ct.gov/-/media/sde/nutrition/cacfp/specdiet/summary\_chart\_meal\_‌modifications\_cacfp.pdf](https://portal.ct.gov/-/media/SDE/Nutrition/CACFP/SpecDiet/Summary_Chart_Meal_Modifications_CACFP.pdf)

USDA Memo CACFP 14-2017, and SFSP 10-2017: Policy Memorandum on Modifications to Accommodate Disabilities in the Child and Adult Care Food Program and Summer Food Service Program:  
<https://www.fns.usda.gov/modifications-accommodate-disabilities-cacfp-and-sfsp>

USDA Memo CACFP 17-2016: Nutrition Requirements for Fluid Milk and Fluid Milk Substitutions in the CACFP, Q&As:  
<https://www.fns.usda.gov/cacfp/nutrition-requirements-fluid-milk-and-fluid-milksubstitutions-cacfp-qas>

For more information, visit the CSDE’s [Special Diets in CACFP Adult Day Care Centers](https://portal.ct.gov/SDE/Nutrition/Special-Diets-in-CACFP-Adult-Day-Care-Centers) webpage or contact the [CACFP staff](https://portal.ct.gov/SDE/Nutrition/CACFP-Contact) at the Connecticut State Department of Education, Bureau of Child Nutrition Programs, 450 Columbus Boulevard, Suite 504, Hartford, CT 06103-1841 This document is available at [https://portal.ct.gov/-/media/sde/nutrition/‌cacfp/specdiet/sample\_sop\_meal\_modifications\_cacfp\_adults.docx](https://portal.ct.gov/-/media/sde/nutrition/cacfp/specdiet/sample_sop_meal_modifications_cacfp_adults.docx).

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To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant’s name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

1. mail: U.S. Department of Agriculture  
   Office of the Assistant Secretary for Civil Rights  
   1400 Independence Avenue, SW  
   Washington, D.C. 20250-9410; or
2. fax: (833) 256-1665 or (202) 690-7442; or
3. email:[program.intake@usda.gov](mailto:program.intake@usda.gov)

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