

Acceptance of New Beneficiary in the Kitchen Program (PROC-02-2020)

A. Receipt of Request

1. Each and every beneficiary has to have an application filled by one of the program's servants.
2. Potential Beneficiaries showing need and interest in joining the program shall request verbally their intention and provide the account officer or any contact person with his/her address and phone number.
3. In most of the cases, beneficiaries from this Program are introduced by account officers who sense their needs along their monthly distribution of medicine and food.

B. Field visit and Interview

1. The account officer communicates the received address and available details to the filed officer in order to call the patient, inquire about the place of residence and agree upon suitable date of visit.
2. Account officer/Field Officer coordinates with the Dietitian to jointly perform the field visit at the potential beneficiary's place of residence (mandatory requirement) in order to fill the application. It is to be noted that the Account Officer/Field Officer has to lead the interview and make sure he/she gets full knowledge about patient's social, medical and financial aspects, respecting patient's privacy.
3. Potential Beneficiary has to provide the Dietitian with a recent (less than 3 months) medical prescription and a medical report from his/her physician describing the medical condition.
4. Account Officer/Filed Officer has to sign the application to ensure that he was present at the time of filling the application and holds the responsibility for the relationship with the potential beneficiary. Similarly, potential beneficiary has to sign the application holding responsibility for the information communicated. In case any of the communicated information was proven to be misleading in the future, potential beneficiary holds full responsibility for application dismissal.

5. The Account Officer in coordination with the Field Officer have to prepare a filed visit report describing the situation of the beneficiary and a summary of the obtained information during the interview.
6. The Dietitian also prepares a report describing the condition of the potential Beneficiary.

C. Board Decision

1. The Board members review the application in the presence of the Account Officer and Dietitian in order to take the decision. The Dietitian role is to inform the Board of any exceptional care required for the potential beneficiary.
2. The Board takes the decision mutually based on a majority basis and handles the responsibility of coordination with the Kitchen Chef to the Dietitian to set the menu for the beneficiary in case of a positive Board decision. In case of a negative decision, the responsibility of communicating the Board's decision to the applicant is devoted to the Account/Field Officer.

D. Application of the Decision

1. The Dietitian meets with the Chef at the Kitchen to discuss the menu and reviews the menu of all other beneficiaries. This meeting has to be done regularly, at least monthly to discuss routinely matters from both sides.
2. The Chef then communicates the increase of Budget to the Financial Officer to include it in the Budget. This step does not have to include specific numerical value, instead an approximate number.
3. The Account/Field Officer communicates the address of the new beneficiary to the driver who will transport daily meals to the latter.

E. Menu Monthly Update

1. The Dietitian updates the menu regularly or at least bimonthly. Sometimes due to exceptional circumstances menu can be updated more frequently, such as in times of inflation or local exchange rate fluctuation as it was the case several times in the past.
2. The Chef has the responsibility to keep the Financial Officer in the loop of the Budget on weekly basis in case expenses strayed away from the budget.

