

# APPLICATION FOR SERVICES: Cancer, MS, ALS, ESRD, CHF and COPD

**INSTRUCTIONS:** If using the fillable version of this form, please save a copy prior to entering any information. If you're using a browser (Chrome, Microsoft Edge, Firefox), select >print and then select >save as PDF from the print dialog box. When you have completed the form, please follow the instructions below to submit. Thanks!

Open Arms of Minnesota provides home-delivered medically tailored meals and nutrition services to clients free of charge. This application collects information required to determine eligibility. Eligibility for service is determined based on medical and nutritional status.

This form is for clients with: Cancer, MS, ALS, ESRD (on dialysis), CHF, and COPD

### REQUIRED PAPERWORK

Please note that only completed applications will be accepted. Applications must include all signatures to be considered complete.



Client Information Form (Pgs. 3-4): Must be completed in full.



Client Authorization for Release of Information (Pg. 5): CLIENT must sign.



Client Agreements (Pgs. 6-9): Includes Rights, Responsibilities, Grievances, and Acknowledgements. CLIENT must sign.

Medical Certification Form (Pgs. 11-12): Please have your doctor, nurse, or other healthcare provider complete the Medical Certification Form and fax to Client Services at 612-872-0866. Must be signed by both the CLIENT and the HEALTHCARE PROVIDER (provider must have access to medical records).

IF medical certification form will be sent separately, please make a note of this on page 4 of the application form under the "Anything else you would like us to know?" section.

#### SEND YOUR COMPLETED FORM: **EMAIL** MAIL FAX 612-872-0866 meals@openarmsmn.org Open Arms of Minnesota Client Services Department 2500 Bloomington Ave S Minneapolis, MN 55404



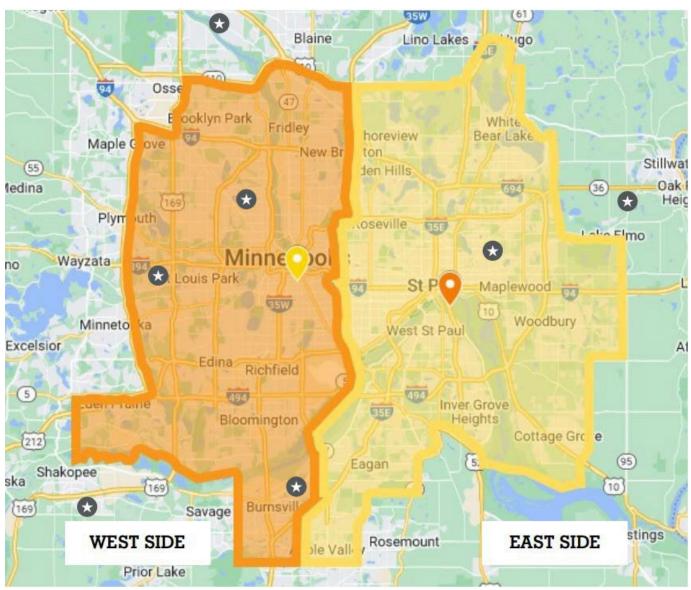
QUESTIONS? Contact Client Services at 612-767-7333 or meals@openarmsmn.org.



Eligibility and Starting Services: Once a completed application has been received, it will be reviewed for eligibility. If the client is eligible to receive meals, a Client Services Associate will contact them to discuss a start date, finalize their meal plan, and answer questions about services. Once services have started, clients will be asked to recertify every 12 months to determine continued eligibility for meals. A healthcare provider must complete new forms verifying the client's diagnosis and continued need for services.

**Nutrition Services:** Open Arms has registered dietitians and dietetic technicians on staff who provide free-of-cost nutrition counseling and education to clients. This service is available to complement the healthy meals that clients receive.

**Delivery Area:** We are able to deliver direct to home for anyone living in the below delivery area. If you live outside of this area, please contact Client Services before completing the application to ensure we can serve you.





## QUESTIONS ABOUT THE APPLICATION?

Contact Client Services at 612-767-7333 or meals@openarmsmn.org

CLIENT INFORMATION						
Legal Name	(First, Middle, Last):					
Preferred Na	nme (if different):					
Mailing Addr	ess:			Apt:		
City:		State:	Zip code:	County:		
Is this the ad	dress for meal delivery?	□Yes □No (//	f no, please attach delivery addre	ess & send in with application)		
Date Of Birtl	h://	Client email	:	_		
Primary Pho	ne: ( )	☐ Cell/Mobile☐ Home	Other Phone: ( )	Cell/Mobile  Home		
Best Time to	o Reach: □ 8-10am □ 10a	m-12pm □ 12pm	n-2pm □ 2pm-4:30pm (Sele	ct all that apply)		
Is an interpre	eter needed? □ Yes	□No	If yes, language needed: _			
Country of B	irth: □USA □O	ther (please list): _		□ Unknown		
Gender		□ Transgender M	TF □ Transgender FTMse add):			
Pronouns	☐ He/Him ☐ She/Her ☐	☐ They/Them ☐	Other (please add):			
Race/ Ethnicity						
Veteran Status	Is the client a veteran? □	Yes □ No				

### CLIENT INFORMATION CONT. PLEASE NOTE: Information collected on this page allows us to advocate for more funding for our program, and is required by some funding agencies. Total Household Income: \$ \_\_\_\_\_(per month) or \$ \_\_\_\_\_(per year) Income No. of People in Household Supported by Income: \_\_\_\_\_Income Source: \_\_\_\_\_ If yes, please select *primary source of insurance*: ☐ Medicare C ☐ Medicare A/B ☐ Medicare D ☐ Medicare (Unspecified) ☐ Medicare HMO ☐ Military Insurance □ Indian Health Service ☐ Medicaid $\sqcap$ HMO □ Private (□ Individual □ Employer) □ CHIP Health ☐ Other Health Insurance: \_\_\_ Insurance If applicable, please select any **secondary source(s) of insurance**: ☐ Medicare A/B ☐ Medicare C ☐ Medicare D ☐ Medicare HMO ☐ Medicare (Unspecified) ☐ Military Insurance □ Medicaid □ Indian Health Service □ HMO □ Private (□ Individual □ Employer) □ CHIP □ Other Health Insurance: \_\_\_\_\_ Eligible for meal reimbursement through a waiver? ☐ Yes ☐ No ☐ Unknown *IF YES*, which waiver is client eligible for? □ CADI □ Elderly Waiver (EW) Waiver □ Alternative Care (CAC) □ Developmental Disabilities (DD) □ Brain Injury (BI) Eligibility **IF YES**, please provide case manager contact information: Name: Organization: Email: \_\_\_\_\_ Phone: ( In the last 6 months, did the client ever skip meals or eat less than they should because there wasn't enough money for food? $\Box$ Yes $\Box$ No Food Security Does the client receive meals, groceries, or other food items from another agency (e.g., SNAP/food stamps, Meals on Wheels, food shelf, etc)? □ Yes □ No Anything else you would like us to know? Additional

Information



### CLIENT CONSENT TO RELEASE INFORMATION

I understand that any personal medical information provided to Open Arms of Minnesota is confidential and will not be disclosed without my consent in this release.

I authorize the designated parties listed below to verify my health information for Open Arms of Minnesota and share information about me that is relevant to this service.

I also agree that staff of Open Arms of Minnesota may contact individuals I supply as additional contacts if necessary in providing meal services or in emergency situations.

	ger a client of Open Arms o		pelow unless revoked in writin	ig or ii i aiii no
	derstand that, in order to pr from:	, have requerovide services, OAM may ne	ested services from Open Ai ed to release and/or receive ii	rms of Minnesota. I nformation about me
		Name of Contact (First and Last)	Agency Name/ Relationship to Client	Phone Number/Fax Number/Email
	Healthcare Provider (please include full name & title)			
MATION	Social Worker			
RELEASE OF INFORMATION	Registered Dietitian			
	Case Manager			
	Waiver Case Manager (if applicable)			
	Emergency Contact			

CLIENT SIGNATURE:			
Client Signature:	Date:	1	1

## CLIENT RELEASE & WAIVER OF LIABILITY AND ASSUMPTION OF RISK AGREEMENT

Please read carefully before signing.

١, _	, in exchange for the opportunity to receive and consume meals and other food as a client
of	(client signature)  Open Arms of Minnesota ("Open Arms"), which includes delivery of the meals and food by Open Arms' staff and/or
	lunteers, hereby represent and agree as follows:
I, f	or myself, my successors, heirs, assigns, executors, administrators, spouse, next of kin, and caretakers:
•	Take full responsibility for any physical, mental, or other health-related conditions that may affect me as a result of the delivery receipt, and/or consumption of meals and other food provided by Open Arms. I agree that I will alert Open Arms if I have any concerns about the delivery process, the meals and food provided, or anything else related to the program Acknowledge and understand that participation in Open Arms' program, including but not limited to the delivery, receipt, and consumption of free meals and other food, is voluntary and that Open Arms is providing meals and other food to me and my child(ren) and my caretaker(s), if requested, free of charge. I freely elect to participate in the program Know, and am aware of, the risks and dangers associated with my participation in Open Arms' program in which I have chosen to participate. Said risks may include injury or accident to person or property, death, or other loss, including but not limited to foodborne illnesses and allergic reactions due to food allergens that may or may not arise due to cross-contamination in the kitchen from Open Arms' use of nuts, gluten, and other potential allergens. Risks may also arise if food is not properly stored or handled after Open Arms delivers it. I assume any and all risks, known or unknown, while participating in Open Arms' program Know, and am aware that, due to the nature of Open Arms' work and reputation, there is a risk that my neighbors, family, and/or friends may assume and/or discover that I have a serious illness, including but not limited to, HIV/AIDS, MS, ALS, CHF, COPD, ESRD, and/or cancer, if I participate in Open Arms' program. I will not hold Open Arms responsible or liable if this happens Agree to release, indemnify and hold harmless Open Arms of Minnesota and its affiliates, including any subsidiaries, agencies, successors or assigns and the officers, directors, employees, volunteers, and agents thereof (collectively "Open Arms"), from any and all responsibility or liability for injuries or damag
	is document releases Open Arms of Minnesota and its respective subsidiaries and affiliates, officers, directors, employees Iunteers, and agents from liability for bodily injury, wrongful death, property damage, invasion of privacy, breach o
	nfidentiality, defamation, and/or other claims as set forth herein. I have read this document and understand that I give up
	bstantial rights and assume all risks by signing it and that I sign voluntarily.
Sig	nature Date
Prin	nted Name of Participant
If r	person participating is not yet 18 years old, a parent or legal guardian must complete the following information:
-	he undersigned, hereby warrant that I am the parent or legal guardian (circle applicable one) of the above-named person, a minor
	d that I have full authority to authorize the above Release and Waiver of Liability of which I have read and approved. I hereby release
	en Arms from liability for participation in the program as set forth by the above Release and Waiver of Liability on behalf of the
ab	ove-named minor. I further agree to defend and indemnify Open Arms for any claim brought on behalf of the above-named minor
for	any damages or injury incurred while participating in the program, and within the scope of the Release and Waiver of Liability.
<u></u>	Date
əigi	nature Date
Prir	nted Name of Parent/Guardian (please circle)

OAM – 2500 Bloomington Ave S, Minneapolis, MN 55404 – Fax: 612-872-0866



#### PLEASE READ, INITIAL, AND SIGN ALL POLICIES AND PROCEDURES

#### What is Open Arms of Minnesota?

Open Arms of Minnesota is a nonprofit that prepares and delivers medically tailored meals free of charge to Minnesotans with life-threatening illnesses. Our registered dietitians guide our trained chefs in developing delicious, made-from-scratch meals tailored to specific illnesses. We also deliver meals to caregivers and dependent children if needed. At Open Arms, we believe that food is medicine, and that the right food can make a critical difference in the health of our clients.

- Meals may be delivered to a home address or workplace within our delivery area or picked up at our offices in Minneapolis or St. Paul, or a satellite location once per week or every other week.
- Each weekly delivery includes up to \*14 meals, featuring entrees with vegetable sides, fruit, desserts, and more. (varies based on funding source, menu type, and client choice)
- Clients work with our nutrition team to choose from one of our menus, with options to possibly modify further based on needs.
- Eligibility for meals is based on information collected on the application form. <u>A healthcare provider must</u> verify illness and medical history.

#### What are my responsibilities as a client?

To assure efficient, high-quality service, clients are responsible for the following:

- Paperwork: Complete all necessary paperwork as requested in order to receive meals. This includes submitting
  an annual recertification form completed by you and your healthcare provider which states your medical,
  treatment, and mobility status. If you do not submit complete recertification paperwork by the due date, Open
  Arms may suspend your meal services until eligibility can be reassessed.
- Contact Info: Notify Client Services if your address or phone number changes.
- Cancellations and Missed Deliveries: You must follow the Missed Delivery Policy or the meal pickup policy as described on page 8 of this document. If you will be unavailable for an extended period of time, such as a vacation or hospitalization, you may pause meal services until you return.
- You must treat all OAM staff, volunteers, and drivers with respect and courtesy. Any party receiving a delivery must be fully clothed.
- You are responsible to know and follow your diet restrictions. OAM will accommodate special diet restrictions if possible, but we are not an allergen-free facility and cross-contamination may occur.
- **OAM does not supply complete daily nutrition.** You are responsible for supplying the rest of your daily food/nutrition needs. You can find additional food resources here: www.hungersolutions.org.

#### What are my rights as a client?

As a client of OAM, you have the right:

- To be treated with dignity and respect.
- To be informed of any changes made to client policies and procedures.
- To confidentiality, protected by staff, volunteers and all others associated with OAM to the best of their ability.
- To have every reasonable effort made to accommodate special dietary needs and restrictions.
- To contact OAM if you have concerns or complaints about food, service, or treatment by staff or volunteers and to be informed of the Grievance Procedure.
- To provide input, suggest changes, offer criticisms, and relay comments.
- To receive interpreter services at no cost to you.

Initial here to indicate you understand these rights:

**Data Privacy Policy:** When you agree to participate in this meal-delivery service provided by Open Arms of Minnesota, you will be asked to provide information that is entered into a limited-access, centralized database at the time of enrollment and periodically thereafter. As required by contractual agreements the program may also provide personally identifiable information to funders such as MDH and Minnesota Board on Aging or other contracted funders. Open Arms of Minnesota will maintain your confidentiality at all times. Any identifying information obtained in connection with your participation in Open Arms services will only be disclosed to other providers with your written consent. You will not be identified or identifiable in any written reports or publications. Any information you give is voluntary and will not be released without your knowledge or consent except under specific circumstances. You may refuse to provide any of the information requested; however, refusal to provide information required for the provision of services may result in restriction of access to services. You have privacy rights under the Minnesota Government Data Privacy Act and the federal Health Information Portability and Accountability Act (HIPAA). These laws protect your privacy and enforce your right to know about the information you are asked about yourself while accessing services.

Initial here to indicate you understand and agree to the Data Privacy Policy:
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**What is the grievance procedure?** As a client, you have the right to contact OAM with concerns. If a client believes they have been treated unfairly by Open Arms:

- 1. Client should seek to resolve any disagreement or dispute with the person involved, whether staff, volunteer, or other person associated with OAM. You may call Client Services staff at 612-767-7333.
- 2. If not resolved, the client should contact the Manager of Client Services with a written grievance within 10 days. The Manager of Client Services will have 10 days to respond to the complaint.
- 3. If the above fails to resolve the situation, the grievance will be given to the Director of Programs for review and resolution. Action and recommendations will be made by the Director of Programs and communicated within 30 days of the written notice.

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#### What is the non-discrimination policy?

OAM will not discriminate against or harass any client or applicant for services because of race, color, creed, ethnicity, national origin, religion, disability status, veteran status, status with regard to public assistance, age, sex, gender identity, sexual orientation, or marital status.

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initial nere to indicate	you understand and a	gree to the non-discrim	lination policy:

#### **Behavior Policy:**

It is a requirement and expectation that you treat all OAM staff members, volunteers, and drivers with respect and courtesy. If any staff member, volunteer or driver is treated with disrespect, including but not limited to yelling, cursing, aggressive or lewd behavior, you will be notified of an offense, and documentation will be added to your file. In the event of repeated offenses, Open Arms reserves the right to remove you from services. Open Arms also reserves the right to terminate services sooner than three offenses if the behavior is escalated and could cause mental or bodily harm to an OAM staff member, volunteer, or driver.

Initial here to indicate you understand and agree to the Behavior policy: \_\_\_\_\_

#### **Missed Delivery Policy:**

We expect someone to be at your delivery address to accept the meals on your scheduled delivery day. <u>Home deliveries are generally made between 11:00 am and 2:00 pm</u>; someone must be available to accept the delivery during the entire delivery window. For food safety reasons, we are not able to leave food unattended, even in a cooler or enclosed porch. You may give us an alternate delivery location, such as a neighbor or the office of your building (clients must provide contact information and verify their willingness to be an alternate delivery location); alternate delivery arrangements must be made at least one business day in advance. An unexcused missed delivery is when we attempt to deliver your meals on your regularly scheduled day, and no one is home to receive them.

If you will not be home during your regular delivery time, please call us <u>at least 2 business days in advance</u>. We can either cancel or reschedule your delivery if we are going to your neighborhood another day. Telling a volunteer driver that you will not be home for delivery is not sufficient notice for a canceled delivery. You must speak with a Client Services staff member or leave a voicemail at 612-767-7333. If you will not be home during your delivery window due to a last-minute change in your schedule, please call us no later than 8:00 am on the day of your delivery and speak with a Client Services staff member or leave a voicemail.

We are not able to safely redeliver the food that we attempt to deliver for you. To avoid waste, maintain our food costs, and respect our volunteers' time, we will not re-deliver an unexcused missed delivery and we will not be able to provide meals to you that week. Consistently failing to inform Client Services that you will not be home to receive your meals will result in your meals being stopped. Your meal service will be stopped if you have three unexcused missed deliveries within a six-month period. You will become ineligible for deliveries for a period of three months. If picking up meals at our building is a better fit with your schedule, you must call and speak with Client Services to make arrangements and will be expected to follow the meal pickup policy described below.

Clients who pick up meals at Open Arms (or designated satellite location): You are expected to pick up your meals as scheduled. If you cannot pick up your meals during the week, you must speak with a Client Services staff member or leave a voicemail at 612-767-7333. Failure to pick up your weekly meals without notice will be considered a missed pickup. Your meals will be stopped after 3 unexcused missed pickups in a six-month period, and you will become ineligible for meals for a period of three months.

**Weather-related Delivery Cancelations:** We do our best to deliver your meals through all of Minnesota's seasons. When weather is too harsh for our volunteer delivery drivers, we may cancel deliveries and satellite site pick-ups.

- On days of weather-related cancellations, we will notify you as soon as possible.
- We will reschedule your canceled delivery as soon as the weather allows.

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#### **CLIENT ACKNOWLEDGEMENTS**

It is agreed that as a client of Open Arms of Minnesota:

- I authorize Open Arms of Minnesota to obtain information regarding my medical status from my healthcare practitioners and case managers.
- I understand that information collected about me is used solely to provide me with proper nutrition and meals. This information will not be disclosed to any sources without my prior written consent.
- I assume full responsibility for informing OAM of dietary restrictions, requirements, and changes.
- I agree to recertify annually or semi-annually by submitting all requested recertification paperwork on time.
- I understand that I must let OAM Client Services staff know as soon as possible of any changes in medical status, nutritional needs, address, telephone number, or delivery instructions.
- I understand that for food safety, meals must be accepted by an individual and will not be left unattended.
- I understand that the delivered meals are for my consumption and may not be sold.
- I understand I must treat OAM staff, volunteers, and drivers with respect and courtesy. OAM will not serve anyone at a location where staff or volunteers may be endangered. This includes physical, verbal, or substance abuse by a client or anyone in the client's household or building, or for any other reason determined by OAM. Failure to abide by this guideline can result in the suspension of meal deliveries for up to 90 days, or the termination of a client's meal delivery service.

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#### **CLIENT AGREEMENTS**

- I understand and agree to the description of services and consent to receive meals from Open Arms of Minnesota.
- 2. I understand and agree with the Client Responsibilities, Rights, Data Privacy, Behavior, and Grievance Procedures.
- 3. I understand and agree with the non-discrimination policy.
- 4. I understand and agree with the Missed Delivery Policy and understand weather-related cancellations.
- 5. I understand and agree with the Client Acknowledgments.
- 6. I understand that this authorization will have a duration of 12 months from the date of my signature.
- 7. I understand all OAM guidelines and have been provided a copy of this documentation.

CLIENT SIGNATURE	
Client Name:	Date:
Client Signature:	



# **End of Section 1**

Please fill out the **signature box** at the top of page 11 to complete the client portion of this application.

A healthcare provider must fill out the remainder of pages 11 and 12.

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**Client:** I understand that any information about me provided to OAM is confidential and will not be disclosed without my consent in this release. I authorize my health care provider to verify my health information and share information about me that is relevant to this service. I understand that my information may be reported to funding sources but will be treated with utmost privacy. I understand signing this release is necessary to access services.

	Name:	Signature:	Date:
	PRIMARY D	IAGNOSIS (Check all a	applicable diagnoses, at least one required)
	Cancer [□ Active	Diagnosis □ In Remiss	sion (does not qualify for service) ]
Тур	e of cancer:		Date of diagnosis://
Tre	atment:		
	Chemotherapy	Start Date://	
	Radiation	Start Date://	,
	Immunotherapy	Start Date://	
	Surgery	Date:/// Start Date://	
	In Hospice Other Treatment		
	No Current Treatment		
□ N	ns	Date of diagnosis:	
	ALS	Date of diagnosis:	
	SRD (must be on dialysis)	Date of diagnosis:	
	☐ Hemodialysis	_	s patients are required to start services on the renal
	□ Peritoneal Dialysis	•	oval from their dialysis dietitian if a non-renal menu is preferred.
	CHF	Date of diagnosis:	
	OPD	Date of diagnosis:	
	OTHER M	EDICAL CONDITION	S AND NUTRITIONAL RISK FACTORS
□ P		Type 1 Diabetes	□ Type 2 Diabetes
			☐ Anemia (Deficiency Type: ☐ Iron ☐ Folate ☐ Vitamin B12)
		□ Hyperlipidemia □ Edema	□ Protein Calorie Malnutrition/Failure to Thrive
	hronic Kidney Disease (S		□ Stroke (within last 6 months) Date: / /
	regnant (Due Date:		☐ Heart Attack (within last 6 months) Date: / /
			Treatt Attack (Within last o months) Date
			Describe:
			Describe
	ecent Hospitalizations (in		
	Start Date://_	· · · · · · · · · · · · · · · · · · ·	
	End Date:		Hospital:
S	Start Date://_ End Date://_	Reason:	Hospital:

OPEN ARMS OF MINNESOTA - MEDICAL CERTIFICATION FORM (to be filled out by healthcare provider)

LAB VALUES (please provide the client's most recent labs that apply to their condition)					
HbA1c	BP/	_	Total Chol		HDL/LDL/
Triglycerides	Phos	_	Potassium		
_					_
Mobility, Ambulatory, or Other Factors Affecting Activities of Daily Living					
Vision impairment:	□ Partial	□ Full	□ None	Note:	
Hearing impairment:	□ Partial	□ Full			
Cognitive limitation: ☐ Disorientation to person/place/time ☐ Exhibits Impaired Judgment ☐ Exhibits Wandering					
Physical limitation: □ Wheelchair □ Walker □ Cane □ Bedbound □ Needs assistance to leave home					
□ Needs assistance with grocery shopping □ Needs assistance with preparing/cooking meals □ None					
NUTRITION & DIET INFO					
A registered dietitian may be in contact with the client to review responses to this questionnaire.					
Height:	(ft)(in)	Weight (II	os): D	ate Taken: _	
Has the client recently	lost weight without tryi	ng? □ Y	es 🗆 No	□ Unsu	re
<i>IF YES</i> , how much weight did they lose? □ 2-13 lbs □ 14-23 lbs □ 24-33 lbs □ 34+ lbs □ Unsure					
Has the client been eating poorly because of a decreased appetite? ☐ Yes ☐ No					
Does the client have any food allergies? ☐ Yes ☐ No ☐ Unsure					
<b>IF YES</b> , please list allergies and type(s) of reaction(s) client has to the food (e.g. anaphylaxis, hives, gastrointestinal distress):					
Does the client have any special dietary needs that may impact their services?					
☐ Chewing Issues	•			ausea	□ None
□ Vomiting	☐ Constip	□ Constipation		arrhea	
☐ Other (please list): _					
Is the client taking any	medications that may	impact their r	nutritional status?	? □ Yes	□ No □ Unsure
IF YES, please list, or attach a list, of client's current medications:					
Does the client have a history of eating disorders? ☐ Yes ☐ No ☐ Unsure					
PLEASE NOTE: Open Arms is not an allergen-free facility and cross-contamination may occur. Clients are responsible for knowing & following their own dietary restrictions. If you have nutrition related questions about our meals, please call 612-540-7759 or email nutrition@openarmsmn.org.					
HEALTHCARE PROVIDER: I verify the medical information provided and applicant's need for service.					
Name:	Title:		Organization: _		
Address:					
Phone:	Fax:		Email:		
Signature:				Date	:/