

DANE COUNTY SENIOR NUTRITION PROGRAM - DINING SITE REVIEW

Site Name	HyVee on Whitney Way in Madison
Date of Visit	January 25, 2023 at 12:45
Completed By	Linda Fuller

Please indicate the appropriate response for each statement listed by checking Yes, No, or N/A in the corresponding space. Use the space provided at the end of each section to provide additional comments or to clarify your responses. Thank you!

Yes	No	N/A	Creation of an Inviting Atmosphere
X			Were you greeted as you came in?
X			If needed, was the contribution system explained?
X			Did the seating arrangement allow for new participants to be integrated into the group?
	X		Was there an announcement time?
	X		Were new participants introduced to the group?
X			Did the site appear clean & neat?
		X	Were the bathrooms clean?
	X		Was there a bulletin board or place where notices were posted, such as activity calendars or menus?
X			Was the site accessible to a handicapped person?
X			Did participants at the site seem to mix well together?
Comments:			<i>Participants sat alone or in small groups, mixed among groups of regular customers. As a new person, I was invited to sit anywhere I chose. There was no apparent way of distinguishing senior meal recipients and other customers once they were seated.</i>
Yes	No	N/A	Participants
		X	Were participants friendly to you as a newcomer?
		X	Did participants seem to enjoy talking to each other?
			Did participants seem happy with the following?
X			a) the site manager
X			b) the volunteers
X			c) the food
X			d) the program
Comments:			<i>I talked to some participants as they were leaving about their experiences at the site because I found it awkward to determine who to talk to while they were eating.</i>
Yes	No	N/A	Site Manager
	X		Was the site manager readily identified (for example, the manager was wearing a badge or name tag)?
X			Was the site manager friendly to participants and volunteers?
X			Was the site manager helpful to people with special needs?
Comments			<i>There did not seem to be a 'host' from the restaurant but the Ex Dir of NewBridge (Jim Krueger) was introduced to me and we talked for several minutes. He attended the lunch session today because it was the final day it was open for senior lunches and he wanted to be available to answer questions about the change. NewBridge also provided a written note explaining the change.</i>

Yes	No	N/A	Volunteers
	X		Were volunteers readily identified by a name tag?
X			Did volunteers seem to enjoy their work and know what was expected of them?
Comments:			<i>I met one very helpful NewBridge volunteer; she provided my beverage and assured that waitstaff eventually took my order</i>
Yes	No	N/A	Reservations
		X	Was making the reservation easy?
X			Was parking available close to the site?
X			Did the site have efficient and accurate registration procedures?
Comments:			<i>My registration was handled promptly and pleasantly by NewBridge employee Ethel. No reservation required.</i>
Yes	No	N/A	Food
X			Did the meal look good?
X			Did the food taste good?
X			Was the meal served on time?
X			Were the people serving the meal clean and wearing aprons?
X			Did the food served seem to be at the right temperature? (Hot food hot, cold food cold)
		X	Was there a lot of left-over food on people's plates?
Comments:			<i>Waitstaff wore masks and served the food after taking my order from the menu. Only two waitstaff were working and they were very busy with the entire dining room.</i>
Overall Feedback:			<i>Obviously today was an unusual circumstance given the sudden cessation of HyVee participation in senior meal program! I had difficulty addressing some questions in the dining room because it wasn't clear who was participating in the meal program and who was not. When I was present, the senior participants may have been about 30-40% of the total customers. That said, I was able to talk to the executive director and to four people as they left the venue.</i>

Lunch options: Milk and coffee were also offered

#1 Chicken and broccoli stir fry/rice/broccoli/fresh pineapple

#2 Sliced hot turkey/gravy/roll/baked beans/broccoli salad

#3 Baked chicken breast or leg/thigh/biscuit/mashed potatoes/gravy/fresh fruit mix

#4 Meatloaf/roll/baked potato/sour cream/Waldorf salad