

Meal Site Review

NAME OF SITE Oregon Area Senior Center

DATE OF VISIT 11/29/2022

COMPLETED BY CAROLINE K. WERNER

Please indicate the appropriate response for each statement listed by writing YES or NO in the corresponding space. If the statement does not apply, write NA in the space. Use the space provided at the end of each section to provide additional comments or to clarify your responses.

Thank you.

A. CREATION OF AN INVITING ATMOSPHERE

- Yes 1. Were you greeted as you came in? *1st by volunteers receptionist 2nd by staff*
- No 2. If needed, was the contribution system explained?
- Yes 3. Did the seating arrangement allow for new participants to be integrated into the group? *I sat w/ men because some regular men were not there to fill the table.*
- No 4. Was there an announcement time?
- No 5. Were new participants introduced to the group?
- Yes 6. Did the site appear clean & neat?
- Yes 7. Were the bathrooms clean? *plus, there's a 3rd bathroom w/ a shower (3)*
- No 8. Was there a bulletin board or place where notices were posted including the following: *It's "hidden" in a hallway between dining area + Caseworkers office (3)*
- Yes a) activity calendar *= found in newsletters at the front reception desk*
- Yes b) menu for current week and the following week *also in newsletters at front desk.*
- Yes 9. Was the site accessible to a handicapped person?
- Yes 10. Did participants at the site, seem to mix well together?

Comments:

Participants were divided by tables. One for men one for women who attended the weekly "Club" activities and one for meal-assisting volunteers. visitors either sit at a separate table or join in with "Club" women or at the men's table.

B. PARTICIPANTS

- yes 1. Were participants friendly to you as a newcomer? *(I had a great time talking w/ the friendly men)*
- yes 2. Did participants seem to enjoy talking to each other?
- yes 3. Did participants seem happy with the following?
- yes a) the site manager
- yes b) the volunteers
- yes c) the food
- No d) the program *(no program that day. During the Xmas time, there's a piano player.) **

Comments:

Case mngt + "club" leaders come in and out to interact with lunch "customers", ready to help as "customers" need arose.
* There's a radio playing in background.

C. SITE MANAGER

- yes 1. Was the site manager readily identified (for example, the manager was wearing a badge or name tag)? *She also wore apron + hair net.*
- yes 2. Was the site manager friendly to participants and volunteers? *She seems well liked by all + friendly.*
- yes 3. Was the site manager helpful to people with special needs? *I believe one of the volunteers has a developmental disability + is well-incorporated into the meal service led by Lucy (mgr.)*

Comments:

D. VOLUNTEERS

- yes 1. Were volunteers readily identified by a name tag?
- yes 2. Did volunteers seem to enjoy their work and know what was expected of them?

Comments:

E. RESERVATIONS

- yes 1. Was making the reservation easy?
- yes 2. Was parking available close to the site?
- yes 3. Did the site have efficient and accurate registration procedures?

Comments:

H. FOOD

- yes 1. Did the meal look good?
 - yes 2. Did the food taste good?
 - yes 3. Was the meal served on time?
 - yes 4. Were the people serving the meal clean and wearing aprons?
 - yes 5. Did the food served seem to be at the right temperature?
- yes Hot Food yes Cold Food Salad was fresh
- No 6. Was there a lot of left-over food on people's plates?

Lucy explained to me how she keeps meals warm (even for delivered meals) and cold, as appropriate.)

Comments:

It's a large dining area + Lucy's desk is on a side wall. I thought she could use more space + a little more privacy w/ less distractions. I saw that one of the volunteers was working at another side table w/ many papers organized in small piles - apparently assisting Lucy w/ something - I didn't see where another room would be for an office however. Sr. C. Brastoff might consider making space on periphery of meal site.

Having Lucy close to meal customers is also important. Lucy is well-liked.
 Making up some partitions...

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