

Meal Site Review

NAME OF SITE Messiah Lutheran

DATE OF VISIT 3/28/23

COMPLETED BY Jessy Chase

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?
- no 2. If needed, was the contribution system explained?
there was a box sitting on the table when we checked in
- yes 3. Did the seating arrangement allow for new participants to be integrated into the group?
sitting at one long table (2 tables put together)
- no 4. Was there an announcement time?
- yes 5. Were new participants introduced to the group?
by leaders + dinner
- yes 6. Did the site appear clean & neat?
- yes 7. Were the bathrooms clean?
- ? 8. Was there a bulletin board or place where notices were posted including the following:
didn't notice a bulletin board
- no a) activity calendar
- yes b) menu for current week and the following week
on the table
- yes 9. Was the site accessible to a handicapped person?
- yes 10. Did participants at the site, seem to mix well together?

Comments:

This was a very friendly group

B. PARTICIPANTS

- yes 1. Were participants friendly to you as a newcomer?
yes 2. Did participants seem to enjoy talking to each other?
_____ 3. Did participants seem happy with the following?
yes a) the site manager
yes b) the volunteers
yes c) the food
yes d) the program

Comments:

It was very obvious that this was an important social time for the participants. There were 11 people, 1 volunteer and the site manager.

C. SITE MANAGER

- not sure 1. Was the site manager readily identified (for example, the manager was wearing a badge or name tag)?
yes 2. Was the site manager friendly to participants and volunteers?
yes 3. Was the site manager helpful to people with special needs?

Comments: *She seemed to know everyone very well.*

D. VOLUNTEERS

- not sure 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:

Both the site manager & volunteers were very cheerful & friendly.

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:

I was given great directions on how to find the dining site.

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

no 6. Was there a lot of left-over food on people's plates?

Comments:

participants were given extra food to take home.

April 2023

Monday 3	Tuesday 4	Wednesday 5	Thursday 6	Friday 7
<p><i>Currently no East site but you can go to Warner Park or Goodman!</i></p>	Chicken Broccoli Rice Casserole Carrot Coins Chickpea Salad Fruit cup Tiger bites MO – Veggie Chicken Rice Casserole	Roast Pork Soup and Sandwich Fish Dinner Esquire	Traditional Meatloaf Mashed potatoes Broccoli White Bread/Butter Applesauce MO – Hummus and Pita	Baked Ziti Spinach Salad Bread Fruit Dessert MO: Veg. Ziti Monona Senior Center
Monday 10	Tuesday 11	Wednesday 12	Thursday 13	Friday 14
<p><i>Currently no East site but you can go to Warner Park or Goodman!</i></p>	Meat Sauce Spaghetti Noodles Carrots Mixed Green Salad Dressing Peaches Oatmeal Raisin Cookie MO – Marinara sauce	Swiss Steak Soup and Sandwich Fish Dinner Esquire	Boneless BBQ Chicken Peas Pickled Beets WW Dinner Roll/butter Cinnamon applesauce MO – Veggie BBQ chicken	Beef Stroganoff Vegetable Juice Wheat Bread Fruit Dessert MO: Soy Stroganoff Monona Senior Center
Monday 17	Tuesday 18	Wednesday 19	Thursday 20	Friday 21
<p><i>Currently no East site but you can go to Warner Park or Goodman!</i></p>	Chili WW Dinner Roll Butter Vinegar Corn Salad Applesauce Sugar Cookie MO – Veggie Chili	Turkey Soup and Sandwich Fish Dinner Esquire	*BBQ Meatballs Mashed Potatoes Peas WW Bread/Butter Mandarin Oranges Chocolate Chip Cookie MO – Veggie Chicken Alfredo Penne	Lasagna Romaine Salad Garlic Toast Fruit Dessert MO: Veggie Lasagna Monona Senior Center
Monday 24	Tuesday 25	Wednesday 26	Thursday 27	Friday 28
<p><i>Currently no East site but you can go to Warner Park or Goodman!</i></p>	Chicken and Gravy Over White bread Carrots Broccoli Orange juice cup Chocolate chip cookie MO – Veggie Chicken & gravy	Meatloaf Soup and Sandwich Fish Dinner Esquire	Meat Sauce Spaghetti Noodles Carrots 3 Beans Salad Cinnamon applesauce Fig newton bar MO – Marinara Sauce	Mushroom Steak Mashed Potatoes Whole Wheat Roll Vegetable Fruit Dessert MO: Veggie Patty Monona Senior Center

Senior Dining



2023-2024

Meals provided by: Dane County Consolidated Food Service

All menu items are prepared in kitchens that are not allergen-free.

We cannot guarantee that food allergens will not be transferred through cross-contact. No substitutions allowed.

NAS Diets: NAS substitutes listed when necessary, it is not suggested for those on a NAS diet to consume cheese slices, cheese garnishes or condiment packets. (Ketchup, mustard, BBQ sauce, etc.) *contains pork. **NAS to omit



Meal Site Review

NAME OF SITE Romnes Apartments

DATE OF VISIT 2/20/23

COMPLETED BY Jay Chase

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

- _____ 1. Were you greeted as you came in?
- _____ 2. If needed, was the contribution system explained?
- _____ 3. Did the seating arrangement allow for new participants to be integrated into the group?
- _____ 4. Was there an announcement time?
- _____ 5. Were new participants introduced to the group?
- _____ 6. Did the site appear clean & neat?
- _____ 7. Were the bathrooms clean?
- _____ 8. Was there a bulletin board or place where notices were posted including the following:
 - _____ a) activity calendar
 - _____ b) menu for current week and the following week
- _____ 9. Was the site accessible to a handicapped person?
- _____ 10. Did participants at the site, seem to mix well together?

Comments:

B. PARTICIPANTS

- _____ 1. Were participants friendly to you as a newcomer?
- _____ 2. Did participants seem to enjoy talking to each other?
- _____ 3. Did participants seem happy with the following?
- _____ a) the site manager
- _____ b) the volunteers
- _____ c) the food
- _____ d) the program

Comments:

C. SITE MANAGER

- _____ 1. Was the site manager readily identified (for example, the manager was wearing a badge or name tag)?
- _____ 2. Was the site manager friendly to participants and volunteers?
- _____ 3. Was the site manager helpful to people with special needs?

Comments:

D. VOLUNTEERS

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

Comments:

E. RESERVATIONS

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

Comments:

was transferred to a person, got her voicemail saying the office is closed & someone will call me back. she called back today (I had left a voicemail saying I hadn't gotten a call back to confirm) when she called back she asked if I lived at the apartments + asked if I would rather go to Madison Senior Center, because it is security locked at the apartments & usually only used by apartments. They don't eat all at the same time.

H. FOOD

- _____ 1. Did the meal look good?
- _____ 2. Did the food taste good?
- _____ 3. Was the meal served on time?
- _____ 4. Were the people serving the meal clean and wearing aprons?
- _____ 5. Did the food served seem to be at the right temperature?

_____ Hot Food _____ Cold Food

- _____ 6. Was there a lot of left-over food on people's plates?

Comments:

Meal Site Review

NAME OF SITE Madison Senior Center

DATE OF VISIT 2/20/23

COMPLETED BY Jacy Chase

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?
- yes 2. If needed, was the contribution system explained?
- yes 3. Did the seating arrangement allow for new participants to be integrated into the group? tables of 4 people
- yes 4. Was there an announcement time?
- no 5. Were new participants introduced to the group?
- yes 6. Did the site appear clean & neat? — Very clean!
- yes 7. Were the bathrooms clean?
- yes 8. Was there a bulletin board or place where notices were posted including the following: They were at the desk
- ? a) activity calendar we were given info on New Budget & the latest Madison Senior Center newsletter
- yes b) menu for current week and the following week given to us by the check-in person
- yes 9. Was the site accessible to a handicapped person? person
- yes 10. Did participants at the site, seem to mix well together?

Comments:
I liked their contribution system. Each person is given a small envelope that is collected as the milk is distributed. The check-in person explained that was so no one knows what each person gives.

B. PARTICIPANTS

- yes 1. Were participants friendly to you as a newcomer?
- yes 2. Did participants seem to enjoy talking to each other?
- _____ 3. Did participants seem happy with the following?
- yes a) the site manager
- yes b) the volunteers
- yes c) the food
- yes d) the program

Comments:

C. SITE MANAGER

- no 1. Was the site manager readily identified (for example, the manager was wearing a badge or name tag)? *There was a substitute manager*
- yes 2. Was the site manager friendly to participants and volunteers?
- yes 3. Was the site manager helpful to people with special needs?

Comments:

D. VOLUNTEERS

- ? 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? — in a ramp

yes 3. Did the site have efficient and accurate registration procedures?

Comments: I was referred to this location instead of Romnes Apartments

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

no 6. Was there a lot of left-over food on people's plates?

Comments:

We had a chicken stew, peas, lettuce salad, crackers + chocolate pudding + milk.
I was very happy that the chicken stew was not too salty.



If you are not currently attending a meal site you must call Candice Alexander at 608-512-0000 ext. 4006 to register for a meal and/or transportation.

Meal/Transportation Cancellations

If a dining site participant is not able to attend a congregate meal site on a day you are signed up, you need to either tell the onsite meal coordinator or call Candice Alexander by Noon, two business days in advance.

If a dining site participant cancels a meal reservation less than two business days in advance, and have scheduled a ride, we ask that you call Transit Solutions at 294-8747 to cancel your ride. Please call Transit Solutions by 9 am on the day of the reservation.

No Shows or Late Cancellations

Dining site participants are responsible for cancelling their meal reservation at least 2 business days in advance. Failure to do so is considered a violation of the nutrition policy.

If a dining site participant has a late cancellation or no shows for the meal the following policy will apply:

1st violation – You will be given a verbal warning and be reminded of the nutrition policy.

2nd violation– You will be asked to sign a copy of the Nutrition Policy and be given a second verbal warning.

3rd violation – Your meal reservations for the next week will be cancelled for no more than 5 days.

If you have any questions please contact Candice Alexander.



Nutrition Dining Site Policy Changes

There have been some changes to the process of making meal reservations at our congregate dining sites and arranging rides to our congregate and restaurant sites located on the North, South and West side of Madison. We ask that dining site participants familiarize yourself with these changes and understand that these policies will be enforced **effective November 8, 2021**.

Meal Reservations

All meal reservations for catered meals at our congregate dining sites should be made on site two business days in advance by Noon. For example, a dining site participant wanting a meal on Friday would reserve the meal on Wednesday by Noon. No meal reservations are required for the restaurant sites (Hy-Vee). If a meal request is made after the deadline, the dining site participant may come to the site as a Walk-In participant. Walk-In meals are not ordered from the caterer, so you will be served if there are left over meals available. This is not an emergency meal program, and because we have many different sites, and are ordering catered meals, it is very difficult to accommodate last minute changes.

Transportation Reservations

The same deadline, two business days in advance by Noon, applies for any dining site participant who requests transportation to a congregate meal site. Dining site participants may request transportation to restaurant sites and the same deadline applies.



NewBridge Madison Senior Lunch Program Expectations

We are committed to providing nutritious food in a clean and safe environment, and to fostering the well-being and health of participants, volunteers and employees. The expectations below are intended to promote the rights of everyone, and make everyone feel welcome and safe at our Senior Lunch Program.

PARTICIPANTS HAVE A RIGHT TO EXPECT:

- A dining area that is safe, clean, comfortable and promotes a friendly, respectful atmosphere.
- Food that is safely prepared, good quality and nutritious, served in a clean facility.
- Qualified, well-trained staff and volunteers who provide meals, nutrition education and promote health, wellness, and social interaction.
- Privacy and confidentiality with your donations and personal information.

PARTICIPANT RESPONSIBILITIES:

- To arrive promptly to the meal site. Meals are served to participants with reservations first. Walk-in participants will be served, if meals are available, approximately 15 minutes later. Walk-in participants should not expect special meal orders and may or may not receive milk.
- To welcome others to their table. Seating in the dining room is not reserved. Everyone who attends a meal is free to sit where they choose.
- To help maintain a comfortable, welcoming environment. Treat everyone with respect. The goal of the Senior Lunch program is to serve as many older adults as possible and have an enjoyable time.
- To behave in a way that allows everyone to enjoy their meal. No inappropriate, harsh, harassing, critical, discriminating or sexually inappropriate talk or behavior is allowed. If someone talks or behaves in a way found to be negative, dangerous, or threatening, NewBridge staff reserves the right to refuse service.
- To attend the site sober and not while using illegal drugs. If you come under the influence of alcohol or illegal drugs you will be asked to leave the area.
- To dress appropriately. Shoes and appropriate clothing are required at the meal sites.
- To respect others while on your cell phone. Personal phone calls shall be done in a quiet manner as to not disrupt others. You may be asked to step outside of the dining area, if you get too noisy, to conduct your call.
- To remain outside of the kitchen. Only kitchen staff and kitchen volunteers on duty may enter the kitchen during meal times. If you have a question or a request, please remain outside of the kitchen area until a staff person is available to assist you.

Please contact Candice Alexander, Nutrition Program Manager at 608-512-0000 ext. 4006 if you have further questions. Thank you for your cooperation.

February 2023

NAME: _____ BUS: YES _____ NO _____

ADDRESS _____

PHONE _____

Monday 13	Tuesday 14	Wednesday 15	Thursday 16	Friday 17
*Ham & Potato Casserole NAS – Chicken and Potato Cass. WW Dinner Roll/Butter Peas Peaches Jell-o MO – Veggie Potato Casserole NCS – SF Jell-o	Chicken and Gravy NAS – no gravy Over White bread Carrots Broccoli Orange juice cup Chocolate chip cookie MO – Veggie Chicken and gravy NCS – fruit cup or fresh fruit	Sloppy Joe on WW Bun Potato Salad Mixed Vegetable Banana Oatmeal cream pie MO – Chickpea Joe NCS – fruit cup or fresh fruit	*Pork Loin in Gravy Carrots 3 Beans Salad Croissant/butter Cinnamon applesauce Fig newton bar MO – Veggie meatballs in gravy NCS – fruit cup or fresh fruit	Chicken Stew Mixed greens Dressing Crackers Copper Penny salad Pears Chocolate Pudding cup MO – Veggie Stew NCS – SF pudding
Monday 20	Tuesday 21	Wednesday 22	Thursday 23	Friday 24
Cheeseburger: Beef Patty WW Bun **American Cheese Ketchup/mustard Calico Beans Potato Salad Fruit Cocktail Candy cookie MO – Black Ben burger NCS – fruit cup or fresh fruit	*Meatballs in Marinara Over Perine 4 bean salad Peaches Scooby snacks MO – Veggie Meatballs in marinara NCS – fruit cup or fresh fruit	Fish Sandwich: Breaded Fillet WW Bun **Cheese Tartar Sauce Yams Peas Pears Nutty Buddy bar MO – Multigrain burger NCS – fruit cup or fresh fruit	Rustic Tom. Bean Soup Crackers Mixed greens Dressing Pineapple Jell-o MO – Veggie Tomato bean soup NCS – SF Jell-o	Bone-In BBQ Chicken Mashed Potatoes WW Bread/butter Banana Applesauce. MO – Veggie BBQ chicken NCS – n/a
Monday 27	Tuesday 28	Senior Dining  Meals provided by: Dane County Consolidated Food Service. All menu items are prepared in kitchens that are not allergen-free. We cannot guarantee that food allergens will not be transferred through cross-contact. No substitutions allowed. NAS Diets: NAS substitutes listed when necessary, it is not suggested for those on a NAS diet to consume cheese slices, cheese garnishes or condiment packets (Ketchup, mustard, BBQ sauce, etc.) *contains pork **NAS to omit		
Lemon Dill Baked Fish Tartar Sauce Baked potato Sour Cream Coleslaw WW Bread Butter Vanilla pudding MO – Tomato Cheese Sandwich NCS – SF pudding	Chicken Brocc. Rice Cass. Carrot Coins Chickpea Salad Fruit cup Tiger bites MO – Veggie Chicken Broccoli rice casserole NCS – fruit cup or fresh fruit			

MARCH 2023

NAME: _____

PHONE: _____

BUS: YES _____

NO _____

ADDRESS: _____

		Wednesday 1	Thursday 2	Friday 3
		<p>*BBQ Meatballs Mashed Potatoes Peas WW Bread/Butter Mandarin Oranges Chocolate Chip Cookie</p> <p>MO – Veggie BBQ meatballs NCS – fruit cup or fresh fruit</p>	<p>Traditional Meatloaf Mashed potatoes Broccoli White Bread/Butter Applesauce</p> <p>MO – Hummus and Pita NCS – n/a</p>	<p>Chili **Cheese Baked potato Sour cream/butter Cornbread Pears Fig newton bar</p> <p>MO – Veggie Chili NCS – fruit cup or fresh fruit</p>
Monday 6	Tuesday 7	Wednesday 8	Thursday 9	Friday 10
<p>Chicken a la King Brown Rice Capri blend Broccoli Salad Fruit Cocktail Scooby snacks</p> <p>MO – Veggie Chicken NCS – fruit cup or fresh fruit</p>	<p>Meat Sauce Spaghetti Noodles Carrots Mixed Green Salad Dressing Peaches Oatmeal Raisin Cookie</p> <p>MO – Marinara sauce NCS – fruit cup or fresh fruit</p>	<p>*Italian Sausage NAS – chicken breast Coney Bun Roasted potatoes Stewed Tomatoes Mandarin Oranges Reece's PB cup</p> <p>MO – Veggie Chicken NCS – SF jello</p>	<p>*BBQ Ribs Peas Pickled Beets WW Dinner Roll/butter Cinnamon applesauce</p> <p>MO – BBQ chickpeas NCS – n/a</p>	<p>*Meatballs in gravy NAS – no gravy Mashed potatoes Mixed greens Dressing WW Dinner roll/butter Mixed Fruit cup Butterscotch Pudding</p> <p>MO – Veggie Meatballs in gravy NCS – SF pudding</p>
Monday 13	Tuesday 14	Wednesday 15	Thursday 16	Friday 17
<p>Garlic Parmesan Boneless Chicken breast Stewed tomatoes Spinach Casserole WW Bread/Butter Peaches Nutty Buddy bar</p> <p>MO – Veggie Garlic Parmesan chicken NCS – fruit cup or fresh fruit</p>	<p>Chili WW Dinner Roll Butter Corn Applesauce Sugar Cookie</p> <p>MO – Veggie Chilli NCS – SF pudding</p>	<p>Sausage Veggie Egg Bake Fruit Cup Oven Roasted potatoes Orange Juice cup Blueberry muffin/butter</p> <p>MO – Veggie Egg Bake NCS – fruit cup or fresh fruit</p>	<p>Chicken Alfredo Penne Steamed Brussel Sprouts Kidney Bean Salad Mixed Fruit Rice Crispy treat</p> <p>MO – Veggie Chicken Alfredo Penne NCS – fruit cup or fresh fruit</p>	<p>Pot Roast in Gravy WW Dinner Roll/butter Garlic herb mashed potatoes Carrots Pineapple Oatmeal raisin cookie</p> <p>MO – Veggie Meatballs in gravy NCS – fruit cup or fresh fruit</p>
Monday 20	Tuesday 21	Wednesday 22	Thursday 23	Friday 24
<p>*Ham and Potato Casserole NAS – Chicken and Potato Cass. WW Dinner Roll/Butter Peas Peaches Jell-o</p> <p>MO – Soy Potato Casserole NCS – SF jello</p>	<p>Chicken and Gravy NAS – no gravy Over White bread Carrots Broccoli Orange juice cup Chocolate chip cookie</p> <p>MO – Veggie Chicken & gravy NCS – fruit cup or fresh fruit</p>	<p>Sloppy Joe on WW Bun Potato Salad Mixed Vegetable Banana Oatmeal cream pie</p> <p>MO – Chickpea Joe NCS – fruit cup or fresh fruit</p>	<p>Meat Sauce Spaghetti Noodles Carrots 3 Beans Salad Cinnamon applesauce Brownie</p> <p>MO – Marinara Sauce NCS – fruit cup or fresh fruit</p>	<p>Chicken Stew Mixed greens Dressing Crackers Copper Penny salad Pears Chocolate Pudding cup</p> <p>MO – Veggie Chicken Stew NCS – SF pudding</p>
Monday 27	Tuesday 28	Wednesday 29	Thursday 30	Friday 31
<p>Cheeseburger: Beef Patty WW Bun **American Cheese Ketchup/mustard Calico Beans Potato Salad Fruit Cocktail Candy cookie</p> <p>MO – Black Bean Burger NCS – fruit cup or fresh fruit</p>	<p>*Meatballs in Marinara Over Penne 4 bean salad Peaches Scooby snacks</p> <p>MO – Veggie meatballs in Marinara NCS – fruit cup or fresh fruit</p>	<p>Fish Sandwich: Breaded Fillet WW Bun **Cheese Tartar Sauce Yams Peas Pears Nutty Buddy bar</p> <p>MO – Tomato Cheese Sandwich NCS – fruit cup or fresh fruit</p>	<p>Rustic Tomato Bean Soup Crackers Mixed greens Dressing Pineapple Jell-o</p> <p>MO – Veggie Tomato bean soup NCS – SF jello</p>	<p>Boneless BBQ Chicken breast Mashed Potatoes WW Bread/butter Banana Applesauce</p> <p>MO – Veggie BBQ Chicken NCS – n/a</p>

Meals provided by: Dane County Consolidated Food Service

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We cannot guarantee that food allergens will not be transferred through cross-contact. No substitutions allowed.

NAS Diets: NAS substitutes listed when necessary, it is not suggested for those on a NAS diet to consume cheese slices, cheese garnishes or condiment packets (Ketchup, mustard, BBQ sauce, etc.) *contains pork **NAS to omit