

Site Name	Goodman Community Center
Date of Visit	Monday, June 3, 2024
Completed By	Caroline Werner

DANE COUNTY SENIOR NUTRITION PROGRAM - DINING SITE REVIEW

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 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:			Notices and flyers were at the front desk as a person entered the site Regular participants seemed to gather at their favorite table. New people, like myself, chose a table with fewer participants in the middle of the room.
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:			The 2 gentlemen at the table I chose knew each other well: One of the men was unfriendly to new people and told me so. The other gentleman explained the other person's behavior. I enjoyed talking to the gentleman who was more friendly. I'm glad he was there to explain the other person's behavior. Staff are probably familiar with these two men.
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 saw a man in a white apron wearing a lanyard with name tag standing in the doorway to the kitchen that I assumed was the site manager. He didn't venture into the room to interact with people. I think a few people came up to talk with him, though. Could he have been a cook instead of a site manager?
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:			
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:			
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 saw people coming in late and being served immediately, with no hold-up in being served. I thought it was very nice that they were treated the same as everyone else. The servers distributed napkins instead of plates for the desert cookie. The water, milk, tea and coffee containers were at a table just outside of the kitchen. I noticed that participants were not given 8-oz glasses at their place settings and did not get the milk in the plastic-coated cardboard containers (as OASC). Instead, the table contained small (4-oz.) plastic glasses where participants could pour their beverage of choice and take it to their table. Butter in small packets were placed in a small bowl at the table, where participants took what they needed, as opposed to OASC where one butter packet was served with the roll. Sometimes a butter packet would be given with baked potato or veggies—but given out individually, not in a bowl at the table.

Overall Feedback:	Since I often go to the Oregon Area Senior Center (OASC) meal site, I found myself contrasting Goodman with OASC. The largest drawback to Goodman was the loud volume of the sound from all participants talking loudly in a large room with a high ceiling. I don't know how people wearing hearing aids would have been able to hear well at Goodman. There were no placemats at the Goodman tables. I always enjoy them at OASC. It could be that they are just another thing to go to trash? Do people at Goodman donate napkins and placemats as they do at OASC? A friend of mine says she thinks aesthetics are important. I saw servers wiping down the tables at the end of the meal, so I could see that the tables are clean/sanitized.
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