

# DANE COUNTY SENIOR NUTRITION PROGRAM - DINING SITE REVIEW

Site Name	Mount Horeb Senior Center
Date of Visit	Friday January 17
Completed By	Robin Potter

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
<input checked="" type="checkbox"/>			Were you greeted as you came in?
<input checked="" type="checkbox"/>			If needed, was the contribution system explained?
<input checked="" type="checkbox"/>			Did the seating arrangement allow for new participants to be integrated into the group?
	<input checked="" type="checkbox"/>		Was there an announcement time?
<input checked="" type="checkbox"/>			Were new participants introduced to the group?
<input checked="" type="checkbox"/>			Did the site appear clean & neat?
<input checked="" type="checkbox"/>			Were the bathrooms clean?
<input checked="" type="checkbox"/>			Was there a bulletin board or place where notices were posted, such as: activity calendars or menus
<input checked="" type="checkbox"/>			Was the site accessible to a handicapped person?
<input checked="" type="checkbox"/>			Did participants at the site, seem to mix well together?
Comments:			They had separate mens and womens tables
Yes	No	N/A	Participants
<input checked="" type="checkbox"/>			Were participants friendly to you as a newcomer?
<input checked="" type="checkbox"/>			Did participants seem to enjoy talking to each other?
			Did participants seem happy with the following?
<input checked="" type="checkbox"/>			a) the site manager
<input checked="" type="checkbox"/>			b) the volunteers
<input checked="" type="checkbox"/>			c) the food
<input checked="" type="checkbox"/>			d) the program
Comments:			
Yes	No	N/A	Site Manager
	<input checked="" type="checkbox"/>		Was the site manager readily identified (for example, the manager was wearing a badge or name tag)?
<input checked="" type="checkbox"/>			Was the site manager friendly to participants and volunteers?
<input checked="" type="checkbox"/>			Was the site manager helpful to people with special needs?
Comments			There were 2 people involved w/ the meal and it wasnt clear which one was the manager but they were both helpful and friendly.

Yes	No	N/A	Volunteers
	✓		Were volunteers readily identified by a name tag?
✓			Did volunteers seem to enjoy their work and know what was expected of them?
Comments:			The woman who may have been the site manager was the one who welcomed me and she sat at the men's table during the meal. She helped the other woman clear plates and offered me a menu and newsletter.
Yes	No	N/A	Reservations
✗			Was making the reservation easy?
			Was parking available close to the site?
			Did the site have efficient and accurate registration procedures?
Comments:			Phone answered quickly. Told that meal is served at 11:00. Website info said 11:15. Everyone was there by 11:10 and meal was served at ~ 11:10.
Yes	No	N/A	Food
✓			Did the meal look good?
✓			Did the food taste good?
✓			Was the meal served on time?
	✓		Were the people serving the meal clean and wearing aprons? No aprons or gloves.
✓			Did the food served seem to be at the right temperature? (Hot food hot, cold food cold)
	✓		Was there a lot of left-over food on people's plates? One woman had food
Comments:			The mixed vegetable was colorful and left and was offered a take home container. Bread slice and butter were in a bag - cookie wrapped in Saran wrap. Applesauce was served in covered compostable container.
Overall Feedback:			Everything was clean, staff was very friendly and food was good. Their maximum lately is ~ 5 for congregate meals and there were 5 including me today. I learned from the social worker that they deliver about 40 meals each day on 3 routes which cover quite a distance. Their congregate dinner numbers have gone down since Covid and they would like to get more people coming into the center to eat. They seemed happy with TNT catering who provides their meals.

# DANE COUNTY SENIOR NUTRITION PROGRAM - DINING SITE REVIEW

Site Name	Sugar River Senior Center
Date of Visit	Thurs Jan 16, 2025
Completed By	Robin Potter

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
<input checked="" type="checkbox"/>			Were you greeted as you came in?
		<input checked="" type="checkbox"/>	If needed, was the contribution system explained? *
		<input checked="" type="checkbox"/>	Did the seating arrangement allow for new participants to be integrated into the group? There was 1 other diner. We were at a table for 4
	<input checked="" type="checkbox"/>		Was there an announcement time?
		<input checked="" type="checkbox"/>	Were new participants introduced to the group? We introduced ourselves to each other
<input checked="" type="checkbox"/>			Did the site appear clean & neat?
<input checked="" type="checkbox"/>			Were the bathrooms clean?
<input checked="" type="checkbox"/>			Was there a bulletin board or place where notices were posted, such as: activity calendars or menus
<input checked="" type="checkbox"/>			Was the site accessible to a handicapped person?
<input checked="" type="checkbox"/>			Did participants at the site, seem to mix well together?
Comments:			*Contribution box was right by tables w/ poster above w/ recommended donation. The other diner and I had a very nice conversation
Yes	No	N/A	Participants
<input checked="" type="checkbox"/>			Were participants friendly to you as a newcomer?
<input checked="" type="checkbox"/>			Did participants seem to enjoy talking to each other?
			Did participants seem happy with the following?
<input checked="" type="checkbox"/>			a) the site manager
<input checked="" type="checkbox"/>			b) the volunteers
<input checked="" type="checkbox"/>			c) the food
<input checked="" type="checkbox"/>			d) the program
Comments:			I was given a form to fill out to assess nutritional risk
Yes	No	N/A	Site Manager
<input checked="" type="checkbox"/>			Was the site manager readily identified (for example, the manager was wearing a badge or name tag)?
<input checked="" type="checkbox"/>			Was the site manager friendly to participants and volunteers?
		<input checked="" type="checkbox"/>	Was the site manager helpful to people with special needs?
Comments			I was greeted when I came in the door. Site manager and other staff introduced themselves. Pointed out place for my coat and location of the restrooms.

Yes	No	N/A	Volunteers
		✓	Were volunteers readily identified by a name tag?
		✓	Did volunteers seem to enjoy their work and know what was expected of them?
Comments:			The site manager served the food. She was very friendly as was the rest of the staff (3 other people who ate their lunch at a table near us).
Yes	No	N/A	Reservations
✓			Was making the reservation easy?
✓			Was parking available close to the site?
✓			Did the site have efficient and accurate registration procedures?
Comments:			The phone was answered quickly. I was asked about milk choice, and any special needs and told what time to be there and asked if I needed directions.
Yes	No	N/A	Food
✓			Did the meal look good?
✓			Did the food taste good?
✓			Was the meal served on time?
✓			Were the people serving the meal clean and wearing aprons?
✓			Did the food served seem to be at the right temperature? (Hot food hot, cold food cold)
	✓		Was there a lot of left-over food on people's plates? My dining partner cleaned his plate.
Comments:			Meal was pork roast, Sauer Kraut, white beans w/ tomatoes that were pleasantly spicy, slightly overcooked broccoli, cauliflower, fruit a roll, Kringles, and 1lb of milk. Coffee and water were in a pitcher/carafe on the table. Plate was very full. Pork loin was probably the best I have had in a long time - including in my own kitchen.
Overall Feedback:			Very friendly staff, excellent food. The set up felt like we were eating at someone's kitchen table. The napkins - along w/ coffee carafe were in the center of the table. The fruit salad (grapes, blackberries, melon in whipped cream) was in a plastic clamshell container and the piece of Kringles was in a sandwich bag. They told me, after my compliments about the food, that they were losing Piggly Wiggly as their caterer at the end of the month and mentioned that Bonnie who cooked/packed the food for their meals went above and beyond to make sure their food was good. They will start getting food from TWT catering in February and said they have heard good things about them.