

DANE COUNTY SENIOR NUTRITION PROGRAM - DINING SITE REVIEW

Site Name	<i>Hmoob Kaj Siab (The Hmong Institute)</i>
Date of Visit	<i>5/19/26</i>
Completed By	<i>CLAIRE MANCE</i>

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
☒	☐	☐	Were you greeted as you came in?
☒	☐	☐	Did the site appear clean & neat?
☒	☐	☐	Did the seating arrangement allow for new participants to be integrated into group? (Sites need to avoid assigned or reserved seating.)
☒	☐	☐	Were new participants introduced to the group?
☒	☐	☐	Did participants at the site, seem to mix well together?
☒	☐	☐	Was the site accessible to a physically disabled person?
☒	☐	☐	If needed, was the contribution system explained?
☒	☐	☐	Did you see a donation box where contributions could be placed AND a sign nearby that explained the suggested contribution amount?
☐	☒	☐	Was everything on the table that you needed to eat your meal?
☒	☐	☐	Were the bathrooms clean?
Comments:			<i>We grabbed utensils at the beginning of a buffet line.</i>
Yes	No	N/A	Participants
☒	☐	☐	Were participants friendly to you as a newcomer?
☒	☐	☐	Did participants seem to enjoy talking to each other?
			Did participants seem happy with the following?
☒	☐	☐	a) the site manager
☒	☐	☐	b) the volunteers
☒	☐	☐	c) the food
☒	☐	☐	d) the program
Comments:			
Yes	No	N/A	Site Manager
☒	☐	☐	Was the site manager readily identified (for example, the manager was wearing a badge, name tag, or introduced themselves)?
☒	☐	☐	Was the site manager friendly and helpful to participants and volunteers?
☒	☐	☐	If working with food, was the site manager wearing a hair restraint and gloves?
Comments:			<i>The site manager greeted me at the door, ate lunch with me, and described the variety of lunches made there.</i>

Yes	No	N/A	Volunteers
x			Were volunteers friendly and helpful to participants?
x			If working with food, were hair restraints and gloves worn? (If food is simply being carried from kitchen window to table, no glove/hair restraints are required.)
Comments:			
Yes	No	N/A	Reservations
x			Was making the reservation easy?
NA		x	Did the site have efficient and accurate registration procedures?
			Was parking available close to the site?
			When making a reservation, ask about the transportation options available to you. What was offered?
Comments:			Someone followed up with me by email afterward to register and apologized that they didn't provide me with the form during my visit.
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 you offered milk if you ordered it?
y			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?
Comments:			They do not serve milk at this site since it is not culturally relevant.
Yes	No	N/A	Transportation
x			Did anyone at your table use transportation to get to the dining site? If yes, which service did they use and how was their experience?
Comments:			The site manager explained to me the transportation available and used by many among elders, along w/ other available programs.
Overall Feedback:			I thoroughly enjoyed my visit and lunch at The Hmong Institute. The buffet was efficient and easy to navigate and it seemed like the diners appreciated getting food (and getting the amount of food they needed) at their own pace. Great conversation, great community. I was invited back again!