

DANE COUNTY SENIOR NUTRITION PROGRAM - DINING SITE REVIEW

Site Name	Hmosob Kaj Siabo
Date of Visit	9/20/2024
Completed By	Helen Pan

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?
	✓		If needed, was the contribution system explained?
✓			Did the seating arrangement allow for new participants to be integrated into the group?
		?	Was there an announcement time?
✓	✓		Were new participants introduced to the group?
✓			Did the site appear clean & neat?
✓			Were the bathrooms clean?
	?		Was there a bulletin board or place where notices were posted, such as: activity calendars or menus
✓		?	Was the site accessible to a handicapped person?
			Did participants at the site, seem to mix well together?
Comments:			The center seemed to ^{run} be ^{on autopilot} . The participants knew what to do & needed no instructions. The site was clean + seemed to serve its purpose well. No particular effort to fold in visitors. No way to contribute/donate.
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:			The participants were mostly young. There was 1 rep. I had a language barrier. I chose to sit next to young person who was an intern at the center. She was friendly.
Yes	No	N/A	Site Manager
	✓		Was the site manager readily identified (for example, the manager was wearing a badge or name tag)?
		✓	Was the site manager friendly to participants and volunteers?
		✓	Was the site manager helpful to people with special needs?
Comments			There didn't seem to be a site manager. Everything seemed to be self-help buffet style. The volunteers ⁽²⁾ served in the kitchen (i.e. put food in trays + diners self served)

to make

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:			Volunteers put food on trays, Diners self served + put plates/utensils away,
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:			<ul style="list-style-type: none"> - I called 3x to reserve a meal, never got a return call. - Location was a bit hard to find! - No registration process. Everyone just lined up - Bldg is call Life Center so it was a bit confusing, I went in bc the address was "right!"
Yes	No	N/A	Food
✓			Did the meal look good? - No clear signs to dining area.
✓			Did the food taste good? I just followed my nose.
✓			Was the meal served on time?
✓	?		Were the people serving the meal clean and wearing aprons?
clean ✓	Apron		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:			The food was tasty, varied, plentiful. All appeared to be freshly made. No canned/prepackaged food. Yum! Yum, Yum. The food spoke for everything + loudly.
Overall Feedback:			<ul style="list-style-type: none"> - Site was a bit hard to find, Site has sign of "LifeCenter" + 3 crosses in front. Nothing to identify it as hunger institute from the outside, - No reservation process, Apparently not needed. No way to donate for meal. All welcome. - Diners ^{at the table} seemed to know one another. Difficult to mix in, because they were speaking in hingony + I don't speak it. I chose ^{to sit next to a} a young diner, - The Food spoke - tasty, nourishing, welcoming, "diverse", Yumt Yey!

self served.