

DANE COUNTY SENIOR NUTRITION PROGRAM - DINING SITE REVIEW

Site Name	McFarland congregate dining site; meals served at noon MWF
Date of Visit	7-24-24
Completed By	Linda Fuller

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 the 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:			<i>Suggested contribution and meal cost not posted. Payment box available on table with newsletters. Places set at a several connected long tables. Exceptional amount off interaction among guests. Entire area accessible. At building entrance, there was no indication where lunch is served. We asked for directions (and could smell food!)</i>
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:			<i>Animated conversations among guests. Many said they attended each day lunch is served each week (MWF). Three transported to site, one in wheelchair. Guests reported attending many types of programs in addition to meals.</i>
	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>Very friendly staff and volunteers who obviously knew guests personally</i>

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:			<i>Spoke with three volunteers; after reopening from lockdown, had few as 6 guests, now 20 most days. Volunteers all seemed comfortable with their responsibilities and pleasant to guests.</i>
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:			<i>Very helpful, called me back to clarify my message and confirm meals</i>
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>Pulled pork/Cobb salad; servers were clean, wearing gloves, not hairnets or aprons. Food provided by Atlantis Catering. Nice table decorations and napkins.</i>
Overall Feedback:			<i>Talked with site director who thinks targeted programming has gradually increased meal participation. Meal served in large community room; did not need to stop post-meal conversation for others playing quiet card games in same room. Good meal served in welcoming and pleasant environment.</i>