



One Roof Community Diner

a welcoming place to share a meal

**One Roof Community Diner – Volunteer Survey  
Conducted May 27 to June 5, 2016**

(25 Online Responses – Not all respondents answered all questions)

## What has been your favourite dish served at One Roof?

chicken casserole, but honestly all the meals have been amazing

All of them,

Shepherds pie

Roast beef dinner

Lazanya

haven't picked a favourite...they've all been great

Penne pasta with meat

Mac and Cheese

As I am there only one day a week-every meal is excellent.

Shepherd's pie with various toppings

Shepherds Pie made with sweet potato.

I haven't eaten any of the meals so far but to explain, I've just started volunteering and feel the guests should eat the meals.

I do not really try them, but I loved the idea of quiche

Roast beef dinner

Shepherd's Pie!

Pasta with veggies and sausage.

There are too many to choose from

Roast Beef

Ham & mashed potatoes

Meat loaf

apple crisp

Spaghetti

shepards pie

## What dish do you think our guests have most enjoyed?

i'm not sure, but every dish has always gotten complements from the guest

Any dish with meat, Roast beef, Turkey Dinners

Shepherds pie

Most of them

roast beef

I know they love their sheppards pie

Anything with pasta and meat

Not Sure.

Not sure.

roast beef

I would say the pasta dishes are a big hit, along with shepherd's pie.

Lasagna dish and ham meals

roast beef

I'm not sure about that - sorry

Roast beef

Mac and cheese

Shepherd's pie

The ham was a big hit; guests also seem to like shepherd's pie

Mac and cheese

Pulled Pork (Made by Men's Group) or Lasagna

shepards pie

## What has been your least favourite dish served at One Roof?

coleslaw, but thats just personal dislike for the dish

None of which I have worked

None

Pasta

nothing I like every thing

bean salad

Not sure.

None.

nil

None

As I say, I haven't eaten the meals so far.

I personally dislike spaghetti

not sure all so good

I almost never eat - I hate the thought of eating and then finding that someone comes in hungry and there is not enough for him/her.

Have not had one

I've enjoyed them all

Sloppy Joes

Bean soup as main course

Love everything

Casserole with Ham (Liked the ham, not the rest)

fish chowder

## What dish do you think our guests have enjoyed the least?

I have had no contact with any complaints

They love them all

anything with curry in it

I think they appreciate mostly every thing

I've not yet heard complaints about any one meal

Meatless

Not Sure.

Don't know.

soup

None

Haven't heard any comments regarding this.

I am not certain. I do know that they depend on staff keeping to the published menu so that they will not be disappointed. Perhaps soup.

I'm sorry - I'm not sure of that either.

Salmon chowder

Bean soup - lots left over in bowls

Some guests have indicated that coleslaw is hard to eat with their dental challenges

Cornbread

chowder

## Do you have any suggestions for dishes we should try (main courses, side dishes, salads, desserts... anything)?

Hot Dogs, Hamburgers, Sausages, Salads during the summer months

Try something more out of the ordinary like different cultural food

Chilli dogs, French fries, potato salad, jello, bread pudding.

no can not think of anything

Can't think of a thing :(

I haven't been there long enough to know what the guests really enjoy eating

The food has been great from what I've seen!

main meals with chicken (e.g. chicken penne)

Chicken, but oven space limits that.

I would suggest over the summer months that salads such as quinoa, pasta salads, maybe quiches be tried.

I would continue with trying to put more dark greens in salads. As I do not work in the kitchen, I cannot say what is possible to create as a main meal. A trifle might be a nice easy dessert to try.

you could try toad in the hole which is sausages cooked into Yorkshire pudding served with gravy and veggie. Its cheap easy and my family loves this.

I don't think I'm much help here, either - I only note that sometimes they tell me chewing is difficult for some of them.

And they love ranch dressing - but you already know that!

Loaded baked potatoes, breakfast bake, baked apples, ham and scalloped potatoes casserole, garlic bread, rice pudding, baked beans, a BBQ, date squares, egg mcmuffins, salads with SMALL chunks of cucs, celery, etc. rice casserole,

Pizza? Sloppy Joes?

Beef stew, chicken casserole

Other meats like ham: beef, pork, chicken? Different kinds of salad so wouldn't need dressings; i.e. black bean & quinoi; mixed bean; wet coleslaw?

Bbq if possible in the summer on occasion

Bbq burgers

Chicken Wings Breakfast for dinner would be interesting, too.

cheese capaletti, caesar salad, breakfast for dinner? pancake dinner?

## How often would you like to volunteer at One Roof?

More than once per week	36% (9)
Once per week	48% (12)
Once every other week	12% (3)
Once per month	4% (1)

## **We want to constantly improve. If you have volunteered in the kitchen, what suggestions do you have for how we can improve in that area?**

Consistency with the cooking staff, let us know when a group will be there it gets to crowded to many bodies. I fine 3 works great in the kitchen.

Make sure that knives are carried properly.

cut down on the amount of dishes by asking guests to reuse there plates. This will save the church on there hydro and water bill. Plus less stress in rushing with dishes to get down. Why was them twice ?

Now that volunteers have been around for awhile it seems to function pretty smoothly

I would love a bigger dishwasher and more equipment, but who wouldn't want that?!

Making it more clear where things are instead of walking up and down the stairs trying to find things in the basement.

Need more help with clean up. People leave before all work is completed....2 - 6 is long time when we have rush so much to be out by 6.

None....runs smooth

I do volunteer in the kitchen and once food has been prepped, I would gladly step in to help but don't want to overlap anyone else's area of help.

I have not volunteered in the kitchen.

n/a

Designate One door in, one door out.more forks run out often .

N/a

Not at all...I have been very impressed with the professionalism and the encouraging approach of team

Be sure to try and get everyone to help with cleanup and dishes so everyone can get home sooner.

Delegate tasks at the start, have lists for everyone, or have a master list of things needing doing so people aren't constantly asking "now what?"

## **We want to constantly improve. If you have volunteered in the serving area or dining room, what suggestions do you have for how we can improve in that area?**

Nothing

Have a volunteer over see giving out extra treats such as chocolate bars, candy, potatoe chips etc. Instead of one person taking two hand fulls and filling their pockets. There is very little left for others. We could simply say nicely. "We have enough for you to have 1 or 2. If when everyone else has received their share and there are some left. Then we would be happy to give you more."

Perhaps a volunteer who is specifically assigned the task of "rover"...watching the cream,sugar, juice, cutlery, napkins etc. So far rather random, and we often miss details.

Assigned duties. For example someone responsible for keeping plates sugar cream and silverware full No over staffing volunteers, I love helping out but I don't want to stand around doing nothing

Perhaps some music playing? Maybe even a live band one day?

nil

Haven't served

I'm interested in learning how it would work to serve the guests at the tables and would be more than willing to help once I've completed work in the kitchen.

I am excited to see how the table service goes today. I think that might be an improvement. If a line, maybe think of a way the line can go in the other direction, or keep the hot pans unplugged and put them on the left side rather than the right.

sometimes there are too many people and not enough jobs.

I do not understand why we are always running out of forks! Does the church need to buy more forks? I should ask about that, being an All Saints' member! It seems to me to be a church problem, not your problem - and the guests will use a spoon if they have to - hunger overlooks the niceties, I know.

Extra plug under counter so hot trays can be closer to serving window .Why is table under counter at front? Move condiment table(salad dressings etc) to table in middle of hall then guests can use both sides.

We need to do something about the line... Not sure how to fix it though

Try having the salad as a self serve item

Be sure to tell all the folks eating about take outs at 5:30, and they cannot get them until 5:30, lots of people ask Stagger snacks and food (before meals) and after so that guests have a chance to grab stuff, too often people stuff their pockets and others miss out... either that or have limits on how many granola bars... or whatever snack is available... that people can take.

**On a scale of one (not at all) to five (tremendously so), please rate the level of your satisfaction with volunteering at One Roof.**

One	0% (0)
Two	4% (1)
Three	0% (0)
Four	28% (7)
Five	68% (17)

## Do you have any other comments, suggestions, questions, criticisms or ideas that you'd like to share?

LOVE BEING PART OF YOUR FAMILY AND I HOPE TO CONTINUE TO TWO DAYS A WEEK COME FALL, THANK YOU CASEY AND LUCAS FOR BEING SO KIND TO THE HOMELESS AND DOWN AND OUT PEOPLE OF OUR CITY.

More people need to know about this and more money needs to be given to support it. Also, get local high schools, culinary programs and any other education system to get in the kitchen to cook. It would help the people dining and help the students learn.

Nothing

Keep up the good work.

Very welcoming and encouraging atmosphere. Can't wait to help out again!

Now that we've become rather established with routines, I think the Casey and Lucas can start relinquishing some of their daily responsibilities by assigning team "coordinators" ( I hate the word leaders) It might be especially helpful to them to pick a coordinator for the dining room each evening so that staff aren't always looking to them for directions. I also believe that someone is needed to monitor the fridges and storage area on a much more regular basis, as we're finding a fair amount of food that's not being utilized by expiry. Casey and Lucas very much have their hands full, and I think they could really use someone to keep them up to date on what's there.

Volunteers should wait to our guests have been served before eating

No complaints....just more help cleaning up in kitchen.

I think the workers and volunteers work well together and I feel each contributes collaboratively to this community dinner endeavour.

Nope....great place

I do wonder if we cannot allow people who wish to eat elsewhere to take their food and go. I know that I am a bit socially phobic and, if this condition increased, I would struggle in a situation like One Roof. We could maybe even have meals pre-packaged and ready to go at the side of the kitchen. People would be noted and not served again if they tried to return with a plate. Just a thought.

I would like to see more on the facebook page like pictures and stories of people who donate, volunteer and dine there.

I just thank you for letting me be a part of this effort to love God and to love our neighbours as we love ourselves.

May you know God's blessing in your lives, day by day.

An amazing program full of open to suggestion leaders. Thank you for the opportunity to serve. Maybe we could have a potluck this summer so all volunteers could have an opportunity to meet and greet. It would be nice if our donated clothes were better displayed not out of boxes allowing a more shopping experience.

I like the idea of table service: there would probably have to be two settings, one at 4:30, then at 5:00 but not sure how the guests would respond to that kind of structure

Thank you for the opportunity

Keep doing what you are doing.

nope!