CAFÉ CONCEPT AT THE WARSAW SENIOR CENTER
The Café Concept
The Village Café
in the Warsaw Senior Center
at Harbor Village

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Artist’s Rendering of Main Entrance
Artist’s Rendering of Village Café Entrance
In this Presentation, we will cover the following topics:

- The Café Concept
- The Café Menu
- Programs and Activities
- Harbor Village Partners
- Community Partnerships
The Café Concept

How the design, seating, décor and atmosphere influence the dining experience and overall perception of the senior center.
This is the main entrance virtually all the guests of the Village Café, and of the Warsaw Senior Center, use. There is entry to the Café from the main entrance on the opposite side of the building, but this entryway gives our guests direct access to the Café and the program sign-in desk. Off to the right of this photo is the door to the kitchen where the Home Delivered Meals are sent out from.
Though this is more of an emergency exit for the dining room, it is the door to gain access to the patio and our picnic tables. Dining outdoors gives guests a breathtaking view of the Benton County countryside.
This is the view of the café dining room from the double doors that takes you to the rest of Harbor Village. On the left, you can see the sign-in desk. Straight ahead, you can see the refrigerated salad bar and immediately to the right you can catch a glimpse of the beverage bar. Though this photo is cropped a little low, you can still sense the height, volume and sheer spaciousness of the café dining room. Behind the salad bar, you can see a pony wall which is concealing a seating area unique to the Village Café. We’ll get to that in a few moments....
Standing at about the salad bar, you can look out through the wall of glass and take in a stunning view of the Osage Valley to the east. The natural light these windows let in helps reduce the amount of lighting needed, saving electricity. The picnic tables spoken about earlier can be seen on the patio through the windows.
This close-up view of the window wall gives us detail of the aluminum window frames, the sturdy construction of the picnic tables and a good look at the detailed cut-out design of the chair backs. Naturally, the windows are of thick, dual-pane construction with insulating inert gas to keep the cold and the heat out. While this shot is in the middle of summer, imagine the sight of all the fall color, which should be amazing this year with all the moisture the area has received.
Here we are looking back toward the beverage bar and the double doors which take you into the rest of the Harbor Village Building. With the morning sun illuminating the space, you can again see the immense volume the room has with the high architectural ceilings and suspended duct work, giving the space a modern industrial look. There is ample floor space to accommodate several different table and chair configurations. The other half of the pony wall is to the right, concealing the aforementioned unique seating area. Just through the void above the pony walls, you can see the aluminum servery doors, which close to secure the kitchen and open to present the serving line. If you look closely at the left wall, you can see it is segmented. That is a retractable, moving wall which opens up to expand the seating capacity of the dining room. We’ll see more of it in a bit.
Standing with our backs against the retractable wall, we can see the more of the seating arrangement, the salad bar on the left and, yes, our first glimpse behind the pony walls and into the bistro booths. The curved portico, the classic columns and the cozy nature of the enclosure, gives the space an intimate feel you might find at one of your finer dining establishments. On the far left, you can again see the servery doors.
Here is a view from inside the bistro, looking out toward the Windows and Moveable Wall. You can feel the comfortable atmosphere the booths give you. Looking at the upper right of the photo, you can see the restaurant-style pendulum lighting, which add to the restaurant vibe we’re trying to create. You might notice the big-screen television on the far wall. The Center keeps a laptop connected to it and runs a powerpoint program which continually loops lunch menus, current activities, weather, birthdays, and other information pertinent to the guests of the Café, which is updated weekly.
This view is another angle of the booths in the bistro. This angle also gives the chance to see another example of the way décor enhances the atmosphere of the Café. The artwork in the wall above is by a local artist whose work is displayed throughout the Café and the Senior Center. These pieces depict scenes of nature from flowers, as in the one above, to koi swimming in a pond. Framing the artwork, you can see another view of the restaurant-style lighting.
This is a close-up of a typical square table set up with the distinctive Café-back seating. The open floor plan of the dining room lends itself to a vast array of configurations, depending on the volume of guests expected.
When the dining room is just not enough, the walls between the Café and one, two or all three of the conference/banquet rooms can be opened to reveal a spacious seating area that can seat 200. Here we can see staff and a volunteer working to slide the panels over to the storage cove.
This view is from the bistro, all the way to the back wall of the third conference room. You can see from the size of the gentleman in the back that it’s quite a distance from end to end. Each individual conference room has access to its own storage closet and a vanity with a wash basin with running water. Each conference room has its own door to the outside, as well as floor to ceiling windows identical to the ones in the Café. So, no matter which room of the four you are in, you never lose touch with the scenery Warsaw and the Ozarks area is known for.
Now, as you’re looking back toward the Café from the Back Wall, it emphasizes the floor space available for banquets, conferences, holiday dances, cotillions, or just a very busy Fried Chicken Friday! From this direction, you can see the banquet-style tables and seating used in the three conference rooms. The double doors on the left and the vanity just around the corner from them are examples of what is available in each room. On the ceiling you can see the tracks the wall panels travel.
Just another peek at the amount of room the Café has available for any type of activity imaginable.
You’ve seen enough pictures of empty tables, empty chairs and empty rooms. Here are a few photos of our guests enjoying good food, comfortable atmosphere and happy fellowship. Sorry...more shop talk... These pictures put into perspective the amount of volume the Café has. Though the height of the ceiling reaches 15 to 20 feet, it does not affect that comfortable feeling. Compare that to most other centers which have 8 to 10 foot ceilings which compress the sound, the light, and of course, the mood.
Without ceiling tiles to compress and dampen, the sounds of conversation and laughter dance throughout Café rafters, giving it a vibrant, alive feeling that welcomes all who enter.
Sunlight permeates the entire Café, illuminating the book or newspaper you are reading, the meal you are eating and the person you are conversing with. There is no way to be gloomy while basking in that warm glow.
All of this combine to create a happy place to create happy memories while eating good food, which, oh, by the way, just happens to be wholesome, nutritious and very tasty.
Here’s a good view of the Kiosk at the sign-in desk. The kiosk is a web-based system designed to record attendance for Congregate Meals, as well as a portal to sign-in for recreation, health and wellness programs and exercise activities. The beauty of the kiosk is that all the information entered into the system is automatically uploaded into NAPIS. That leaves only HDM and the odd person who cannot sign in through the kiosk. The time saved by the data entry coordinator not having to enter information into NAPIS frees them up for other duties they were normally hard pressed to get done.
We use the CD DVD combo unit to play music throughout the café and the adjoining conference rooms and community areas of the Village. Our playlist has been pulled together with input from our guests and is very eclectic. We play many different genres of music with idea that there is something for everyone. The Village playlist includes Jazz, Big Band favorites, Malt Shop Memories, Disco tunes, Classic Country, Bluegrass, Easy Instrumentals. Songs from many favorite artists with hits through the years. Our guests are encouraged to pick favorites or add to the playlist for our evening dances, holiday parties, theme days and private events held at the café. Good music can set the tone for an event.
Here is a photo of the LCD projector which is mounted in the ceiling of Conference Room #3. This gives us video capability for meetings in that room. If the walls of the two adjacent rooms are also opened, extended seating room for large presentations or movie showings become possible. With the Dolby stereo-capable cd-dvd player, quite the video experience can be presented.
These are the multi-channel stereo speakers suspended from the ceiling of the Village Café. Similar speakers are hanging throughout the Conference Rooms and other common areas of the Center.
The Café Menu

How to make heart healthy foods visually appealing and tasty all while maintaining your budget.
We use an inexpensive dry erase neon light board to highlight the daily luncheon selections available to our guest. This board is always vibrantly decorated with colorful eye catching artwork and is placed close to the serving ling for our guest to see. In the beginning I felt the board was just a marketing tool however, it quickly became helpful for our guests that is managing some speech difficulties. To assist our guest we meet with him ahead of serving time at the board and he points out the items the he would like to eat for lunch. This eliminates his frustration and pressure when in the hot food line. His early selection give his wife a moment of freedom as well without worrying about his needs for a moment.
Our cold bar includes multiple dessert options each day as well as fresh cut seasonal fruit, and sugar free choices for our guests looking for a heart healthy option.

You will also see that our guests milk is poured in tumblers. We felt that the milk being poured into the tumbler was a nice way to add to the restaurant feel not to mention the cost savings we noticed immediately. Our diners also we happy that they no longer had to struggle opening the half pint milk chubs.
This is an example of our hot service bar.
Lunch at the Village Café is more than a program meal, the guest you see here was on a lunch date! She was asked out and they made plans to visit the café for a meal and an afternoon activity. We love being part of new friendships.
This is a sampling of our monthly menu. With the help of our Nutrition Director and guest input we hope to have something for everyone. Our goal is to have a large variety of offerings that stay within the budget and yet draw you in for a great meal. The menu selections include classic American comfort foods, regional favorites, ethnic samplings and diner favorites. In addition to the specials there is an option to select heart healthy option of baked chicken breast or a baked fish as well as unsweetened fruit.
Our salad bar has a good selection of garden fresh choices as well as lean protein toppings daily. Even though each lunch at the Village includes a side salad from the bar, our guests also have the option of making a trip to the salad bar an entrée. Although a salad bar could be a budget buster we employ careful planning and thoughtful placement of our toppings to manage the expense while creating an inviting dining option.
The Village Café believes heart healthy dining can and should be inviting and beautiful.
This recipe was developed to take an inexpensive Basa fillet up a notch. Prepping the vegetables takes a moderate amount of time however guest satisfaction has made the time spent worth the extra effort.
Patty melts served in a basket is a Village favorite!
To help keep it affordable we make our own homemade marble rye bread, cut fresh sweet potatoes into fries and serve it up in a retro basket to complete the diner feeling we want to give our guests.
The baskets are dishwasher safe and SUPER affordable at less than 68 cents each.
Want to put a big draw on the menu? Put a shrimp basket on it! My guests gave me a challenge and I met it, SHRIMP is DOABLE on a Budget! Village guests love it. It has been a really nice addition to our monthly menu but an exceptional addition to our Spring Lenten menu. Once again we serve it up in a basket adding the restaurant feel to the meal.
Our Taco shell bowls make Taco Salad Day SPECIAL! The shells fry in seconds with the help of a very affordable tool. We love to make the shells because it allows our staff a quicker serve and the guests a more accurate portioning than loose chips, not to mention we think it looks as good as any restaurant taco salad in town. Pair it up with homemade refried pinto beans colorful veggies and you have a FIESTA on a Plate!
Our pizza is made from scratch, no frozen pizza for our guests. We began making pizza on sheet pans and it just sat there. I decided to see if it was not moving because pizza should be round, so next time it was on the menu I grabbed a cheap pizza pan and tried it again. We sold out in minutes!! Same recipe, same toppings, just a change in pan shape did the trick. This was a good lesson for me in how much diners value food memories and expect tradition to be followed when dining.
Colorful presentation is important! Not only from our recipes but from our dinnerware as well. The Village has dinnerware that reminds many of our guests of Fiestaware. Not only does our meal pop on these colorful plates but we have guests that request specific plate colors to help improve their ability to see the meal that was served on the plate.
We make all of our bread from scratch... NO MIXES are used. We do this partly to save on costs and partly to allow us to be creative with the breads we offer our guests. We offer a nice variety of handmade bread each month. Some of the offerings you might see on our menu include garlic cheddar biscuits, wheat berry hot rolls, southern cornbread, marbled rye, and onion buns. Whole grain flours are used when possible in addition to other more processed flours.
Special effort is put into making sugar-free and heart-healthy desserts appealing and attractive. We want all of our guests to be excited about having lunch with us.
We cut our salad bar items fresh daily. We do not use bagged lettuce, leaf lettuce is the choice for our salad bar.
Hand cut fries are another cost saver for our kitchen. This cutter was an investment that paid for itself in four months. We use the tool not only for potatoes but to cut the squash in our Basa Roll recipe we talked about earlier, sweet potato fries, southern style hash browns, and to quickly cut potatoes to add to soups, stews, salads, and mashed potatoes.
Here we are making our own spinach tortillas for a wrap sandwich. We wanted to brighten up our recipe but stay in our budget. Buying the colorful tortillas was not cost effective, however we made our own tortillas for less than 8 cents each. It was not a difficult project at all. We just got into the mindset that people have been making flatbread of one sort or another since 10,000 B.C. so could we!
This is the finished tortilla wrap sandwich. We love the pop of color that this recipe gave our plate.
This is the crew that makes it all happen!!!
We love a reason to celebrate at The Village Café!! We don’t miss an opportunity to have a good time with our guests. Each month we plan theme days with a menu that coordinates around the theme. Since the café opened we have had days planned around baseball, Oktoberfest, National Watermelon Day, National Root Beer Float Day, Tailgate Day, State Fair Day, Dog Days of Summer, and every holiday in between.
We put together drawings for creative but affordable “prize packs” that cafe guests visiting us throughout the week may sign up to win during lunch on the day of the event. This plan has proven to be a really affordable and effective way to market the café and showcase what we do while having a good time with our guests. Our guest count has a good bounce on our theme days.
Programs and Activities

Successful activities that interest seniors and provide necessary health and wellness programs.
Just off the main entrance of Harbor Village is the Wellness Lounge, where you can find three rooms dedicated to the mind and body. First up is the Warsaw Senior Fitness Center, containing two treadmills and two recumbent bikes, one of which is powered. These pieces of equipment are professional health club quality with heavy-duty construction. And I should know, I spent the better part of a day putting them together!
Use of the equipment is mainly reserved for seniors and a reduced membership fee is available for them to take advantage of. Employees of Care Connection and the partners of Harbor Village can purchase memberships for the same senior rate. Those in the community who would like to use the Warsaw Senior Fitness Center can purchase a membership at a rate slightly higher than the senior rate.
Just next to the Fitness Center is the Exercise Studio. This room boasts a foam-backed faux-hardwood floor that helps ease the impact of exercise on the joints. Several fitness classes are held in the Exercise Studio, such as the Pilates class depicted above. Offered every Monday, Wednesday and Friday Morning, Pilates helps those involved to strengthen their abdomen, lower back, hips and thighs.
Zumba Gold is offered twice a week in the mornings. Several of the members have taken to wearing dangling coins, reminiscent of belly-dancer jewelry, which they delight in jangling as they exercise, and even as they walk through the center. The latin-inspired beat and dance moves of Zumba Gold lends excitement and enthusiasm to the class, as you can tell from the photo above. It was hard to get a good focused shot!
There was a dance at the Center a while back and several were trying to line dance. There were a few who could, but many more who were hopelessly lost. That planted the seed that has grown into a robust Country Lind Dancing class. Country Line Dancing is offered every Monday, but what a full Monday it is. Three separate Line Dancing classes are offered, and it’s just like a college course, there are prerequisites. The first class in the morning is the Steps class, where you learn the basics, one step at a time. After a few classes and you’ve mastered the steps, you move on to the Beginner’s Class. Here you practice putting the steps into motion and set them to music. I failed to mention the Fitness Studio has a state-of-the-art stereo cd system with several ceiling-mounted speakers that can fill the studio with wall-to-wall full spectrum sound. That sound system comes in handy when you move into the intermediate class where everything comes together and you put into motion all you’ve
learned. After this, all that is left is to hit the sawdust and scoot a boot.
Several people were asking about beginning a tai chi class. The center responded by having Vickie Whitsitt, the Care Connection Lifestyles Specialist, hold a series of Tai Chi classes, and from that, a volunteer stepped up and offered to travel to Kansas City for a two day training. Now, Tai Chi is offered every Tuesday and Thursday.
Where the first two rooms off the Wellness Lounge concern the body, the third room embraces the mind. Several people have volunteered to teach computer classes for a variety of applications, from basic computer usage to learning excel spreadsheets. A unique perspective to the computer lab is, whenever their classwork allows, members of the Warsaw High School National Honor Society work one-on-one and in groups with seniors to learn how to use their computers, access their e-mail, and even help them with the ins and outs of operating their cell phones. It is always good to encourage intergenerational cooperative education.
Classes offered in the conference rooms are many and varied. Two of them are pictured here. Beading Class involves intricate bead work and very good eyesight. In quilting class, several ladies gather every Thursday, sewing machines in tow, and take up one, and sometimes two, conference rooms. Ringing the room on banquet tables, clustered around the floor outlets, the hum of the machine, needle and thread gently provides comforting background music throughout the Center and the Café. Whether they are working on full quilts or stockpiling quilt squares, the knowledge we are providing space for the creation of family heirlooms and memories make the use of the rooms well worthwhile.
Around holiday time, the craft stores and flea markets are full of wispy, colorful gauze wreaths, celebrating Halloween, Thanksgiving, Christmas, high school homecoming, you name it, there is a wreath you can buy for it. Costing anywhere from $40 to $80, the intrepid ladies pictured decided to learn how to make them, save the money and customize them to their liking. As you can see, they did a beautiful job. With the holiday season again rapidly approaching, look for another round of these creative classes.
Mike Todd, the gentleman with his hand raised, one day asked if it would be alright if he came in to provide a little music for the guests. Of course, it was greatly appreciated. Time went along and soon he was joined by another guitar, then a banjo, then a fiddle. Pretty soon, it became a full blown jam session that everyone thoroughly enjoys. So, every Monday morning, you can stop by the Café and listen in to a little Foggy Mountain Breakdown or Wabash Cannonball.
An outgrowth of the Jam Sessions, several people were curious about if there was a way they could learn to play. Mr. Todd and others have volunteered to teach interested people to play. So far, there have been Banjo lessons, which is pictured, guitar lessons and harmonica lessons.
Shown in this photo is a session of the Total Memory Workout Class. Led by Care Connection’s Lifestyles Specialist Vickie Whitsitt (above in the dark blue), Total Memory Workout is one of the many evidence-based health and wellness programs offered at the Warsaw Senior Center. This is an 8-week program designed to promote memory fitness which provides a complete approach to brain health and memory fitness. In addition to Total Memory Workout, the Diabetes Self-Management Program developed by Stanford University and A Matter of Balance program developed at Boston University, have all been offered and held at the Center.
Tracy spoke a few moments ago about the theme days and the enjoyment our guests get out of celebrating major holidays, as well as some that are more obscure. Here we see a husband and wife donning their masks for Mardi Gras. Christmastime brings out the inner-Santa in us all. This gentleman just couldn’t hold it in!!
Harbor Village Partners

Working together to bring comprehensive nutrition, health and wellness to the seniors of Benton County
As Kathryn presented earlier, Harbor Village is in reality, three community services based organizations who have come together to combine resources and services to create a community health and wellness center for all citizens of Benton County.
We’ll begin with Pathways. To be truthful, we haven’t had much programming in conjunction with Pathways. People can talk about their aches and pains and bodily functions to the point you wish they would stop and you cringe when you see them coming. But mental health is a delicate subject and oftentimes uncomfortable to discuss. The list of programs you see on screen is a suggestion of the type of programs we would like to collaborate with Pathways to present.

The last program on the list, Sex and Seniors, is the one program we have presented to our guests, as it was frequently requested by them. A joint effort with Katy Trail and Pathways led to a very successful and well attended program that answered many questions seniors had. So we hope to have many more opportunities to bring pertinent information to those seniors who need it.
Katy Trail Community Health has been an active partner, presenting several lunchtime talks on a variety of health and wellness topics. They also provide routine screenings, like the blood pressure check pictured here. When flu season arrives, several rounds of flu shot clinics are offered.
But all they do for the Center is not just medically motivated. Katy is very supportive of our recreational activities by sponsoring BINGO on a regular basis. The prizes they provide are greatly appreciated, and most times, they even man the table and call the game.
By providing door prizes for the drawings on theme days, Katy Trail contributes to the excitement of the Center’s decorative and festive atmosphere. We hope to continue moving forward and grow our relationship with Katy Trail, and with Pathways, through collaborative efforts both medical and recreational, for the benefit of our guests and for Benton County.
Community Partnerships

Community visibility and cooperative endeavors bond the center with the public.
Many local organizations have been generous with their time and resources, working with the Center to bring programs and services to the guests of the Center and the seniors of Benton County.

One of the organizations we work with is the Benton County Food Pantry. As a matter of fact, Tracy is a member of their board of directors. Though they don’t supply a great amount of product that can be used for our program meals, they do provide a great amount of supplemental food and supplies that we can send to our HDM participants.

We’ve mentioned before the collaborative relationship between the Warsaw High School National Honor Society and the seniors in our computer lab.
Experience Works provides the Center and the Café with several volunteers. As you know, it is a win-win for both the volunteer and the Center as we get a volunteer to help with programs and activities, and the volunteer is reimbursed by Experience Works for their time.

The Community Blood Center holds multiple blood drives throughout the year in the Exercise Studio and University Extension presents health and nutrition programs to our guests during lunch.