



Volunteer Handbook

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Introduction Thank you for volunteering to work in our Café. Please take some time to read and digest this handbook, and take part in the induction and training sessions that we offer. We hope that your experience of volunteering with us will be rewarding and that our Cafe will be safe and welcoming for those who use it whether as volunteers or guests.

Context

It is good to recognise that some of the guests who use the venues have complex problems, which our Cafe and its volunteers are not set up to deal with. Although we may want to, we cannot solve people's problems. We are here to provide basic facilities and, on top of this, the most valuable thing we can do is simply to listen to people.

Where possible, guests will be helped to get in touch with the right agencies and organisations that can help them sort out their problems on a longer-term basis. So please do not try to take on too much. If you feel that you are getting into conversations that you cannot deal with, please let us know. Under no circumstances should you feel obligated to do anything asked of you by a guest and nor should you put yourself in a situation where you are agreeing to keep secrets that you are not comfortable with.

General

The Café is a drop in where anyone can just turn up. We open from 9.30pm at night until 8am and guests can have a hot meal, breakfast, takeaway bag and beverages. We also operate a Day Café between the hours of 11am and 2pm Mon/Wed/Fri wherever possible. Bearing in mind this is a venue used by children, we must as volunteers ensure guests do not try and use the building outside these hours and always be alert for any drug paraphernalia around or inside the building.

The Café is a project delivered by Big Fish Ministries.

So welcome. I hope you enjoy your time with us.



Serving Excellence – A Benchmark for Our Volunteers

Purpose

We will achieve good outcomes when volunteers exercise sound judgement in fulfilling the duties of their particular roles and activities so this handbook is aimed at establishing a common understanding of the standards of behaviour expected of all Café volunteers.

We want you to have a broad framework to help you decide on an appropriate course of action when you are faced with carrying out a role for the Café and dealing with an ethical issue.

This benchmark places an obligation on all of us to take responsibility for our own conduct and work with each other cooperatively and collaboratively to establish an environment where volunteers and guests feel welcomed.

Our Mission, Vision and Core Values

As a volunteer, you will join our team working towards a common agenda and it is important that you understand what this is, what we are and what we are not so our joint efforts are potent through their alignment.

Our mission is to provide a high quality free Cafe accessible by those with no homes, low incomes or simply unable to afford to eat. We strive for excellence in what we do and aim to provide an environment that is warm, welcoming and easy to be in.

Our vision is for a Café recognised for high quality service and a centre of excellence. And that is our sole mission. We want to be excellent at;

- Relating to our customers
- Remaining professional in all we do
- Providing food and quality clothing to meet our guests basic needs
- Being easy to use in terms of our service - no red tape
- Welcoming
- Accepting

The core values that we regard as essential to achieving this mission and realising this vision include the following:

- Customers come first
- Honesty and integrity
- Work together as one team to meet common goals
- Find new and better ways to deliver our service
- Resourcefulness and a “we can” mentality



Our Commitments to Our Customers

We are committed to providing a quality food service that exceeds and raises the expectations of our customers. We do not discriminate in the delivery of our service based on sex, race, colour, religion, national origin, age, disability or sexual orientation.

Each Customer is entitled to dignity, autonomy, courtesy, privacy and respect and with that in mind we recognise and support their rights as follows;

- To come and go as they please, join in or not, speak or not
- To be provided with food and service of the highest quality
- To be free from any mistreatment, verbal, mental, sexual, and physical abuse or misappropriation of their property
- To confidentiality. We do neither collect nor record information about our guests unless required by law
- To receive information about the scope of the service that we provide and specific limitations on that service
- To raise any concerns or complaints and receive a prompt, courteous and reasonable resolution of them.

Compliance with the Law

All volunteers must comply with all laws, regulations, standards and policies pertaining to health and safety and food handling. We must understand how these requirements apply to our specific job responsibilities and seek advice from a team leader or Carole if any question arises. We must immediately report to a team leader or Carole any injury or dangerous situation arising at the Café. All volunteers will make themselves familiar with the policies and requirements set down in the Volunteer Handbook.

Conflict of Interest

A conflict of interest, in the context of volunteering at the Café, occurs in a situation where the volunteer disregards the Café's interests and its team's common goals and vision in pursuit of their own private interests, needs or values.

Participation by volunteers in any activity that conflicts with his or her responsibilities as a volunteer is not acceptable. If there is any question about whether an action or decision is appropriate, the volunteer must seek the direction of a team leader in the first instance.

Substance Abuse

To protect the interests of our customers and volunteers, we are committed to an environment free of alcohol and illegal drugs. All volunteers must be free of the influence of alcohol and illegal drugs at the Café.



Ethics

We are committed to an environment for volunteers that promotes fairness, respect, individual dignity and personal growth. We believe this type of positive environment is critical in delivering excellence. We support teamwork. We disapprove of gossip and other unprofessional or unethical actions that detract from our reputation for integrity and a solid commitment to excellence.

Our volunteers demonstrate a wide array of talents that contribute to our success. We do not engage in illegal discrimination against or harassment of any volunteer on the basis of race, colour, religion, gender, national origin, age, physical or mental disability, marital status, sexual orientation or any other characteristic protected by law.

Sexual Abuse and Sexual Harassment

We have zero-tolerance for any sexual abuse in the Café. Sexual abuse is sexual contact of a criminal nature or inappropriate sexual interaction for gratification of the abuser. Any form of sexual harassment is strictly prohibited. Sexual harassment includes unwelcome sexual advances, requests for sexual favours and other offensive verbal or physical conduct of a sexual nature, especially where such conduct creates an unfavourable environment for our team or our customers.

Questions and Concerns and Reporting Breaches

The ways in which a volunteer can raise questions, concerns or breaches of the benchmark appear below:

- ▶ The question or issue should be discussed with a member of the Management Team
- ▶ If a discussion with a member of the Management Team is likely to be uncomfortable or the issue remains unresolved, the question or issue should be discussed with Carole A. Cole



Café Shifts, Timetable and Activity Guide

Timetable and activity guide

8.30pm	Open up and get tea and coffee facilities ready
	Prepare and cook a hot meal, complete Food Hygiene Book, temp checks
	Set up tables and chairs
	Check toilets for cleanliness, soap and towels
9.30pm	Doors open to guests – welcome all guests
	Ensure all guests attending are marked on the log
	Show any new guests around and complete registration with photograph
10.00pm	Serve meal
	Wash and tidy up after meal
	Organise any food deliveries for stores / food outreach parcels
	Settle guests down for the night
	Record any incidents or issues on the handover post
12.30	Lock the door
	Check / clean toilet and hall areas
6.00am	Start to prepare breakfast, set table and get tea and coffee area ready
6.45am – 7.00am	Wake up guests and encourage them to clear up their bedding
7.15pm	Serve breakfast, complete Food Hygiene Book, check temps
	Wash and tidy up breakfast things and carry out a general check and clean of hall and toilets
8.00am	Make sure all guests leave
	Ensure the handover post has been completed fully with latest events
	Handover building to secure premises

Shift Pattern

Breakfast Volunteers	6.30am-8am
Day Café Volunteers	11.00am-2pm (Mon / Wed / Fri)
Dinner Volunteers	8.30pm to 12.30pm (9.30pm Fri / 6.00pm Sun)
Serving Volunteers	9.00pm to 12.30pm (9.30pm Fri / 6.30pm Sun)
Night Shift Volunteers	12.30pm to 6.30am



Volunteer Policies



The Logbook

The Handover Log is our evidence of the Cafe being properly run and is the main tool of communication between volunteers. It must be used to note any incidents that take place, to keep a record of attendance and monitoring statistics and entries must be written clearly so that any queries regarding incidents can be followed up. Please keep entries professional.

Confidentiality

When talking to customers it is important not to push for information. Please acknowledge that some customers may feel hurt or let down by some experiences and may not wish to talk about them. Others will like nothing better than to tell you their story. Please respect customers' confidentiality and don't allow your conversation to become common gossip especially with other customers or volunteers.

Confidentiality is important for building trust; however it is not about keeping secrets and this should be made clear to guests. You may keep any conversation in confidence so long as you do not feel burdened or uncomfortable about what has been shared. If things feel as though they are getting too demanding tell the customer that you may have to tell the Team Leader what is being said in order to get appropriate help. It is then up to the customer as to whether they want to continue.

If you feel there is a threat to another person or to the safety of the Cafe you should tell your shift leader immediately.

Gifts

From time to time customers may wish to give gifts to volunteers. Small gifts may be accepted particularly if they can be shared. The general rule is that all gifts should be shared with the team and the customer should be told that this is the policy. In any case all gifts should be reported to the Team Leader and recorded in the Handover Log. Any gift deemed to be too expensive or in some way inappropriate should be gently returned to the customer, but still recorded in the Handover Log.

You should not encourage customers to give gifts.

Opening Up the Cafe

Before you open;

- You should have read the Handover Log from the previous shift on the All Night Café Team Page on the Facebook page, please inform your Team Leader immediately if you do not have access to this page.
- Go through the posts on the page to familiarise yourself with any incidents in the recent past.
- Check the Customer Registration folder in the Kitchen for any warnings/bans that the team need to be aware of.



- If you anticipate a problem, discuss it and agree what you will do with your colleagues so you all know how you will deal with it before you open.
- If you do not have enough volunteers and do not feel it is safe to open, delay your opening time – it is a good idea to go outside and talk to the people who are waiting and explain what is happening.

Opening Up

- Welcome each guest as they arrive, ensure they sign the register and what time they arrive.
- The minimum age is 18. This will be declared by guests by signing the entry sheet that refers to the guest's rules.
- If it's their first night in the Cafe you will need to sit down with them and go through the Customer Registration Form, Code of Conduct and take their photograph, please post this photograph to the team page on Facebook with their name and confirmation they have signed the new customer forms before the end of your shift.
- Show the new guests the Café layout, there is a laminated copy of the Fire Plan on the wall of the Main Hall.
- When you answer the door, always ask guests to give you their names (i.e. don't ask "Are you Dave?")
- Once things have settled down you will be keeping an eye on things but you should have plenty of opportunity to chat to guests and volunteers.

Handover

Ensure activity is recorded in the team page. You should record;

Shift:

Cook:

Server:

Volunteers:

Number of customers:

Number of new customers:

Number of customers sleeping:

Meal:

Notes/incidents:

Deliveries/collections:

Handover notes:

Handing over to:

Handover written by:



Food Hygiene and Kitchen Safety

Below are detailed guidelines for **Shift Leader/catering staff/cook on shift**

Food Preparation and Reheating Guidelines

These are general points for all volunteers to be aware of. Cooks and those storing, preparing and handling (including serving) any food should refer to the comprehensive Food Hygiene and Kitchen Safety Guide which is available on request

Preparation

Food should be thoroughly cooked to a core temperature of at least 75°C and kept at that temperature for at least 2mins. (if you are cooking a casserole the core temperature should be taken from the centre of a piece of meat)

Cooling

Cool food rapidly before putting in the refrigerator. Food should not stand around for more than 90mins at which time deterioration will begin. Food can be cooled quickly by standing in cold or iced water.

Reheating

The practice of reheating should be avoided. However, if this is unavoidable, the food should reheat until it has reached a core temperature of at least 75°C and held at that temperature for at least two minutes. Please note for reheating rice the core temperature must reach at least 80°C.

Microwaves

If food is being cooked or heated in a microwave oven be especially careful to ensure that every part of the food is thoroughly heated. Microwaves often heat food unevenly, so you may need to stir and move the food around to ensure temperature consistency.

Serving

Hot food must be served at a temperature of at least 63°C

Fire Instructions

Volunteers need to be aware of the fire instructions for the venue/s they will be at. They must familiarise themselves with the procedure in case of fire. Appropriate training will be given. For any further information contact; Chris Rolfe.

Fire instructions are clearly displayed on the Café wall as well as a fire management plan and fire risk assessment held on the Team Facebook page and hardcopy on the Fire Risk Folder in the Kitchen. It is the responsibility of the volunteers to ensure they read these documents and also walk through



the fire evacuation route to ensure it is clear and well-marked. The volunteer should also make sure that they know where the fire alarms are situated and know where to find the firefighting equipment.

Procedures for the Prevention of Violence

The Cafe environment has generally been calm and welcoming and thankfully there have been no violent incidents. However, it is important to recognise that actual or potential violence may be a problem in working with this vulnerable guest group. The following guidelines are intended to offer direction on the most effective ways of preventing violent behaviour and protection from its consequences.

The Health and Safety Statement included in Appendix 2 in this pack acknowledges the responsibility of the committee to provide direction and support to volunteers; in addition, all volunteers have an individual responsibility never to put themselves, their colleagues, guests or members of the public at unnecessary risk. These procedures should be viewed within the context of that shared responsibility.

Defining violence and aggression

Although these guidelines focus on the extreme end of violent behaviour, this does not mean to imply that only physical assault is of concern. Threats and verbal abuse, for example, are also recognised for their intimidating and undermining impact and, where appropriate, these guidelines should apply to all forms of aggressive behaviour.

General guidelines for managing violence and aggression

It is natural to be frightened or concerned of violence, and this needs to be taken into account in the expectations of oneself or others when dealing with actual or potential violence or threatening behaviour.

In responding to violence or potential violence, one's own safety and that of colleagues and the guests must be seen as the first consideration. Guidelines can never cover every eventuality. Volunteers must also draw on their experience, skills and common sense when faced with aggressive situations.

All volunteers should co-operate in taking a consistent approach to confronting customers about unacceptable behaviour and in banning or excluding customers from the building. As far as possible, one volunteer should not be identified as the instigator of a ban – these should be presented as team decisions, and all volunteers must actively support the decision even if they have a different opinion

Managing a violent incident

It is the responsibility of all volunteers to alert colleagues at the first sign of aggression and to act co-operatively to diffuse the situation. Two volunteers at least should talk to the individual/s concerned, remaining calm, but firm, and trying to create opportunities for the customer/s to back



down without feeling humiliated. Where possible, the customer/s should be taken aside. Other volunteers should remain at a reasonable distance but pay attention in case the situation escalates.

Volunteers who are not directly involved with the main protagonists should attempt to keep other guests calm, and prevent them from becoming involved unless they are friends who can assist positively. In particular, one volunteer should ensure that any vulnerable people are removed from the area and if possible, potential weapons such as plates, cutlery, etc. should be removed from the area.

Space should be created to ensure that people are not crowded into a confined area. All those present should be mindful of their own and others "escape route" should it be necessary to get out of the way fast.

One worker should be in a position to hone for assistance from the police should this become necessary. It may be useful to identify in advance which volunteer on your shift would have this responsibility should a situation arise.

If an incident escalates and the customer/s cannot be calmed, then volunteers should be prepared to vacate the area. Personal safety must be put before the protection of property. The police should be summoned immediately.

In exceptional circumstances, if retreat is not possible, volunteers should take appropriate measures to defend themselves. In the unlikely event of an attack, only force sufficient to stop the attacker and prevent injury to self, colleagues or other guests should be used, reasonable restraint is acceptable.

After an incident has occurred

If an incident does occur, it is likely to be very unsettling for everyone involved in the project, whether volunteer or customer. Some things that can be done include:

- Promote first aid where necessary (fill in Accident Book)
- Providing reassurance and helping everyone to calm down
- Recording details of the incident as quickly as possible in the Handover Log
- Arranging for any volunteer that has been scared or hurt to leave the shift
- Arranging longer term support where necessary (counselling)
- Discuss the incident and try and draw out constructive lessons for avoiding a similar incident in the future (feedback incident to Management Team).
- Consider providing other guests with brief details of what happened and how it was dealt with; this is to prevent rumours and provide reassurance that incidents are dealt with effectively.



Personal Safety

In order to promote safety in the Night Cafe sessions, always observe these rules:

- Check the identity of each customer arriving at the door by asking for their name
- Never give your phone number or home address to a customer, or invite a customer into your home.
- Avoid being alone with a customer, especially one of the opposite sex.
- Leave your valuables at home.
- Do not give money or gifts to customers – if you are concerned about their situation, refer them to the Shift Leader.
- Do not touch any customer, even to wake them up.
- Wear gloves when handling used bedding.
- When dealing with lost property, never put your hand into a bag or pocket. Tip contents onto a flat surface so you can see what you are handling.

Volunteers should act safely and not put themselves or other volunteers / customers in any danger. If you feel intimidated at any time during the shift, inform the Shift Leader.

Please take directions at all times from them, especially with regard to matters of Personal Safety.

Drug and Alcohol Information/Procedures

The following general guidelines are adapted from those used by other winter Cafes.

ANY FOUND NEEDLES TO BE Immediately Reported, photographed and posted as part of handover

Use of drugs and alcohol

Drugs or Alcohol must not be consumed/used on the premises by any customer or volunteer.

Drinking alcohol whilst on shift is not allowed.

Volunteers should not be under the influence of alcohol or drugs when coming onto their shift (This includes any legal or prescribed drugs that may impair the volunteer during their shift).

Action to be taken if policy is breached

If guests are found drinking on the premises they will be asked to leave the Cafe. This can be done that evening by the team and leader. It may be more disruptive to remove the person from the premises that night, depending on what kind of state they are in at that time. If in danger call 999.

If guests are found taking drugs on the premises they will be asked to leave the Cafe. Anyone found dealing drugs will be asked to leave the Cafe. An immediate ban will follow and is indefinite.

Volunteers who suspect that someone is violating these rules must make a note of this in the Log. This way volunteers the following night can be aware. Volunteers should not be negligent.



Roles and Responsibilities

What is required of Volunteers?

- Experience in working face to face with people.
- Some knowledge and sensitivity to issues relating to homelessness, including mental health issues, drug and alcohol abuse. (Training / Awareness will be provided)
- Familiarity and ability to work with the Café's policies and guidelines, especially regarding Health & Safety procedures.
- Ability to respond calmly but quickly in an emergency.
- Awareness of when to call for help.
- Basic knowledge of the building, especially the location of fire exits.
- Willingness to follow instructions from the Shift Leader/Project Co-ordinator, and work as part of a team.
- Knowledge or some awareness of basic first aid would be useful.
- A heart for the vulnerable, poor and needy and a willingness to be challenged and changed.

General Guidelines

- Try to be on time.
- Make sure you know the Cafe layout, especially the emergency exits, and any areas that are out of bounds to guests.
- Treat customers with respect.
- Be friendly and make customers feel welcome.
- Work as a team and support your colleagues. Do not challenge decisions of the Shift Leader in front of other volunteers or customers.
- Customers and volunteers should be known by first names only.
- Please do not give or lend money to customers.
- Do not give out personal information especially address, telephone number or email address. You may think there will be no problems but people have been pestered with requests which are hard to refuse.
- Arrangements should not be made to meet with customers outside the Café.
- Make sure you are not left alone with a customer or leave a colleague alone. This is not only for your own safety but so that if anyone alleges an impropriety against you, there is a witness.
- When speaking to customers it is best not to make promises; people can feel very let down by a promise not kept. Our organisation needs to build trust in order to be effective in finding appropriate help for customers. Broken promises can undermine this work.
- Do not take customers to your home.
- For your own safety do not wear or bring valuables to the Cafe. Often there is nowhere to store valuables safely.
- There should be at least two volunteers in the Cafe at all times and be awake and alert at all times.



Model Volunteer Behaviours

We see the following behaviours as key to delivering excellence and core to all Café Volunteer Roles:

Customer Focused	Communication
Anticipates, monitors and meets the needs of customers and responds to them in an appropriate manner.	Creates an environment that ensures open communications.
Demonstrates a personal commitment to provide the highest quality service to all customers.	Communicates effectively adjusting communication styles to different situations, audiences and people
Sets standards for customer service and satisfaction and implements improvements in collaboration with customers and colleagues.	Demonstrates effective use of listening skills and displays openness to other people's ideas and thoughts.
Listens and answers questions from customers in a candid, consistent and responsive manner maintaining appropriate boundaries.	Recognises what information needs to be shared and with whom and effectively conveys that information
Teamwork	Inclusiveness
Works cooperatively and effectively with others to achieve common goals.	Demonstrates the ability to work effectively in an environment consisting of diverse individuals from varying backgrounds and cultures.
Participates in building a group identity characterised by pride, trust and commitment.	Values the perspectives and contributions of all people.
Values the contribution of all team members and engenders group integrity	Recognizes that individuals from different communities have different strengths and needs
Demonstrates awareness about how own values, needs, skills and style impact colleagues.	Helps ensure that all are listened to and that all backgrounds are respected
Engenders trust and demonstrates fairness in all actions by setting the standard and acting as a role model for others to follow.	Is open to change and works to encourage open, honest dialogue that helps foster an inclusive environment.
Initiative	Work Quality
Takes action beyond required or expected effort and proactively originates action in	Inspires and strives for excellence in all aspects of work and activities setting high standards for

collaboration with the team	self
Proactively seeks out and seizes opportunities that will further the Café's agenda.	Continuously develops systems that improve quality of service with the team
Demonstrates perseverance in working and focusing on a difficult problem until it is resolved.	Anticipates and identifies potential problems and works with the team to generate and implement solutions.
Motivates others and helps them feel positive and energetic about the Café's goals	Strives for excellence in own standards of service and behaviour and supports and motivates others to support the Café's mission and goals.

Café Roles and Their Responsibilities

Project Coordinator

- Oversees the smooth running of the Café
- Ensuring the Cafe runs smoothly and safely
- Making sure there are enough volunteers to cover the sessions by drawing up a Rota
- Ensuring that provisions are available on site to prepare meals and clean up the Cafe before and after use.

Shift Leader

- Allotting tasks to the volunteers.
- Taking key decisions when other volunteers are unsure of the best course of action.
- Supporting volunteers where necessary in responding to guests.
- Arrange handover with next shift leader and/or Project Coordinator
- Each Shift Leader has responsibility for Register/Log (Incident) Book/ Accident book
- Health and Safety?
- Food Hygiene?
- Cooking?

Volunteer

- Assist in setting up and down of the Café shift
- Assist in cleaning of Cafe before and after visitors have attended
- Assist in cleaning of equipment used after visitors have attended
- Assist in preparation of light meal and drinks in the venues kitchen area (following catering policies)
- Engaging, supporting and helping our visitors feel welcome at the Cafe
- Take responsibility for Health, Safety and Welfare of yourself and others during your shift.



- Assist in the evacuation of the building as and when required (following policies and procedures)
- Assist where required where any conflict may occur in the venue and report to your Shift Leader/Project Co-ordinator at the earliest opportunity
- Assist where possible when a visitor may feel unwell and report to your Shift Leader/Project Co-ordinator at the earliest opportunity
- It is your responsibility to tell your coordinator of your intended shifts or complete the online booking scheme
- It is your responsibility to inform your coordinator (by phone) of any reason you are unable to attend your shift
- If you handle any alcohol or personal belongings from our visitors they should be logged into the team page
- If you are told of information that is deemed as sensitive, you have a responsibility under confidentiality not to share that information unless it is believed that it may affect the welfare or safety of others. It is also important to note that if any information is given to you that may aid or abet a criminal activity this should be passed to the coordinator at the earliest opportunity.

Emergency Contacts and Useful Numbers

Role	Name	Number



Appendix 1 Guest Code

We keep the rules to a minimum, but for everyone's comfort and safety please note the following. These rules are discussed and agreed with each new guest on arrival:

1. No Anti-Social Behaviour or Offensive Language

At the Cafe, the dignity and safety of our guests and volunteers is very important to us. If there are any doubts about whether a person might be violent, aggressive or disruptive, we will not allow them into the Café.

2. No Controlled Drugs

As a cafe, we operate a 'no controlled drugs' policy. Drug usage or possession will result in a permanent ban. We cannot at any time take responsibility for prescription drugs.

3. No Alcohol

You cannot consume alcohol within the Cafe or within the immediate locality of the Café. Drinking within or around the location of the Cafe will result in an immediate warning or ban.

4. No Smoking Inside

Smoking or vaping inside the Cafe is not permitted. Guests will be able to smoke in the allocated smoking area outside.

5. No Offensive Weapons

Offensive weapons must not be brought into the Cafe.

6. No entry after 1am

If you leave, other than to smoke in the designated area, then you may not re-entre the Café after 1am.

7. No Pets (at the discretion of the team)

Pets are not allowed and cannot be left outside.

FAILURE TO MEET THE ABOVE CONDITIONS WILL RESULT IN:

- A first warning, which may be in the form of a one night ban from the cafe.
- Two warnings or a serious incident will result in a permanent ban from the cafe in the current year. Such action will be taken by the Shift Leader in consultation with Project Coordinator and Director



Appendix 2- Café Health and Safety

Our policy is to provide and maintain as far as is reasonably practical, safe and healthy working conditions. We aim to provide safe equipment and systems of work for both customers and volunteers. We aim to provide information, training and support as is needed for this purpose.

Objectives

The Café Management Committee undertakes:

- To provide a working environment that is healthy and safe with satisfactory amenities.
- To ensure that health and safety legislation, regulations and codes of practice are observed.
- To provide and maintain safe premises and equipment including appropriate clothing.
- To ensure that the use, handling, storage and transportation of food, articles and substances are safe.
- To ensure that the systems of work are safe and provide or locate appropriate training and advice for volunteers in these matters.
- To ensure that all volunteers and guests using the premises are safe and without risk to their health.
- To review and revise this policy annually or as new legislation requires.

Communication

- Customers will be advised of this policy on entering the Cafe.
- Volunteers should be informed of the policy at briefing meeting and details of the policy should be included in information given to volunteers.
- If anyone is excluded from the Cafe as a result of breaching the policy, the Project Coordinator and Shift Leader for the following night must be informed.



Appendix 3- Volunteer Code

Keep yourself safe

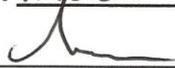
- Keep our guests safe
- Know the building layout and the fire instructions
- Know how to prevent violence
- Collaborate and communicate- we are one team
- Know the guest rules and uphold them
- No alcohol, no drugs
- Use the logbook legibly and professionally
- Be proactive, be attentive, be welcoming but uphold boundaries
- Strive for excellence and quality
- Smile

Sign Off & Review Section

This document has been duly read and approved by the undersigned of the current Management Committee of the All Night Cafe as of July 2019, and will be reviewed no later than July 2020:

Signee 1

Name & Position : ANDREW TAGGART - TREASURER

Signature:  24.07.2019

Signee 2

Name & Position : C.A. COUS CHAIR.

Signature: 