

1. INTRODUCTION

The CTIPA Breakfast Project, formally known as the Penzance and Newlyn Churches Breakfast Project was formed in January 1999 and has been running every day since that date. It was created out of a desire by Christians in the Greater Penzance Area (the old Borough of Penzance) to be more pro-active in meeting the needs of people who were either on the streets or otherwise homeless. So, with a nucleus of over 30 plus volunteers from a variety of church backgrounds, the "pool" of volunteers, the Breakfast Project has remained quite constant in terms of volunteer numbers, although inevitably some people have left and their place has been filled by new people.

The Project relies almost exclusively on this volunteer base although there are two paid members of staff. Their role is to generally oversee the running of the Breakfast Project; opening up, preparing the volunteer rotas, ordering stock and taking responsibility for any difficulties that may arise.

The Project is responsible to a "Breakfast Project Management Group" made up of representatives involved in the employment, premises, and day to day operation of the Project. They meet on a bi-monthly basis. The Project Manager gives a report on the progress of the Project and this group also helps to give guidance to the staff. The Chair is the person to whom clients using the project can appeal if they have been banned and the Chair's decision is final.

The Breakfast Project has been, and continues to be, very grateful for all the commitment and work that is undertaken by the volunteers, without whom the Project would not move forward.

If you, as a prospective volunteer, decide to join us - we are sure that you will find the Project, staff and client group very grateful for your involvement whilst at the same time finding the volunteering role very rewarding. Your commitment should be definite, regular and positive.

What follows are some guidelines which have been drawn up to assist you in the tasks that you will face. They are designed to help you and, to some extent, protect you. You should be familiar with them but if you have any questions which arise from your reading of them then please ask the Manager or Co-ordinator about your concerns.

2. AIMS OF THE PROJECT

The **PRIMARY** aim of the Project is to offer a safe environment for people who are sleeping rough or are vulnerably housed for a period in the day when very few other facilities are available. The environment is intended to be warm, inviting and welcoming. People using the Project must feel that they are able to come without being prejudged or discriminated against.

The Project offers a free breakfast to those who wish to partake but it is NOT the sole reason for people wishing to use it.

The **SECONDARY** aim of the Project is to try and ensure that people using it are aware that there are other resources and facilities for them to use, if they so wish, for example Breadline, YMCA Housing, Penwith Housing Association, One Council Council and it's departments, etc.

There are also resources available for those wishing to seek help with their addictions or health problems, e.g. Freshfields, CADA DrugsTeam.

Whilst the Project is firmly rooted in its Christian faith and beliefs it should not be seen as an environment where people can be subjected to any form of evangelism, other than that of service. Exceptions to this are where an individual raises issues of their belief, or questions your own beliefs.

3. HOW WE DEAL WITH PEOPLE

This may seem a little obvious but it is vital that everyone understands and appreciates the operation of the CTIPA Breakfast Project from the beginning to the end.

a) Reception.

The first point of contact for anyone using the Breakfast Project is the volunteer on reception duty. They must feel that they are comfortable in that capacity. The reception area should be both safe for both the volunteers as well as the person coming in. (There are some who would argue that the arrangement currently in place MAY NOT be safe. However we believe that the security screens found in many public and private buildings can sometimes create more tension and aggression than they dispel)

The volunteer acting as receptionist is responsible for:-

- recording the name and time of the person's entry,
- issuing tickets for meals
- where the person has baggage, receiving this, issuing a ticket to the user and ensuring that the other ticket accompanies their luggage into the space allocated and recording the ticket number in the daily register.

Where the future client is coming for the first time the volunteer should endeavour to get that client to complete a register sheet giving the name by which they wish to be known and their date of birth. At this stage no attempt should be made to gather any more information unless it is offered.

The Reception volunteer is also responsible for monitoring the use of the Toilet Area and ensuring that the entry to this area is kept as free as much as possible.

b) Main Dining Area

This is a critical area as far as delivery of service is concerned and it is essential that people are made to feel welcomed and accepted, whilst at the same time trying to ensure that certain boundaries are kept.

These areas relate especially to such things as the serving counter, the toaster area and general conduct. There will always be situations where it is not possible to ensure that everything is kept under scrutiny but where possible people should be encouraged to sit down and wait to be served with their toast and breakfast, after first obtaining a hot drink from the serving volunteer on duty at the serving counter. Please try and ensure that orange juice and toast are used carefully.

c) Kitchen

For the volunteer cook working in the kitchen there are certain very important standards which must be maintained. An appendix is attached to these guidelines for those working in this area.

d) Cleaning! Routine

After breakfast has finished ALL tables must be wiped down with a neat solution of a multi-surface cleaner. **IN VIEW OF THE FACT THAT THIS LIQUID IS AN IRRITANT GLOVES MUST BE WORN.** (This is required by the COSSH Regulations - Protection of people working with Hazardous Substances)

Please note that gloves worn in the DINING AREA **MUST NOT BE WORN IN THE TOILET AREA** (minimisation of possible cross contamination between the two areas).

Toilet Areas should, ideally be the responsibility of the member of staff on duty.

e) Toilet Area

This is quite a tricky area as there is always the possibility of the abuse of these by clients who may be using them inappropriately e.g. smoking or injecting. Staff, other than volunteers, should monitor this area as much as possible but if there is a suspicion of anything untoward being observed then the volunteer must advise the staff member.

4. CONFIDENTIALITY

Clients using the Breakfast Project must feel that when they are here the information that they share with volunteers and staff remains confidential and that details of their circumstances are not going to be disclosed to people outside. This must be strictly adhered to other than in exceptional circumstances highlighted below.

There are exceptional circumstances where this cannot be maintained i.e. – not to disclose information may put either individuals or the Breakfast Project at risk - such as the disclosure of criminal activities or the use of drugs on the premises are both matters **WHICH MUST BE BROUGHT** to the attention of the Coordinator on duty. This is particularly important when relating to drugs, where concern has been expressed in past years, about the role of the Breakfast Project in helping clients using drugs and the way that this might be interpreted by the Police. Current policy issued by the Home Office has only heightened concern about this particular matter. If any drug abuse is taking place on the premises then the Breakfast Project would have to close. (see section 9)

5. EQUAL OPPORTUNITIES

The Project will endeavour to treat everyone with respect, courtesy, dignity and consideration, regardless of their age, creed, race or gender. Inevitably there will be occasions when there are difficulties and these will be resolved by consultation with those involved, but where this is not possible then the Project Manager will make a final decision. There will be a right of appeal. (See section 10 - Complaints)

6. HEALTH

The clients using the Project have the right to expect high health standards from us and in addition to the matters already outlined above we should take steps to ensure that they are not exposed to unnecessary health risks from us. If you feel unwell then it is probably right that you do not attend, this being particularly so for those handling food.

By the same token you have the right to know that you are not exposed to unnecessary health risks yourselves. Whilst every effort will be taken to ensure that you do not become infected there remains a small risk of you contracting some health problem, but no more than being in a London tube.

It is vital, therefore, that every effort is made to adhere to high hygiene standards throughout and again reference has already been made to these earlier. **CONSIDERABLE CARE MUST BE TAKEN IN RELATION TO FOOD HANDLING AND PREPARATION** (See separate advice for Kitchen Staff)

7. HYGIENE MATTERS

Without wishing to dramatise things it is important to us all that any matter which involves hygiene is carefully understood and reference has already been made to these matters above. This section therefore only serves to re-enforce that guidance. Be vigilant, observe the advice given, clean thoroughly, report any concerns and there should be no difficulties.

8. KITCHEN DUTIES AND RESPONSIBILITIES.

There is an appendix (1) attached at the back of these Guidelines in relation to the Kitchen.

9. HOW TO HANDLE DRUGS ISSUES

Although reference has already been made to this earlier it is important to emphasize the importance of following the guidance already stated. Drugs are a major part of the lives of some of the clients we see and it is important that we realise the position in which we can be put, sometimes unwittingly.

People use all sorts of substances from "recreational drugs" to drugs which are classified as Class "A". As far as the Project is concerned anyone who uses any drugs on the premises jeopardises the whole project.

As stated earlier, much of the advice around this area is full of ambiguity and is open to interpretation. **ANY SUSPICIONS**, therefore, **MUST BE REPORTED TO THE COORDINATOR ON DUTY**. It will be up to the Coordinator to decide on what action to take, but in all likelihood it will mean involving the Police.

The exception to this is where someone is taking prescribed drugs, evidence of which will need to be seen, such as the label on the medication or a letter signed by a qualified health practitioner.

UNDER NO CIRCUMSTANCES ARE CLIENTS TO BE GIVEN ANY MEDICATION BY STAFF OR VOLUNTEERS (Even over the counter remedies)

10. BANNING POLICY

On occasions it will be necessary to ban someone because of their behaviour or because of other reasons, for example suspicion of drug use. This decision will be taken by the Coordinator on duty, (having explained the why's and wherefore's to the Manager) recorded in the "Banned Persons Book" and notified by letter to the person so banned.

The length of the ban will depend on the circumstances pertaining at the time, but must be consistent to similar bans for similar offences

UNDER NO CIRCUMSTANCES IS A BANNED PERSON TO BE ALLOWED IN (unless it is for an interview with the staff member on duty)

11. COMPLAINTS PROCEDURE

There is a right of complaint available both to clients and to you, as volunteers.

For clients, the first point of contact and complaint will be to the Manager of the Project, who will endeavour to deal with the complaint to the satisfaction of the Complainant

Where this is not possible, or where the complaint is about the Manager, then a report will be sent through to the Breakfast Project Management Group, for information only at this stage, and the Chairman of the Group will have the right to decide on the appropriate course of action.

As a volunteer you, too, have the right to complain in much the same way, with a similar pattern to be followed. Obviously we hope that it will not be necessary to invoke the procedure in either case and the staff will do everything possible to make life as pleasant as possible whilst you are volunteering!

12. WHAT WE EXPECT OF YOU - AS VOLUNTEERS

The Management Group wholeheartedly recognise that, as volunteers, you are giving up your time and energy to serve the Breakfast Project on a regular basis.

It is not for us to dictate what that commitment should be; rather we feel that we should encompass your willingness to help in the best possible way. We recognise that it may not always be possible for you to meet your agreement in terms of time or frequency.

All we would ask is that you give us as much notice as possible of any potential changes so that we have time to make alternative arrangements . However let nothing written here preclude you from contacting us in an emergency and we will assume responsibility for any necessary changes.

We do expect you to respect these Policies and Procedures as you continue your volunteering with us and to report anything about which you feel uncomfortable.

We will, from time to time, try and gauge your views on how the Project is working out from your point of view, but this will be done in a very informal way. We will ask you to sign a document saying that you have received these policies and agree to be bound by them.

13. WHAT YOU CAN EXPECT FROM US.

We will endeavour to recognise your willingness and commitment to work with us and to remember that you have given up your time to volunteer freely, at an early hour, to help serve the project

We will try and keep you occupied and focussed but not to the extent that your willingness to come is tested beyond the limit.

In our dealings with you we will be honest and diplomatic.

We will endeavour to get rotas out to you (preferably by email) one month in advance of the end of the previous cycle so that you can advise the staff of any known changes that may be necessary.

We will, from time to time, arrange social gatherings so that we have an opportunity to meet in very different circumstances from those in which we normally meet.

We will ensure that you receive a proper induction which will go through these Policies and ensure that you understand them.

BASIC DUTIES OF VOLUNTEERS AND STAFF

The Volunteer receptionist duties consist of – checking in clients through weekly sheet – helping new clients with filling in forms and processing – monitoring lift and stairs -

The Volunteer server duties consist of – laying tables – serving clients and observing food needs - clearing up tables and sweeping floor

The Volunteer cook duties consist of – cooking breakfast for those eligible – washing up crockery and cutlery pots and pans – ensuring kitchen is spotless

Co-coordinator's duties consist of overseeing the whole daily operation – opening up at 6.30am with volunteers and clients arriving at 7am and clients leaving premises by 8.30am - talking with client group – given help and advice as required – observing where volunteers required help and assistance – ensure the whole premises is spotless and ready for handover at 9am.

APPENDIX 1

KITCHEN DUTIES AND RESONSIBILITIES

As a provider of food, albeit on a small scale and without charge, we are, nevertheless, required to maintain the highest levels of food handling and hygiene and so ALL who work in the kitchen area MUST adhere to the following guidelines.

1. PREPARATION.

It will be the responsibility of the staff member on duty to ensure that the temperatures of the fridge and freezer are recorded daily in the appropriate documentary form (Attached) this will remain available in the kitchen for checking by the appropriate agencies/people.

ALL PERSONS ENTERING THE KITCHEN MUST WASH AND DRY THEIR HANDS IN THE SINK PROVIDED. THIS SINK MUST NOT BE USED FOR ANY OTHER PURPOSE.

FOOD SHOULD BE HANDLED AS LITTLE AS POSSIBLE and utensils are provided for the purposes of turning the bacon and sausages. These should be washed often and if food is HANDLED, then hands MUST BE WASHED. This is particularly important when handling uncooked food but in any case hands should not be used for the purpose of moving food.

Before opening a new pack of bacon ensure that there are not any packs already opened.

When using the scissors, either for opening packs of bacon, or cartons of orange, please ensure that they are washed after EVERY use.

2. COOKING FOOD.

Food should be heated and served as quickly as possible. In the case of the sausages these will be placed in the oven from frozen and left to cook in the oven for at least 30 minutes, it is suggested that 40 minutes will be more appropriate.

Bacon should be grilled and if there is insufficient demand then the surplus must be placed in a hot oven and the temperature maintained until it is required to be served. If at all possible bacon should be batch grilled rather than bulk cooked. This will also help to reduce possible wastage.

Eggs MUST be scrambled. Each cook will have their own style of cooking the eggs and the choice of using the microwave or the hob will be left to the cook. However WILL ALL COOKS, please ensure that the equipment used for scrambling eggs is washed after EACH use. This will avoid the build up of hardened egg in the utensil and make life a lot easier for those who follow on.

IN NO CIRCUMSTANCES MUST UTENSILS USED FOR SCRAMBLING EGGS BE PLACED IN THE DISHWASHER WITHOUT FIRST WASHING OFF THE BUILT UP RESIDUE.

3. SERVING FOOD

It has been observed that some people are bringing food from the kitchen into the dining area once it is cooked. THIS SHOULD BE AVOIDED and it is the responsibility of those who act as servers to ensure that the cooked meal is delivered to the person who ordered it.

Again cooks will vary in the way in which they decide to operate in terms of ensuring that the meals are served in the appropriate order and be responsible for making sure that the server delivers it.

4. CLEANING DOWN

This is the least liked job in most people's book but it is essential that strict procedures are followed to ensure that cross contamination is reduced to a minimum.

After all the cooked breakfasts have been served, but not before 8-30 am, the kitchen staff **MUST** ensure that all the equipment used by them is washed and put away.

Any surplus food must either be discarded, or in the case of cooked sausages, placed in foil and labelled.

Any bacon from opened packs should be removed from the opened wrapper and placed in cling film and placed on the top of the container of unopened packs of bacon and placed in the fridge.

Any empty containers of marmalade or spread should be washed and left to dry. Those that do not need to be washed should be placed on the middle shelf of the fridge.

Bottles of sauces/mustard should have their tops wiped over before being placed in the fridge. Condiments, where they cannot be left out, should be placed on the top shelf of the cupboard.

Open jars of marmalade and tubs of spread should be placed in the fridge

Sugar containers, where they do not need to be filled, should be placed in the cupboard outside the kitchen door.

Only then should the equipment used by the clients come through to the hatch to the kitchen. These should be placed in the dishwasher, the cutlery first having been drained from the plastic jug in which it will have come into the kitchen from the dining area.

When these actions have been completed then the work surfaces should be washed down with hot soapy water. There are rubber gloves available to ensure that water of the hottest temperature can be used. This also applies in the cleaning of the utensils used in the kitchen, including grill pans.

Opened cartons of both milk and orange must be stored in the fridge and in no circumstances should milk or orange be left in the glass jugs.

UNDER NO CIRCUMSTANCES should trays be placed on top of the Grill of the cooker.

IT WILL BE THE ULTIMATE RESPONSIBILITY OF THE MEMBER OF STAFF ON DUTY TO ENSURE THAT ALL OF THESE GUIDELINES ARE FOLLOWED. THEY WILL ALSO BE RESPONSIBLE FOR FINALLY WIPING DOWN ALL WORK SURFACES WITH AN ANTI-BACTERIAL CLEANER AND THE WASHING OF THE FLOOR.

Please do not be offended by the statements in this kitchen guide. They are based on protection of all parties, and should not be seen as reflection on your personal abilities or capabilities!