

# Programme: Nourish Community Meal

Nourish is a community meal provided by Knox Church Waitara. It will be run at our church premises 17 Grey Street, Waitara fortnightly on Mondays at 5:30pm for six weeks starting Monday 10 June 2024. It is run by staff and volunteers and is open to members of our community.

Please read the instructions, policies and procedures and our risk management processes below. This will tell you what to do, how to keep yourself and others safe and how to get help if you need it.

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## Keeping Safe

As a member of the Nourish team, you must make sure you are as safe as possible while you are helping. As such, you are expected to:

- Take reasonable care of your own health & safety.
- Take reasonable care to ensure you don't adversely affect the health & safety of others
- Carry out your tasks in a safe way.
- Ask for assistance if you are unsure about any task.
- Follow any Health & Safety instructions given to you.
- Cooperate with the reasonable requests policies that relate to Health & Safety (see below).

While helping at Nourish, you must take reasonable care that what you do would be what a reasonable person would do in the circumstances, considering things such as the following:

- Your knowledge.
- Your role.
- Your skills and the resources available to you.
- Your qualifications.
- The information you have.
- The severity of the consequences to H & S of a failure to act in the circumstances.

Ways of making sure you take reasonable care include:

- Carrying out activities within the role you have been assigned.
- Not carrying out activities you do not have the skills to undertake.
- Not doing anything that would seem to be unsafe.
- Undertaking tasks exceeding your capacity to work safely.

Some examples of the things you can do to meet your H & S responsibilities:

- Read, understand & cooperate with any policies and procedures around H & S.
- If the organisers are changing or developing a work procedure in which you are involved, provide them with your ideas about how to do the work safely.
- If your work is likely to involve more physical activities (eg heavy lifting) then you normally carry out, talk to us before carrying out the task about how the risk level can be reduced.
- If your role involves driving but you are tired, let us know and we will arrange for someone else to pick up your meal or let us know you are unable to come that day.

If you have any safety concerns about the work you are doing or have ideas about how safety can be improved, please let Guy, Nichola or Sharon know.

### **Summary of roles:**

**Helpers:** to help to set up the dining area, receive and warm the meals, serve the meals, wash dishes, clean up, vacuum. If we are short of hosts/guests, please step in if you feel comfortable doing that! Please arrive at 5pm and be prepared to be available till 8pm (unless you have specified a smaller role).

**Cooks:** Please check the roster well ahead of Monday night to see what your dish for the night will be. If you are donating the ingredients for your meal, please make sure there is enough to make up the amount specified. The church will have some stores of key ingredients (eg pasta, rice etc) to be used. You can also be reimbursed for your purchases if you keep the receipts. Please make sure your meal is delivered to Knox between 5 and 5.30pm. If there are special instructions for thawing or reheating, please inform us ahead of time and drop off your dish in time for us to do this.

**Musicians:** Please arrive by 5.30pm at the latest so that you have time to set up. Please prepare sufficient songs to cover an hour and a half. The music should create an atmosphere of calm and warmth and not be too loud or intrusive. You are entitled to a free meal as koha!

**Hosts / Guests:** Please arrive by 5.30pm. You will need to be ready to greet the diners as they arrive and to welcome them. Please assist them to find tables, get soup / tea or coffee etc and do this with them (as you are guests too). Please listen to them, share and get to know them. The goal is to create a community that they will want to return to. Aim to have 1 host/guest per table group. We may be short if we are full, so helpers may need to step in to be guests too. You will be helping with the discussion that Guy will brief you on each week. Please be sensitive to their responses and don't push it if they want to withdraw. Also, feel free to pray with them if they are open to this.

## Instructions for Nourish helpers - Timeline

5 pm	Open up. General arrival of helpers and musicians (to set up) Hosts/guests should arrive by 5.30pm.
	Check front door is locked and toilets clean – clean if necessary
	Sign register
	Newcomers read Hazard Register
	Turn on appliances, boil kettles
	Setting up dining area in Knox Cafe (arrange and lay tables)
	Warm plates
5pm to 5.45 pm	Arrival of food –cooks to confirm delivery of food, transfer to ovens/ warming drawers; soup to transfer to saucepan and heat on stove.
5.45 pm	Hot water to tea and coffee area.
	Soup to soup table.
	Plates to Serving Tables
	Prayer in Cafe area (everyone please)
6pm	Open front door - Hosts to greet guests and to take them to tables. Hosts should mingle with guests - aim to have a different host at each table. Chat and get to know each other.
	Serve tea and coffee & soup with rolls
6:10.15 pm	Notices, & Grace
	Serve the main course in a controlled manner – tables with kids first, then one table at a time.
	Dirty plates to Return Table
	2nds after everyone has finished their first course
6.35-45pm	Bible Time - Read Passage - <ul style="list-style-type: none"> <li>a. What does this story say to you about people?</li> <li>b. What does this story say to you about Jesus?</li> <li>c. What does this story have to say about you?</li> </ul>
6.55pm	Serve dessert after 2 <sup>nd</sup> helpings
	Clear dirty plates etc to kitchen
Surplus food	Label and place in Freezer last thing before leaving (not takeaway by guests)
When dirty plates etc arrive kitchen	Wash with detergent, rinse to remove detergent, stack in trays, place in sanitiser, close door. When temperature gets to 93C, (orange button with a tick light up) press large blue button on the extreme light. When the green light goes out safe to open door & remove, dry and put away
After dinner is finished	Clear & wipe tables, table cloths to tub in kitchen for washing if using. Return cafe to original state. Vacuum floor. Wash Kitchen floor if needed.
	Check toilets – clean if necessary. Check all doors and windows are locked in whole building Lock, front door.
	Tidy up kitchen, turn off appliances, lock cupboards and freezer. Turn off light, lock doors on departure

**Helpers** Arrive at Knox from 5pm. The meal starts at 6pm and should be finished somewhere between 7:00pm and 7.30pm. Clean up should be finished by 8pm.

When you arrive, write your name in the diary.

When handling food, make sure to be wearing gloves. Please change them regularly.

If this is your first time at Nourish read the Hazard Register.

This is a general idea of how to help at Community Meals. Although some things may be slightly different week to week, most of this will stay the same. If in doubt of anything to do, ask Nichola or Guy

### **On Arrival**

1. Key holder opens around 5pm, unlocks the areas used for the meal. Please lock any unlocked doors to parts of the building that are not being used for Nourish.
2. Check the front door is locked and the toilets are clean.

### **Kitchen**

1. Dish steriliser
  - a. Open the door and ensure the plug is in the drain hole
  - b. Follow instructions on the wall to get it up and running.
2. Ovens
  - a. Switch-on at wall
  - b. Set ovens for 100C.
  - c. Turn on warming drawers.
3. Zip – hot water boiler.
  - a. Check it is switched on and give it time to heat if needed.
4. Clean/wipe all surfaces in the kitchen, including any tables used for serving.
5. Pour milk into jug, then place in the Fridge. After cutting the ice cream, place it into Fridge's Freezer compartment.
6. On the centre bench there will be bread rolls to butter. Wearing gloves (these are in our cupboards), cut the rolls in half and butter both sides. Make a pile of these once they're buttered in a bowl/tray (from our cupboards)
7. All hot food brought in must be put into the oven/warmer drawer or warmer to keep warm.
8. Soup needs to be transferred from their pot to church pots and placed on the stove to heat or if in a slow cooker plug into a wall socket.
9. Soup Station - 1-2 helpers to set up and supervise:
  - 40-50 mugs & spoons on the soup table. Mugs and spoons are to be found in the drawers. Extra cutlery and crockery are in the locked cabinets in the cafe.
  - Place bowl of buttered rolls on table.
  - Just before opening doors, put soup pot on the table with ladle.
10. Tea and Coffee Station - 1 - 2 helpers to set up and supervise.
  - a. Milk needs to be put in jug at station.
  - b. 40 cups to be placed in the area.
  - c. Set up Coffee, tea, milo and sugar.
  - d. Immediately before serving, tea pot to be made up with 6 tea bags and boiling water from zip.
  - e. Fill the hot water urn from the hot water boiler in the kitchen enough for 20 cups and place in area for coffee and milo. Check and refill as necessary.
11. Around 40 bowls should be placed just inside the serving hatch ready for dessert.

### **Supper Room**

1. Check availability of chairs and tables.

2. One trestle table and 2 chairs to be placed in the entrance hall for counting/ greeting diners - combination of helper/ hosts.
3. Serving Table
  - a. Set up two trestle tables in front the doors to the patio for serving the food.
  - b. Lay 2 table clothes on top.
  - c. Place serving spoons to suit contents of the food to be served.
  - d. Around 40 plates to be placed at the end of the serving table closest to the kitchen door. Please place in the warmer when you arrive.
4. Dining Tables
  - a. Set up tables in 8 groupings with 6 chairs around each (two on each side and one at each end). The smaller tables can be joined together.
  - b. 6 Napkins rolled around knives and forks laid per table.
5. Return Table/ trolley to be placed near water cooler.
6. Water
  - a. Set 48 glasses on a trolley and place them 6 per dining table.
  - b. Place a bottle of water/ Carafe on each table.

The tables are set up as shown in the map below with 6 chairs around each table. On each table place:

- A tablecloth
- A salt and pepper shaker (not matching)
- 6 glasses
- 6 sets of knives and forks
- A water jug

As people start arriving at 6pm, you will need two people on the tea and coffee station making the drinks.

Serving the meals will start at 6.15pm after a safety briefing and grace (one of us can pray or the diners might like to). Bring only one dish at a time of the duplicates (potatoes, pasta, meat) and line them up on the serving tables. Make sure each item of food has its own serving utensil and have one person serving each item. The team running the meal will tell you how much of each food to give to everyone. Try to keep servings small for the first round to ensure everyone gets enough. **Be sure to ask the diners, whether they would like what you are serving or not. Smaller rather than bigger helpings, people can always come back for a second helping.**

After everyone has been served, if there is left over food diners may be able to come up for seconds.

Once people have finished eating, collect plates and cups and bring them to the kitchen servery. Please scrape the leftovers into the pig bucket plastic container. The dishes are to be washed up and sterilised.

At the same time, start setting up for dessert.

**Hosts/guests:** during this time we will do a small reflection based around the Seven Signs of John. Guy will explain this ahead of time each week.

**Helpers:**

1. Clear the serving table.

2. Bring the bowls out onto the serving table on the end closest to the door to the kitchen.
3. Bring the tub of spoons on the bench in the kitchen to the serving tables.
4. Fill two jugs with hot water from the water boiler and put an ice cream scoop in each.
5. Bring out the ice cream and any other dessert items ready to be served.
6. Again, have one person serving each item.

Check with the team again for serving sizes, usually diners can choose one ice cream flavour, and one of whatever else is being served for dessert.

Once everyone has been served dessert, continue to clear the diners' tables. Hosts/guests continue to talk to diners but slowly steer them towards getting ready to leave. Left over food is not to be given out as we will freeze this for our pastoral care needs or give it to Food Bank.

### **Packing up (Helpers)**

1. Take everything off the tables and back to the kitchen.
2. Remove all tablecloths (if using) and put them in the wash basket in the kitchen to be washed. Delegated person to sort out washing the tablecloths and tea towels.
3. Wipe down all the tables with cleaning spray.
4. Put tables and chairs back in their original placings.
5. Once the room is clear the carpet will need to be vacuumed.

In the kitchen, help with cleaning the dishes, cutlery and serving utensils and putting things away where needed. All cups, bowls and plates go back in the drawers or cafe cupboards. Any dirty towels etc. go in the wash basket with the tablecloths.

- ✓ Foyer and hall to be vacuumed.
- ✓ Kitchen floor to be swept and washed.
- ✓ All items to be returned to the cupboard.
- ✓ Inspect toilets and clean if necessary.
- ✓ Check front door locked.
- ✓ Switch off lights & set alarm.

Thank you everyone for helping! If you have any questions or aren't sure what to help with, ask Nichola, Guy or Sharon.

### **Policy for dealing with abusive, violent and unacceptable behaviour**

The purpose of this policy is to support Knox Church Community Meal mission outreach to ensure that it is free from abusive, aggressive or unacceptable behaviour towards volunteers, staff or members of the community who attend.

We define abusive, aggressive or unacceptable behaviour as any behaviour which produces damaging or hurtful effects, physically or emotionally on other people. This definition is not exhaustive but would include:

- Physical assault with or without weapons or other instruments whether it results in injury or not
- Violent behaviour resulting in damage to property
- Verbal abuse including name calling, threats, bullying, shouting or swearing, actions or words that are demeaning, insulting or intimidating.
- Discriminatory abuse including racist or sexual abuse
- Sexual disinhibition
- Sexual assault
- Injury or intimidation caused by pets e.g. dogs
- Taking photos, filming or posting on social media without consent
- Threat of harm to property or family
- Harassment during or after a community meal
- Accusatory behaviour such as unsubstantiated allegations

Any such behaviour will not be tolerated and immediate action will be taken. All incidents will be recorded and investigated. Regular reviews of incidents will be undertaken and used to ensure we have adequate control measures in place and that they are effective and improvements will be made where necessary.

## **Venue layout**

The following measures will be in place:

- All internal doors to parts of the building other than the cafe, kitchen, male toilet, female toilet and disabled toilet will be locked before the main doors are opened.
- Fire exits will be checked to ensure they are unobstructed.
- Greeters will be stationed at the main entrance during the event to monitor the arrival and departure of guests.
- Guests will not be allowed in the kitchen area.
- Toilet areas will be checked by volunteers periodically during the event.
- No person who is grossly intoxicated or carrying alcohol or who is under the influence of illegal substances or carrying illegal substances will be allowed on the premises.

## **Policies and procedures**

- Volunteer instructions, our risk register, and policies and procedures for dealing with incidents or accidents will be given to volunteers before they start volunteering.
- All accidents or incidents must be reported to the event leaders as soon as possible and recorded on our church accident/incident reporting forms.
- Any complaints should be discussed with the event leaders as soon as possible. Should a complainant wish to take a complaint further they will be informed of our complaints process.

## **Training**

- Before the doors open a brief toolbox meeting will be conducted with volunteers by the event leaders.

- Volunteers will be matched to roles that are compatible with their skill set and experience.
- A qualified first aider will be present at each event. This person will be in charge in the event of a medical emergency and make the call as to whether an ambulance is needed.

### **Emergency**

- Should a fire or earthquake occur our normal evacuation procedures are to be followed. Staff members and Managers are trained in these please follow their instructions.
- Should an incident involving violence, abuse or unacceptable/disruptive behaviour occur the volunteer should calmly and quietly ask the person to refrain from the action. If the situation continues they should ask the event leaders to assist. The person will be asked to move to a quieter area where our expectations will be outlined. If the person is not willing to comply with our requests they will be asked to leave. If a person's behaviour is unacceptable and they are not willing to move to a quieter area and/or leave, the event leader will decide if the area around them needs to be evacuated. The decision to call the police lies with the event leaders. This would include any incident where physical assault occurred, weapons are involved or involves an unacceptable degree of risk to other attendees.
- If volunteers and attendees at the meal need to be moved to a safe space for safety reasons due to an incident the event leader will direct that the door to the Rainbow Room be unlocked and people will be directed there. All doors to this room are lockable and a toilet can be accessed from it.

### **Other security measures**

- The police will be informed of the nights on which we are holding our community meals.
- The building should be secured, using our normal procedures, after the event by at least two people.
- No left over food will be given out to attendees. Any leftover food will be frozen and either used in our pastoral care of community members or shared with Waitara Food Bank.
- Volunteers are not to offer rides or agree to transport attendees to and from the meal that they do not know and have only met through this outreach.



# Risk Register

Please find below our Risk Register.

The Risk Register lists the risks in the areas we will be using during Nourish.

Each risk is assigned a rating based on the likelihood of the consequences of the risk materialising and the consequences if it did. A control measure is assigned to lower the risk and a new risk rating has been applied. Please familiarise yourself with the risks in the areas of our building that we will be using during Nourish and the control measures that we have in place. Below is a matrix that shows how our risk ratings are applied.

Likelihood	Consequences				
	Insignificant	Minor	Moderate	Significant	Severe
Very Likely	Low Medium	Medium	Medium High	High	High
Likely	Low	Low Medium	Medium	Medium High	High
Possible	Low	Low Medium	Medium	Medium High	Medium High
Low	Low	Low Medium	Low Medium	Medium	Medium High
Very low	Low	Low	Low Medium	Medium	Medium

# Knox Church Risk Register

## Zone one: Foyer, Prayer Room, Bathrooms

Hazard	Category	Risk Rating	Mitigation	New Rating	Owner
<b>Foyer</b>					
Cord to main notice board computer.	Trip hazard	Low	Cord must be kept tight against wall with any excess cord to be stored neatly behind the table.	Low	Sharon
Drawing pins on all three notice boards	Choke and injury hazard	Medium	Excess pins on board must be kept at least 1.5m from the ground on the edge of the boards.	Low	Sharon
<b>Bathrooms</b>					
Wet floors	Trip / fall hazard	Low Medium	When floors are being cleaned please use the "slippery surfaces" sign. If there is a spill please mop up spill and use the "slippery surfaces" sign.	Low	Cleaners
Human waste	Ill-health/Infection	Low	Area to be cleaned using gloves and appropriated disinfectant as per the cleaning schedule.	Low	Cleaners

Contaminated material in rubbish bins	Ill-health/Infection	Medium	Bins to be lined and emptied into general rubbish using gloves. Do not sort rubbish from these bins.	Low	Cleaners
<b>Café</b>					
Drawing pins on notice board	Choke and injury hazard	Medium	Excess pins on board must be kept at least 1.5m from the ground on the edge of the boards.	Low	Sharon
Cords from Audio-visual system	Trip hazard	Medium	Cords must be kept coiled behind the AV cupboard.	Low	Lisa
Spare Chairs	Fall hazard, crushing hazard	Low	When chair are not in use please tuck them under tables or stack them along far wall, maximum of 5 chairs high. Parents and other building users reminded to ensure children do not climb on the chairs.	Low	Lisa
<b>Kitchen</b>					
Wet floors	Trip / fall hazard	Medium	If floors are being cleaned please use the "slippery surfaces" sign. If there is a spill please mop up spill and use the "slipper surfaces" sign. Shoes should be worn at all times.	Low Medium	Cleaners

Ovens / Gas burners	Burn hazard	Medium	Please be aware that both all of this equipment runs at very hot temperatures. Anyone under the age of 15 must be supervised in the kitchen. Please use the appropriate protection and utensils. Warning: please do not use wet / damp tea towels to remove things from ovens. Please use the oven mitts provided. Shoes should be worn at all times	Low Medium	Sharon
Hot water Zip	Burn hazard	Medium	This equipment produces boiling water. Please be extremely careful and do not let your skin come into contact with the water. Shoes should be worn at all times	Low Medium	Sharon
Kitchen equipment (electrical, knives, dishwasher)	Cuts, abrasions, burns	Medium	Equipment should be used under the supervision of an adult. Shoes should be worn at all times. Inspect electrical equipment before use for worn cords. Electrical equipment is listed on the Tagging and Testing Schedule.	Low Medium	Sharon

**Organisational Environment**

Discomfort Pain Injury (DIP)	Musculo-skeletal injury	Medium	<p>Implement the COP for Visual Display Units guidelines.</p> <p>Take regular breaks from using a screen</p> <p>Workers to adjust their work stations to ensure their working position is comfortable.</p> <p>Any problems should be reported immediately to their supervisor</p>	Low Medium	Sharon
Stress at Work	Emotional Harm	Medium	<p>Work load is regularly discussed with manager.</p> <p>Ensure regular supervision (as agreed) is undertaken.</p> <p>Ensure annual leave is taken.</p> <p>Include managing stressors in the work environment in staff meetings where collegial support can be offered.</p>	Low Medium	Seb
Fatigue at Work	Emotional Harm	Medium	<p>Work load is regularly discussed with supervisor.</p> <p>Managing ones own health and well-being is discussed as part of regular supervision.</p> <p>Session to monitor volunteer hours offered.</p> <p>Minister to monitor hours staff work.</p>	Low Medium	Seb

Working Alone	Physical threats Emotional threats	Low Medium	Ensure another person is informed if making any home visits. Follow locking up procedure when leaving the building	Low	Seb
Transporting People	Multiple physical injuries	Medium	Drivers transporting children/youth are required to sign the Drivers Policy.	Low Medium	Lisa/Jared
Disruptive People	Emotional and/or physical harm	Medium	Workers and volunteers should ensure there are other people around for support when dealing with people. De-escalation techniques are talked about and used in training volunteers and staff. 111 should be called if personal safety is felt to be threatened. Threats and intimidation are to be referred to management/Session who will follow up with actions that ensure further events are unlikely.	Low Medium	Seb
Manual Handling	Musculo-skeletal	Medium	Follow good lifting techniques guidance. Have two or more people lift heavy goods. Use a trolley provided for tables. Take extra care when carrying objects to and from the mezzanine floor.	Low medium	Sharon

Infectious Diseases

Illness

High

Follow Covid-19 guidance and procedures.  
Keep guidance current with government guidelines/requirements.  
Keep church members informed of policies and procedures through our normal communication channels.  
Regularly review measures and update as needed.  
Follow our ventilation mitigation guidelines.

Medium High

Sharon