

ASLAN

Best Practice Guide: Passage Day Centre

This guide is to help ASLAN team leaders & deputies in providing a consistent and ever-improving quality of service: Both to those who come in as clients on Saturday mornings and to the Passage staff. It is divided into 3 Sections as follows:

- 1) Preparing for the Saturday morning
- 2) Duties for the Saturday morning
- 3) Follow-through actions

1. Preparing for the Saturday morning:

Team leaders or deputies email or call their volunteers at the start of the week of their duty to remind them to come. There should be a minimum of 4 people including either a team leader/deputy ready from 9am until midday, in order for the main part of the centre to be open. It is suggested that Team leaders ensure they have a minimum of 6 volunteers confirmed and aim to have up to 10 available (1 of whom has done the Food Hygiene training) to ensure a top quality session. (See: 2 - **8.55 - 9.00 a.m.** - below)

Team leaders or 'a delegated team member' check they have the next-week's Clubhouse invites and £20 to pay for the fruit, plus details of any ASLAN notices to be passed on to volunteers.

Team leaders and/or deputies/volunteers say prayers in the days leading up to the Saturday, for the safe arrival and guidance/protection of all volunteers, full-time Passage staff (FTPS) & 'clients', and for a blessed session with a good atmosphere.

2. Duties for the Saturday morning:

Team leaders, deputies and volunteers arrive at 8.30 a.m.

8.30 - 8.45 a.m.: Check that there are enough sandwiches prepared to last at least the first hour or so. There are usually both pre-packed and home-made sandwiches ready for use. Try to have a mixture available from the start to suit all preferences. Switch the hot water on and prepare the Tea/Coffee pots. (1 large pot of tea with sugar, tea no sugar, white coffee & a small one for black coffee) FTPS sometimes do this.

FTPS normally set-up the tables & chairs in the main part of the Passage.

8.45 a.m.: Team leaders and volunteers meet in the staff room for 5 minutes to:

- a) Make any introductions for new volunteers as necessary
- b) Announcements (both from ASLAN & The Passage if there are any)
- c) Planning (i.e. organising who will do each main job - front serving, runner, refilling coffee & tea pots, making sandwiches, preparing hot food, giving out invites)
- d) Say a brief prayer (as per **1**) above)
- e) Remind volunteers not to leave valuables in the staff area. (They can keep them in the kitchen cupboards)
- f) Check that 1 of the team present has done the Food Hygiene Training

8.55 – 9.00 a.m.: Finish making tea & coffee, and do final preparations for opening at 9 a.m.

9.00 a.m. - midday: Clients come in, use the facilities and have refreshments from volunteers at the serving counter. The key areas for teams to address each week are:

a) Fruit: Once the initial rush has died down and depending on how much fruit has been given to the Passage, one or two of the volunteers go and spend up to £20 either at the Fruit Stall at the end of Carlisle Place or at Sainsbury's. They buy fruit that can be cut up in the Passage & eaten on the spot, to help ensure there's some for everyone and that it doesn't end up causing litter (and thus complaints) in the streets outside. The receipt should be kept, and sent to the Treasurer to reclaim. (**3c** below)

b) Frequently Asked Questions: If any of the guests ask about medical attention, the Passage's mail/parcel receiving service, advice on housing, jobs etc, refer them to the FTPS. There is an ASLAN information sheet that can be given out by volunteers, with Phone/Address of centres/helplines and support organisations.

c) ASLAN Entertainment Events: Team leaders, deputies, or 'a delegated team member' (normally someone who has been to 1 or more entertainment events, thus understanding what the invite is for) give out the invites and note down the names of those invited, both on the invitation, and on a list. Specify that guests must have the invite with them on arrival, and point out the map, which gives them directions.

d) Volunteer/Task rotation: Team leaders/deputies should be sensitive to allowing volunteers to have coffee breaks & a change of role during the morning. This is a chance to share the key jobs, and give people new experiences, observe individual strengths, and spot opportunities for encouraging leadership and greater involvement in ASLAN. To encourage volunteers to meet/talk with guests, a practical way is to ask them to collect up the empties/rubbish in a bag or with a tray during the service. Always keep at least 1 male volunteer at the front counter, for security purposes.

e) Food/Drink per person/special requests: As a rule of thumb, it's suggested that each client gets 1 set of sandwiches and 1 Tea/Coffee each time, and that if they want more, to join the queue and bring their cup for a refill. If asked, it sometimes helps just to explain (gently) that we have to try and make sure there is enough for everyone throughout the whole morning. This also refers to filling up bottles/special requests for extra sandwiches to take out. Again, unless specifically requested by the FTPS, it's best to explain that if we give it to one client we have to give it to everyone, and that we would run out of everything. They normally understand.

f) Making sandwiches: Check with FTPS what they want to be used up from the supplies in the fridge including 'hot food', and whether/how many sandwiches they need to be prepared for the next day. Always ask those working on the sandwiches to wash their hands regularly, and to use the gloves as necessary. Try to balance out the different 'fillings' across the morning, creating a good variety, with some jam/marmalade ones if possible. Try to prepare hot food (if available) quite early on.

g) Clearing up: At about 11.40 a.m. Team leaders or deputies start to plan the cleaning. Get the big brushes, mops & buckets from the yard. Allocate 1-2 males to clean the men's loos, 1 female for the ladies, and the rest of the team to sweep up, mop up, clean the tables & kitchen surfaces and empty the bins, using all the cleaning materials (bleach, cleaner, cloths, gloves & bin-bags, found in the kitchen area. Mops, buckets & brushes are in the yard).

Depending on the number of volunteers, a good split is: 2 people to sweep/mop Passage (1 from either end), 1 to clean the tables, 2 to wash up & clear up kitchen/coffee making area and the space between the kitchen & the Passage, 1 to collect rubbish/ replace bins. The team leader/deputy then checks all the work areas and makes sure everywhere is clean, that bins are replaced and that all equipment is put away. Start the cleaning at midday, aiming to be finished by 12.25-12.30.

h) Completion: Have a quick debrief/prayer in the staff area, and ask all volunteers, particularly any new ones if they have any concerns or aspects of the work they want/need to discuss, either on a one-to-one basis or in the team. Check/update any email addresses/contact details as necessary (Every volunteer who works with ASLAN has to be registered on the Membership list for Insurance Purposes). Check with FTPS that all is OK their side/any announcements. Some teams like to go for a coffee together locally, helping to get to know each other & relax after the work.

3. Follow-through actions:

Team leaders, deputies, or 'the delegated team member':

a) call the Entertainment Event team leader with the names of those given invites for the following Saturday.

b) update the membership secretary about any new volunteers, liaise with ASLAN prayer team on any special matters they feel need to be prayed about, either relating to the Passage, the ASLAN team or the guests.

c) attend the ASLAN team leaders' meeting/week-end as appropriate, and send fruit invoices to the Treasurer for expenses reclaims.

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