

# Welcome

## Welcome Team at The Hope Hub



### Notes for Welcome Volunteers

#### *You will learn...*

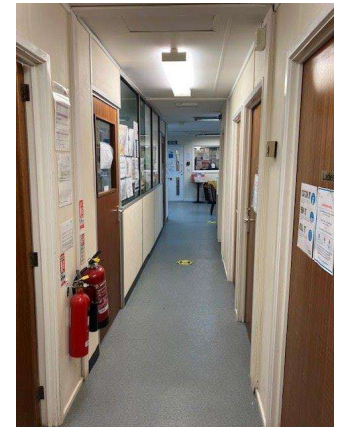
- What typically happens during a session,
- How you as a volunteer can help,
- and key, *where* to find everything, including the bathrooms and fire exits!

#### *Who will benefit?*

- Anyone just starting out volunteering for The Hope Hub.
- Anyone looking for the latest updates.
- Anyone who needs a quick reminder!



#### Come in...



Countess of Wessex The  
Hope Hub Building, Rear  
of Library, Knoll Road,  
Camberley, Surrey  
GU15 3SY

# What happens typically...

**Drop-in sessions** take place **Tuesday - Friday 10am - 2pm** where anyone over 18 can receive a warm welcome and access the services offered by a case worker plus...  
receive a hot meal and charge a device,  
take a shower and do their washing,  
receive an emergency parcel: food/toiletries/clothing  
and join in an activity or course.



- **The Welcome Volunteer team arrive;** Lead Cook, Sous-chef & Living well Volunteers.

**Arrive: 10am**

- **Visitors, the Service users (SUs) start to arrive**

- The **Volunteers welcome** the SUs, providing a friendly face & a chat whilst helping them.

**Welcome**

**Volunteers Welcome Visitors,  
Case workers assist visitors:**  
10am – 2pm

- **The duty case worker** along with the **THH staff** offer help to new and regular SUs. Staff/case workers lead the **living well** activity on offer.

- The Lead Cook & Sous-chef **prepare & serve hot food** to the Sus. All **visitors** are offered a hot meal *or can help themselves to refreshments.*

**Hot Food**

**Refreshments:** from 10am  
**Breakfast:** 10/10:30 -11am  
**Lunch:** 12 – 1pm

- The **Living well volunteer** assisted by Lead Cook & Sous-chef **help** the SUs to **use the facilities;** take a shower, do some washing, charge devices, join in an activity, take a course, receive emergency parcel from the store. (*Staff & volunteers also maintain the store*)

**Living well**

**Shower & Laundry  
Emergency Parcels  
Activities/Courses/Devices**  
10am-2pm

- The welcome team **clean & tidy up.**

**Tidy-up: 1:45-2pm**

# What happens typically...

In more detail...  
What you might do...  
(All Volunteers)



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Arrive: 10am

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Hot Food

Living well

Case worker will help the visitor, the SU. Typical issues are:

- Housing
- Homelessness
- Universal credit
- Budgets
- Medical & Health issues
- Safety
- Family issues
- DBS & Job applications
- Energy & Heating
- Mail etc.

- Duty case worker on reception & the volunteers in the kitchen **record** the services accessed by each SU. They each have a copy of the same form so when staff later enter the details into the CRM, information is combined, and nothing is overlooked. (See forms in Kitchen/Store/Laundry presentation sides)
- The CRM is regularly reviewed (usually daily); used for case work, for legal & funding requirements, feedback & best practice.
- Some **specialist volunteers** also assist SUs; eg as an **IT digital buddy**.

Tidy-up: 1:45-2pm

➤ **Check/Set up** the crisis area & set up refreshments. (See Kitchen presentation slides)

➤ **Welcome** the visitor and escort them to the Duty Case worker.

- Ask the SU to **sign in & explain the reason for their visit to the duty case worker**, the sheets are on the reception desk, in a closed folder (GDPR). The duty case worker, who will tell the volunteer how best to help the SU.

- **Offer** them a seat and/or a plug to charge a device.

- Show them the **refreshments**; where they can make a hot drink or have a bowl of cereals.

- **Chat** to them, putting them at ease,.

- **Escort** them to the relevant case worker, if they have an appointment, checking if they are ready for them. Meetings are often in the back office, in the small room meeting room, at their desk, or in the conference room off the crisis area; usually somewhere private.

- For **new SUs**, those who haven't been to THH before, direct them to the Duty case worker for booking in.

# What happens typically...

In more detail...  
What you might do...  
(Lead Cook & Sous-chef)



- **Welcome** the visitor and ask whether they would like breakfast and/or lunch.
- **Write** the day's lunch menu on the white board, taking **orders** for **breakfast & lunch** noting allergies and special diets. *(Regular SUs are diabetic, vegetarian & eat halal; staff have severe allergies)*
- **Prepare and serve breakfast**, typically eggs on toast or toast with jam. *(It's up to the lead cook and sous chef if they want/are able to cook eggs.)*
- **Prepare, cook and serve lunch**. Lunch is either home-cooked, jacket potatoes or re-heated donated frozen COOKs meals. Deserts and additional bread, vegetables etc to accompany the Cooks meals are up to the lead cook.
- SUs put their **used crockery** on the **trolley**.
- **Clear** the tables, wash up, load the dishwasher, **clean** the kitchen *(blue cloths)*. THH is proud of its Level 5 hygiene status, please help THH keep it! *(All kitchen cloths, oven gloves, aprons etc are washed after each session; fresh clean ones are in the laundry.)*
- **Left-over food** is offered to SUs as a takeaway, then offered to staff or volunteers.
- **Late comers** can be offered left-overs or a reheated COOKs meal - THH try not to turn hungry visitors away.
- Lead Cooks and Sous-chefs need **Level 2 Food safety & hygiene**; THH offers training.
- **Please view Kitchen presentation slides.**

Arrive: 10am

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Hot Food

**Refreshments:** from 10am  
**Breakfast:** 10 -11am  
**Lunch:** 12 – 1pm

Living well

Tidy-up: 1:45-2pm

- **Meals:** THH alternates between home cooking lunches or using COOKs meals.
- **COOKs Meals:** Once a week, typically on a Wednesday, ~18 donated frozen meals are delivered; a valuable resource.
- The meals are **logged** and placed in the freezer, rotating with any left from the previous week. *(See Kitchen presentation slides)*
- **Home-Cooked Meals:** Cooks use anything in the store to supplement purchased fresh meat/dairy and vegetables/salad for which they are reimbursed.
- **Typical meals** are jacket potatoes, pasta bakes, shepherd's' pie, casseroles.
- THH is a tiny charity, so **cost effective hot meals** is the aim. *(See Kitchen presentation slides)*

# What happens typically...

In more detail...  
What you might do...  
(Mainly Living well Volunteer)



➤ **Welcome** the visitor and give them the gift of your time and attention!

•**Have a chat with SUs** – never underestimate the power of a chat & a cup of tea - the best medicine! (THH offers All Interaction Matters teams training)

•**Shower: Assist SUs** to take a shower. (See Washing facilities presentation slides)

•**Laundry:** Assist SUs to take use the washing machines & dryer (See Washing facilities presentation slides)

•**Emergency Parcel:** Provide food parcels, with toiletries &/or clothes; check with the duty case worker first that the SU can have one; refer to posters in store for content. (See Store presentation slides)

•**Support** Living well activity; online safe-guarding training recommended especially if working 1:1. (THH offers this)

➤ **Help THH function!** (Everyone Staff & Volunteers)

•**Set up Refreshments area**

•**Assist serving & clearing meals**

•**THH washing:** Put on or change a load of washing. (See Washing facilities presentation slides)

•**Store:** Receive & put away donations, rotate stock, note shortages informing staff (See Store presentation slides)

Arrive: 10am

Welcome

Hot Food

Living well

**Shower & Laundry  
Emergency Parcels  
Activities/Courses/Devices**  
10am-2pm

Tidy-up: 1:45-2pm

➤ **Living Well Activities:** at THH or Outreach often at St Micheal's & St Martin's Churches.

▪**Kintsugi Hope Well-Being:** Kintsugi is the Japanese art of mending broken pots with golden glue. The gold glue makes a feature of the cracks instead of hiding them. All of us have broken pieces, but instead of hiding them, we can learn from them, discover treasure in our scars. Assisted by projects officer with help from volunteers.

▪**Scheduled Cookery Courses:** *Affordable Cookery, Cooking with Slow Cookers, Cooking with Steamers, Healthy School Lunches:* Run by projects officer with help from volunteers

▪**General cooking: Assisting with lunch:** Run by project officer with assistance from welcome volunteers

▪**Quizzes & Puzzles:** Run by staff with assistance from welcome volunteers

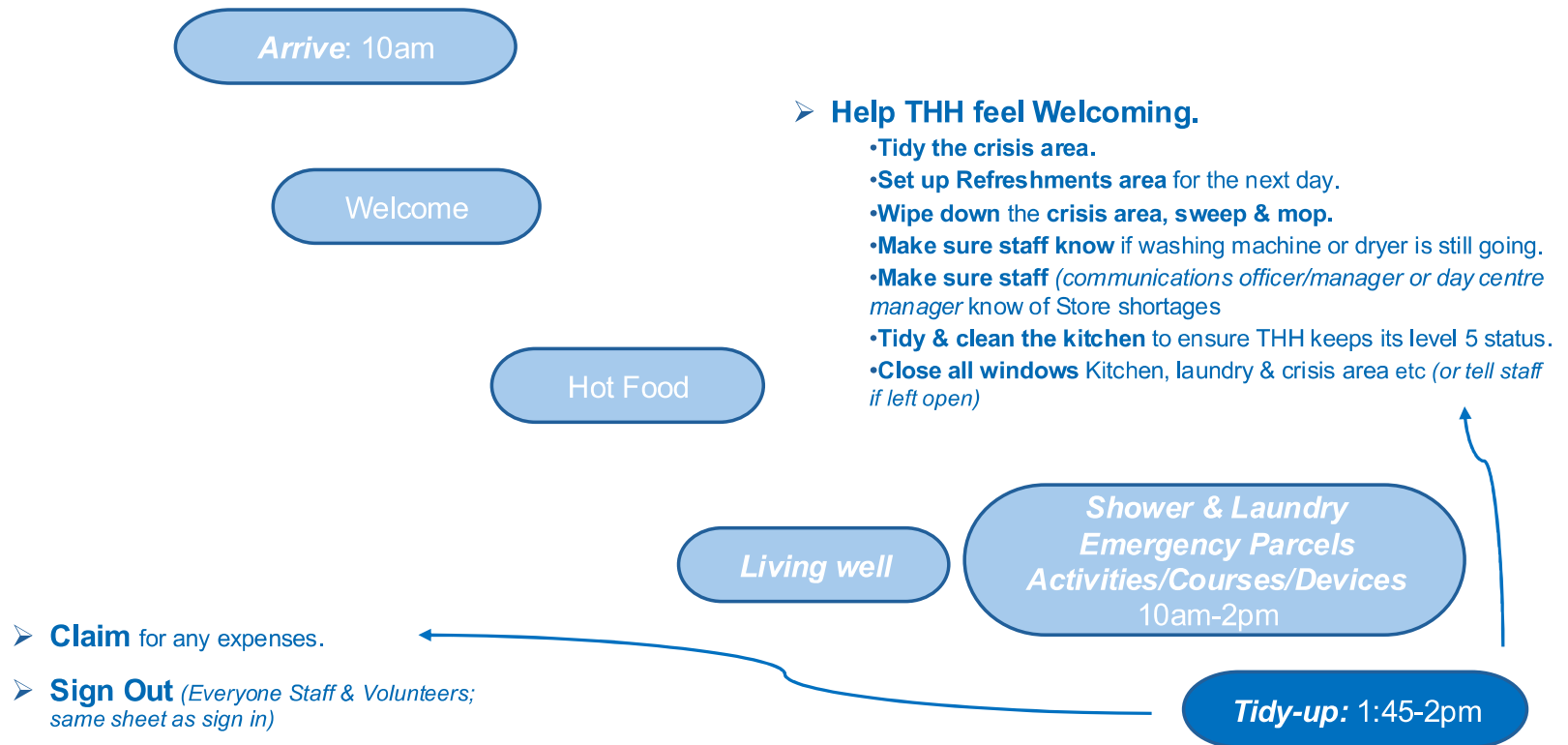
▪**Craft Activities:** Run by staff with assistance from welcome volunteers

▪**Budgeting Courses:** Run by staff

▪**Warm Hubs:** During the winter THH is often a warm Hub for Surrey & Surrey Heath..

# What happens typically...

In more detail...  
What you might do...  
(Mainly THH Welcome team)



# Other useful things to know

You may already know this!



**Toilets:** Volunteers may use the staff toilets in the back office. The ones in the crisis area are for SU use.



**\*\*Allergies\*\*** A member of staff is severely allergic to **Kiwi fruit**; they do carry an EpiPen.  
▪Please **don't bring kiwi fruit** or products containing Kiwifruit into THH.  
▪Even airborne traces can cause a reaction, so please also **refrain from eating** them before you arrive.



**First Aid:** Should you need it, the box is in the drawers under the desk where the sign-in sheets are for staff/volunteers in the back office.

**Communication:** There are...

- **WhatsApp group** for the **Welcome team**, primarily to cover the kitchen & fridge/freezer contents! *(plus the odd update/absence)*
- **Forums** (in person & online ) where all volunteers can have their say and hear from members of staff.
- regular **email** updates (**Bits & Bobs**)
- and the dedicated password protected **Volunteer Website** page.

You can also *chat* to the volunteer coach, day centre manager or any member of staff; everyone is happy to help.



**Fire Exit:**

- The exits are at the front and rear of the building.
- Assembly point is the rear of Camberly Theatre on Knoll Road.
- Fire extinguisher is outside the kitchen & a fire blanket in the kitchen.
- The fire alarms are by the front & back doors and in the back office near the large copier.



**Expenses:** If you buy anything...

- Please keep the receipt**; ingredients for lunches, milk, or items for a living well activity.
- The THH centre or day manager will **reimburse you**.
- Please **do claim**, as its important to know how much these services cost to deliver.



**Training:** THH offers training.

- Everyone should join the "**All interactions Matter**" teams training to help you feel comfortable chatting with SUs.
- Online Safe-guarding courses are recommended for volunteers working 1:1 (digital buddies, outreach, warm-hub living well volunteers); anyone can take the online course..
- Cooks & Sous chefs should have **level 2 food safety & Hygiene** to help THH maintain their kitchen level 5 rating.
- THH will enrol you as required. These is no charge.



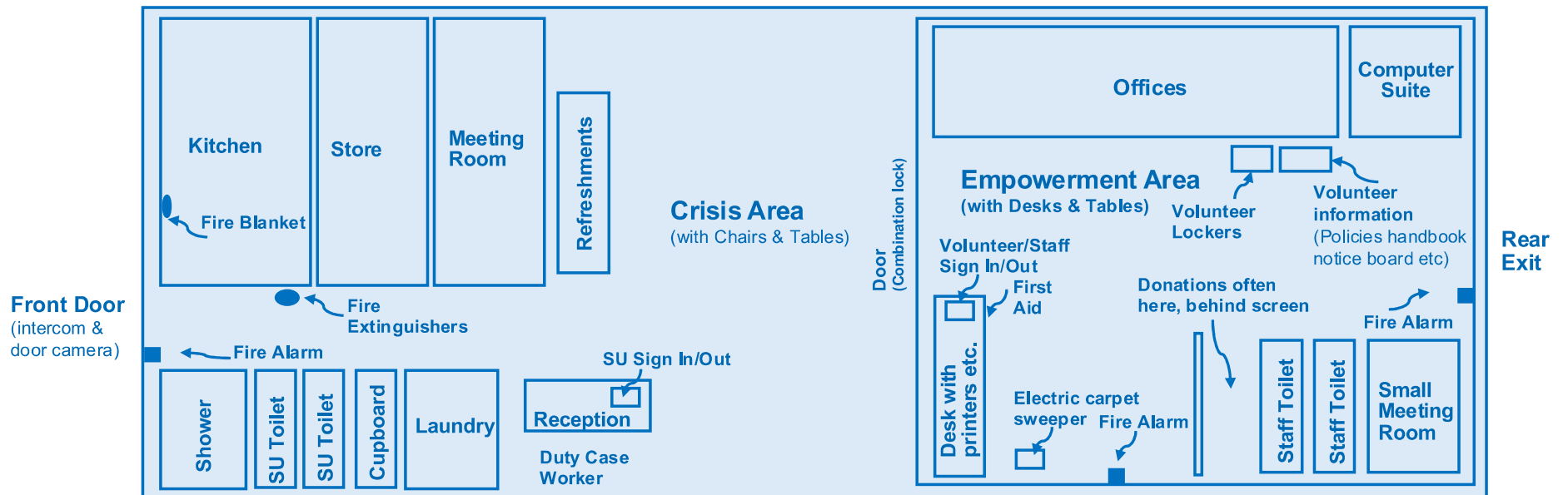
**Car Parking:** You can park in the multi-storey car park behind Princess Theatre. If you are a regular volunteer, you can go on the parking list for free parking, alternatively save your receipt and the THH centre or day manager will reimburse you.



**Drinks:** Please make yourself a hot drink in the kitchen or a glass of water. Please avoid the busy time whilst lunch is being prepared and served. *(Volunteers can also have any left-over portions of lunches or snacks too.)*

# Where to find...

A rough plan,  
Very roughly "accurate" at  
time of drawing!



# Glossary



No:	Term:	Description:
1	Cooks	Volunteer chefs and sous chefs serving breakfast and a hot lunch in the crisis area at The Hope Hub Centre.
2	Cooks - Chef	Volunteer chief cook/chef, in The Hope Hub Kitchen, preparing breakfast (toast or eggs on toast) and a hot meal (either home-cooked or re-heating Cooks frozen meals). The one in charge!
3	Cooks - Sous Chef	Volunteer assisting the lead cook/chef with tasks such as meal preparation, meal service, cleaning the kitchen, emergency food parcels, helping in the store - anything to help!
4	COOKs	COOKs Frozen meals are a valuable donation worth around £4-5,000. Typically ~18 meals/week are donated usually on a Wednesday.
5	Food Hygiene Rating of 5	A Food Hygiene Rating of 5: Business are awarded a score between 1-5. A 5 is awarded to restaurants/kitchens with a score of less than 15/25 meaning that the standard of food hygiene is an excellent and no further action is recommended. THH is proud to be level 5. (0 is excellent, 25 is very poor)
6	Food Safety & Hygiene	Level 2 Course taken on-line covering basic food safety & hygiene legal requirement for all regular volunteer cooks. Update required every 3 years.
7	Living Well Volunteer	Volunteer welcoming and helping the people visiting The Hope Hub or Outreach to access all the services on offer. At THH tasks typically are; chatting and making them feel welcome; assisting with the living well activities; assisting with use of laundry and/or shower; helping in the store, dealing with donations and providing emergency food parcels. At St Martin's Outreach tasks typically are; chatting and making them feel welcome; offering drinks and assisting the case worker.
8	Outreach	Programmes run by The Hope Hut at other locations.
9	Service User	Any person visiting The Hope Hub to benefit from the services on offer. The Hope Hub centre is open to adults (18+ ). Outreach is for families and Old Dean residents.
10	St Martin's Church	Situated in Old Dean, location of the Outreach programme run, during term time, jointly between St Martins and The Hope Hub. Currently hosted by the crisis team case worker Kim with a welcome team living well volunteer.
11	THH	The Hope Hub registered charity number 1176452. H-olistic O-pen to all P-erson centred E-mpowering. The Hope Hub Building, Rear of Library, Knoll Road, Camberley, Surrey GU15 3SY
12	Welcome Volunteer team	A team of welcome volunteers typically consisting of chefs, sous chefs, store experts & living well volunteers. (At St Martins there is only a living well welcome volunteer)

Phrases explained

# Wishing you every success



Thank you for the generous gift of your time.



## The Hope Hub

Knoll Road, Camberley,

Surrey GU15 3SY

Tel: 01276 581174

[www.thehopehub.org.uk](http://www.thehopehub.org.uk)

[admin@thehopehub.org.uk](mailto:admin@thehopehub.org.uk)

Registered Charity No: 1176452

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