



IR-REFETTORJU

... **TAL-KĊINA TA' MARTA** ...

LOOP.MT

a partnership between



**MIGRANTS
COMMISSION**



**THE
ALFRED MIZZI
FOUNDATION**

Manual of Procedures for Volunteers

May 2024

version 1

The “Refettorju” Concept

Refectory is a word derived from the Latin *reficere* "to remake or restore," *refectorium*, "a place one goes to be restored". Traditionally found in monasteries and nowadays also in a variety of institutions, the refectory is the space where the community, monastic or otherwise, gathers to eat communal meals.

The “Refettorju tal-Kċina ta’ Martha” wants **to provide not simply food, but a space which allows those enjoying a nice and healthy meal a space for meaningful connections and conversations**. The Refettorju is about community building, where everyone is welcome. We strive to create a welcoming environment that excludes no one, rich or poor, Maltese or foreigner, young or old.

Code of Conduct for Volunteers

We recognize that our volunteers are people of integrity whose actions reflect the core values underlying this Code of Conduct. It is, however, important for all who are part of this service to understand and abide by the values and standards set by this code of conduct to ensure the protection of and care for the people whom we serve.

Our service is inspired by the following core values:

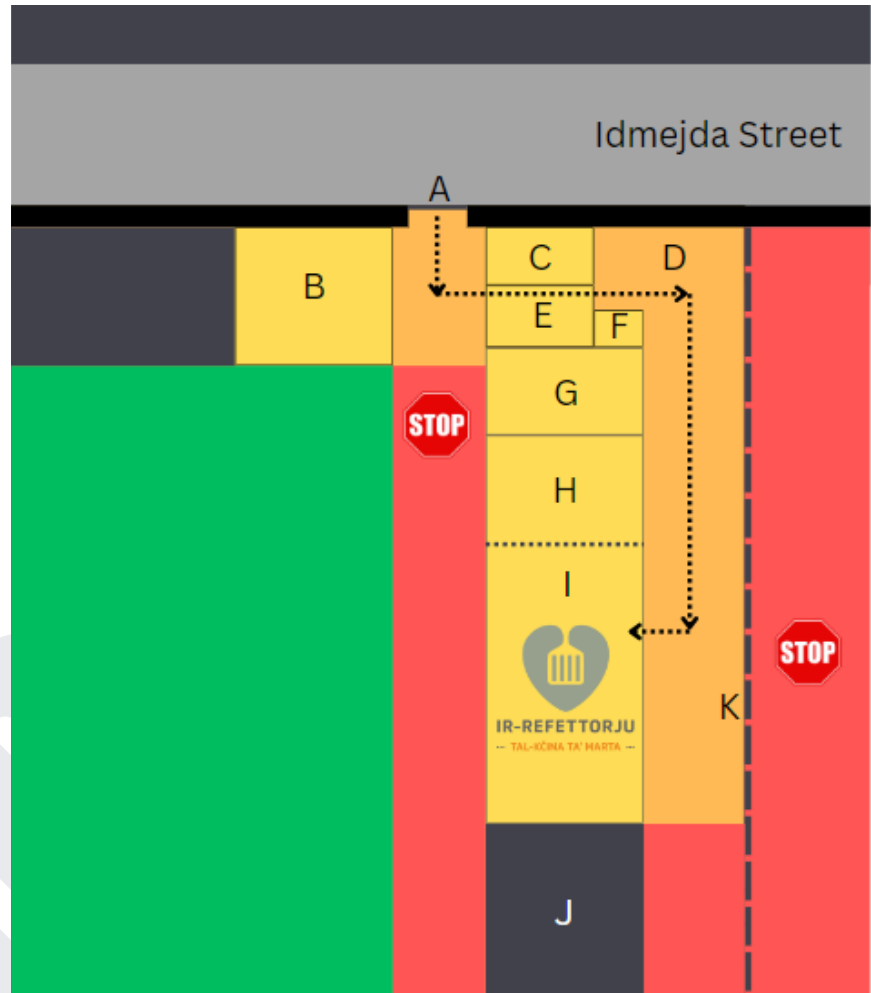
- **Confidentiality** is the basic principle we operate from. Identities and stories of people we serve must never be disclosed to people or entities outside the organisation or the volunteering team you are part of. Pictures of persons we serve must never be taken nor shared, either privately or publicly through social media platforms.
- **Compassion and Empathy:** We welcome others by creating safe spaces promoting the well-being of all beneficiaries and those with whom we work, knowing that when we welcome the other, we are meeting our own selves. We believe and defend the intrinsic value of every person regardless of any of his or her characteristic(s) and/or background and experience(s). We believe in protecting people in all their diversity, respecting the ownership of the stories they tell.
- **Dignity, Solidarity and Justice:** We strive to offer respectful service to people in all their diversity, reminding ourselves of the value of humility when serving people whose life trajectory may be one that is very unfamiliar to some of us. We are committed to work with beneficiaries to challenge systems that deny any of their human rights so as together we overcome the barriers that oppress and dehumanise them.
- **Hospitality and narrative(s):** We work towards welcoming all beneficiaries especially the most vulnerable. We value *narrative* and use it as a critical lens to reflect on our own work and practice. We listen with respect and honour the stories that beneficiaries have to tell, as told by themselves, and the meanings derived from that.
- **Encounter, Resilience, Ingenuity and Hope:** We honour the beneficiaries’ own inner journey and spiritual lives, as they search for home. We valorise their own resilience and promote the team’s and their own ingenuity in resolving life’s problems. We value participatory processes that are empowering and co-creative for our teams and the beneficiaries we serve. We believe that in such processes lies hope.

Respecting the space and caring for our neighbours

The **Refettorju** is housed at the Balzan Welcoming Centre 32, Idemjda Street Ħal Balzan. Apart from being situated in a neighbourhood, the Centre is also a residence for around 30 people including children. Both guests and volunteers are to respect the space and the rules of the Centre.

- A - Entrance
- B - Security Area
- C - Waste Disposal
- D & E- Welcoming Area
- F - Sanitary Facility
- G - Store
- H - Kitchen Area
- I - **Ir-Refettorju** - Eating Area
- J - Offices
- K - Smoking Area

- No guests (unless they are residents of the Centre) and volunteers are allowed in the restricted areas. Even if invited by residents.
- We must ensure that no nuisance is created for the neighbours of the Centre.
- Within the Centre, smoking is permitted ONLY in the designated areas. **(K)**
- The Centre is a public space and therefore no smoking of marijuana is permitted.
- In cases of Emergency always refer to the Security on duty **(B)** for guidance and the staff of the Centre. Remember the Emergency number: 112.



Tasks for every Shift

As from May 2024, the Refettorju will open on 4 evenings (Monday, Tuesday, Thursday, Friday). The following are tasks that volunteers are being asked to do during their duty.

General notes

- Every Shift will have an appointed Shift Leader (S.L.) who will make sure that a group of volunteers from their respective teams will be attending the day before. In case of difficulty they are to contact XXXXXXXXXXXXX. The S.L. will arrive an hour before opening. Shift members are to be at the Refettorju at least 30 minutes before the start of the opening time.
- Ir-Refettorju has a maximum capacity of 40 pax and requires 7 + 1 volunteers to run during a sitting:
 - a. 2 volunteers at the Welcoming Area (**D & E**),
 - b. 3 volunteers waiting in the Eating Area (**I**),
 - c. 2 volunteers in the Cooking area (**H**).
 - d. Additionally, the S.L. will be responsible for the overall running of the Shift.
- No more than the number of covers will be allowed through the Entrance (**A**). If all covers are taken, guests are to be asked to wait for space to be free and wait outside the gate.
- The *Refettorju* is a community space and guests shall respect others and volunteers.
- No verbal abuse is tolerated at *Ir-Refettorju* and guests will be asked to leave if such occurrences will occur. In cases of physical and/or sexual abuse or violent behaviour it is to be reported directly to Security and Police. In all of these cases Shift Leaders are to take note of the incident and if possible XXXXXXXXXXXXX
- **IMPORTANT:** No inappropriate behaviour is allowed by either guests or volunteers.

Upon Arrival

- Get keys (refettorju, store, toilet) from Security and sign (keys are to be returned to Security at the end of Shift).
- Check food instructions and prepare food accordingly.
- Switch oven on at appropriate temperature.
- Make sure the toilet (**F**) and outside areas (**A & D**) are clean.
- Set up tables with cutlery and glasses, and make sure that salt and pepper cruets are filled.
- Make sure that all the necessary equipment is in place and that everything is prepared for when the guests arrive.
- Prepare water jugs and serve to guests when they sit down.
- Guests might arrive early. They will be allowed in at the opening time. It is important that they are invited to wait outside and ensure as much as possible that behaviour outside is acceptable.

Welcoming Guests

Everyone is welcome to eat at the Refettorju: rich or poor, Maltese or foreigner, young or old. Nothing comes for free and it cannot be expected that this is a free service. It is intended to create community and not simply to feed. Every meal (generally a 3-course meal) is offered against a minimum donation of €3. We understand that some guests might not have the means to pay and therefore a voucher system is being put in place where every voucher will be valid for 2 covers (see below). We believe that this will encourage those who have the financial means and would still cherish a healthy meal in company to be part of the **Refettorju** community.

The welcoming team will be responsible for welcoming guests. Whilst waiting in area D or E they will be going through this procedure:

- Guests can either:
 - a. Give a minimum donation of €3 per cover, or
 - b. Present a voucher. Vouchers are not a free-for-all token. Parish priests and professionals would have assessed them and guaranteed the need.
 - c. If guests (coming for the first time) are not willing/capable to give a donation they may still receive a packet of vouchers (their details should be recorded, see Appendix 1) and asked whether they consent to be referred to professionals for an assessment to take place or if they have a social professional assisting them to give us consent to contact them. In these cases the form in Appendix 2 is to be filled and placed in the letterbox in the Store (G).
 - d. In the eventuality that someone objects to be referred and does not have vouchers he/she will be asked to leave. One must try and understand the particular situations and in case of difficulty refer to the S.L. who will deal with the situation.
 - e. All these steps need to be done with great gentleness and making sure that people are not exposed or feel ashamed of their particular situation.
- Vouchers and donations are to be collected and placed in an envelope. At the end of day these must be posted in the letterbox together with the referral forms and the list in Appendix 3.

During Service and House rules

General House Rules

- At the refectory a meal will be offered to the guests according to what is on offer on the day.
- A meal consists of a starter and a main course **or** a main course and desert - according to what is available on the day. Water is offered as a beverage with the meal. Tea and Coffee will also be offered after the meal.
- Once a guest has his/her meal they will be thanked for the day and invited to leave the table for waiting guests if the need arises.
- Last guests will be welcomed 30 minutes prior to closure time.
- It is imperative that guests are not given any material or financial assistance.

Eating area

- Volunteers assigned to the Eating area are to welcome and help the guests to a nice meal and a warm environment.
- Guests are to be greeted with a smile and courteously and asked whether they would like any water to drink and a bread basket. They will inform the guests what's being served today, after a few moments they start serving them.
- Make sure the water jugs are filled when empty. Water jugs are not to be on the tables when there is no one eating.
- Make sure to check on people and kindly how they are. One must definitely not push a conversation but don't be afraid to speak to the guests if they feel like it.
- Unless necessary they should refrain from going into the kitchen to avoid having the kitchen area cluttered. Plates, cutlery and food scraps are to be placed in the containers and on the trolley as indicated.

Kitchen area

- Only 2 persons are to stay in the kitchen due to safety reasons. No guests are allowed in the Kitchen area.
- They shall make sure that food is suitable to be served and plate the food.
- They should make sure to collect dirty plates, glasses, cutlery and food scraps from the trolley and .

Takeaways

- No Takeaway portions will be provided from *Ir-Refettorju*. Should guests speak to us about house bound persons who need food portions, we should refer them to solidarity meals services.
- If such persons who need food at home have a social worker we can give them the email info@loop.mt where **the social worker or community professional** will be able to submit a referral form for such clients.
- **SOLIDARITY MEALS IS A SERVICE PROVIDED TO CLIENTS OF COMMUNITY PROFESSIONALS WHO NEED COOKED FOOD AS PART OF A WIDER CARE PLAN.**
- **CLIENTS CANNOT SELF-REFER TO SOLIDARITY MEALS.**

Further assistance

- If a beneficiary requires further help, the S.L. is to refer the guest through the indicated online referral form migrants.mt/refer.
- In case of an emergency please contact the emergency number **112**.

After Service

- Shift leader is to lead a 15-20 minute meeting to go through the Service any suggestions or issues that may arise are to be forwarded to refettorju@loop.mt.
- Make sure that place is clean, including floor (tables and chairs are stacked on top of each other to permit better cleaning) toilet, kitchen equipment, plates and cutlery.

- Switch off the oven wall switch.
- Close premises making sure that light is switched off and hand over keys to security.
- Dispose of rubbish appropriately.
- The shift leader will write a short handover note to the shift *Refettorju Whatsapp Group* (that will include all shift leaders) and see that all is set for the following shift to take over.
- A referral to a social worker can be done via migrants.mt/refer

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Appendix 1: Vouchers distribution (SAMPLE)

Name	Surname	ID	No of Vouchers	Date	New Referral
John	Rossi	11190M	8	14/05/24	Y <input type="checkbox"/> N <input type="checkbox"/>
If the guest has already an active social professional assisting him/her please fill the details below					
Social Professional in charge / Parish Priest					
Name	Surname	Entity	Role	Contact	
Anton	D'Amato	Ghaxaq Parish	Parish Priest	79649785	

Appendix 2: Consent form for Referral (SAMPLE)

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Appendix 3: List of vouchers and donations (SAMPLE)

Date: ____/____/____

Name	Surname	ID	No of Guests	Voucher	Donation
John	Rossi	11190M		Y <input type="checkbox"/> N <input type="checkbox"/> <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/> <input type="checkbox"/>
				Y <input type="checkbox"/> N <input type="checkbox"/> <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/> <input type="checkbox"/>
				Y <input type="checkbox"/> N <input type="checkbox"/> <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/> <input type="checkbox"/>
				Y <input type="checkbox"/> N <input type="checkbox"/> <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/> <input type="checkbox"/>
				Y <input type="checkbox"/> N <input type="checkbox"/> <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/> <input type="checkbox"/>
				Y <input type="checkbox"/> N <input type="checkbox"/> <input type="checkbox"/>	Y <input type="checkbox"/> N <input type="checkbox"/> <input type="checkbox"/>

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