IR-REFETTORJU
TAL-KĊINA TA' MARTA

We strive to make our place welcoming for everyone.
We are there for our clients and for no one else.

Our core values

Confidentiality

- The identity, details and story of the persons we serve must never be shared outside our team.
- Photos must never be taken nor shared - privately or publicly - through social media.

Respect

- We treat all with dignity regardless of their appearance, characteristics, behaviour and background.
- We encourage each other to see and value the human person we serve.
- If a person requires further help, please speak to our leader so a referral can be made.

Positivity

- We welcome others by creating a safe and social space.
- Our smile, words and behaviour are there because we understand the suffering of the vulnerable.
- We listen to stories that the persons have to tell with honour and respect. By doing so, we are giving much more than the meals we serve.

Spirituality

- We honour the person's own inner journey and spiritual life, as they search for a commodity called 'home'.

IR-REFETTORJU
TAL-KĊINA TA' MARTA

Code of conduct

Behaviour on site

- Be kind and respectful to all (volunteers, clients and staff).
- We always communicate respectfully and calmly with others.
- Please do not argue about enforcing anything with a customer. Call leader for guidance.
- Refrain from sharing your political, religious, or medical opinion with guests and colleague volunteers.

Inappropriate behaviour

- We ask that you do not behave or use language that is discriminatory in any way. This includes comments or jokes (even within our team).
- No pressure for personal information or obligations from others.
- Please respect others' belongings, personal and work spaces.

Quality of work

- Always arrive 5 minutes before your time and sign in before you start. If you can't make it, please notify leader as early as possible.
- Limit your time onsite to scheduled times.
- Please stay on task. Once finished, report to our leader for the next task.
- Leave spaces tidy and clean before you leave. The leader will guide you.
- When areas are not in use, please switch off lights (including toilets) and equipment.

Personal safety

- Do not operate equipment for which you are not qualified.
- Please listen to your body and do what feels safe for you.
- Identify yourself by your first name only.
- Do not share personal information, give out cash, or offer rides to clients.
- Refrain from befriending our clients on socials.
- At the signs of any conflict or uncomfortable situation, please call leader. Do not attempt to manage the conflict yourself.

Food safety & hygiene

- Practice safe food handling. Wash hands before you start and frequently.
- Sanitize surfaces before and after tasks.
- Please stay at home if you feel unwell, have flu-like symptoms, a fever, or a cough.
- Only food supplied is to be served. Do not bring your own food or treats.
-

Dress code

- Please wear the apron/t-shirt provided. Come in closed shoes and clothing that is easy to move around in. Shoulders and chest should always be covered. Short leg clothing should be at least just above knees.
- Wear the provided apron/uniform at all times.
- No loose jewellery or items that could get caught while working.

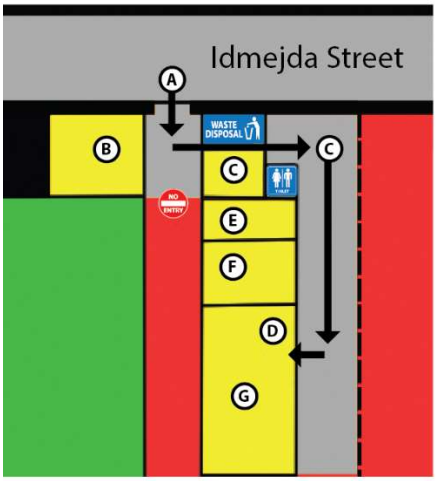
Smoking, drug and alcohol use

- No smoking, drinking alcohol or drug use on site.
- Vaping and smoking must be only next to the outdoor ashtray.

IR-REFETTORJU
TAL-KĊINA TA' MARTA

The area

The Refettorju is within the Migrants Commission's Balzan Welcoming Centre. The address is: 32, Idmejda Street, Ħal Balzan. Apart from being situated in a neighbourhood, the Centre is also a residence for around 30 people including children.



A – Entrance
B – Security Room
C – Waiting Areas
D – Registration
E – Store
F – Kitchen
G – Dining Area

Standard operating procedures

Before service

- 18:00 - Shift leader gets keys from security (key to be returned after service)
- Volunteers attending the day, please sign in on register in security room
- Ensure toilet and all areas are clean
- Set up tables, cutlery, glasses
- Ensure salt and pepper cruets are filled
- Prepare food for the day (check warming instructions)
- Switch oven to correct temperature (heat oven for 15mins before inserting food)
- Heat food according to the number of guests waiting

Welcoming guests 18:20

- Everyone is welcome
- 2 persons greet guests at gate and guide them to dining area (only)
- We will have four types of clients coming in:

Type of client	Action
1. Have card	♦ Scan card
2. Have card, but no credit	♦ Top up a card ♦ Scan card
3. Have money but no card	♦ Collect Euro4.00 ♦ Top up card ♦ Scan card ♦ "Give" card
4. Have none	♦ Charge a card ♦ Scan card ♦ "Give" card

- Above steps carried out in a gentle manner.
- Make sure that the person does not feel awkward in any case

During Service 18:30

- Recite the prayer
- Kitchen operated by 2 persons only. These need to be licenced.
- Volunteers assigned to serving are to welcome and help the guests to a cover
- With a smile, guests will be informed what's on the day's menu
- Serve water in jugs when guests are seated (not before)
- Serve food (a meal consists of a starter and a main course)
- Bread, desert and/or coffee may be offered, depending on availability (of time and/or resources)
- Servers may engage in private or group conversations in a pleasant way.
- Conversations to be kept generic, light and humourist. Steer away from serious, critical or frustration-venting topics.
- If required, offer take-away remaining portion of food
- Collect dirty plates, cutlery and glasses on trolley
- To avoid clients excess lingering, once meal has been consumed, they are thanked and invited to leave.
- Take-away service (of the whole meal) is not available. Please refer request to leader who will direct client to Kċina ta' Marta solidarity meals.
- Request for second helpings can be entertained if there is enough left over food.
- Last guest will be welcomed at 19:15

Further follow up

- Initially, let clients come and use our service with the least questions asked.
- Once we realise that a client has returned more than 3 times, the shift leader needs to be informed.
- The leader will ensure that that particular client is being followed up by a care professional.
- Again, if we notice that a client needs a follow up and/or be referred, we inform the shift leader.
- Referrals will be made by shift leader depending on the demographics of the client.

After Service 19:30

- Clean according to rotating tasks cleaning regime
- Transfer tomorrow's food from freezer to fridge (for defrosting)
- Volunteers discuss with shift leader (individually or in groups) any issues that arose during the particular session
- Shift leader forwards these comments to management
- Switch off oven, other equipment and lights
- Ensure that the oven and other equipment used is left clean
- Close/lock areas and bathroom
- Dispose of garbage appropriately
- 20:00 - Shift leader returns key to security