

SOUL CAFE FLOOR TEAM INFORMATION
more than a meal



FLOOR TEAM

INFORMATION & PROCEDURES

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ABOUT SOUL CAFÉ

Soul Café was established in August 2003 to serve hot meals free of charge to the highly disadvantaged of the Newcastle region. Many of whom are homeless, have mental illness, substance abuse issues or live in poverty.

Soul Cafe is a community program of Life Church Newcastle administered by LifeShapers Family Services which is a not-for-profit registered charity. Soul is not government funded and relies on food rescue, corporate sponsorship, community donations and fundraising.

Soul Café has become a “hot spot” for the homeless and disadvantaged where they know they can not only access a meal on site, but other essential services free of charge.

NEW FLOOR TEAM INFORMATION

On arrival notify your team leader that you are here and sign in, likewise as you leave. Lock up your possessions in the provided volunteer lockers. If you are unable to attend a shift, please notify us via the 'Deputy App'. *If you are unsure on how to use 'Deputy' – please refer to page 14 of this pack. You can also ask for assistance at Reception on Level 1.*

What to Wear and Where to Store Your Belongings

All Floor Team members to wear their Soul Café shirt, appropriate clothing (no short skirts or shorts) and non-slip shoes.

Upon arrival at Level 2 please take a locker key from the key rack located on the wall in the kitchen.

Sign in on the Volunteer Sign In / Sign Out register noting the number of the locker key you will be using.

Lock your personal items in your allocated locker and keep your locker key in your possession until you need it.

At the end of your shift, sign off on the Volunteer Sign In / Sign Out register.

Unlock your locker to retrieve your personal items.

RETURN the locker key to the key rack on the wall in the kitchen.

Floor Team Shift Times

Breakfast Shift: 7am – 9am

Lunchtime Shift: 10am to 2pm.

- 10am whole team meet on Level 2
- 10:20am Floor Team Briefing
- 10:30am to 1:20pm Guest Support
- 1:30pm team debrief

Floor Team Role

The role of the floor team is to chat and get to know the guests of the café. The purpose of this being to assist the guest to connect with services and support that may elevate their circumstances.

Questions that assist the floor team to connect with guests.

- A. I'm pretty new here. How long have you been coming to Soul?
- B. It's good to meet you. What was your name?
- C. Is there a favourite meal you can remember?
- D. What is it that brings you back to Soul?
- E. Would you mind telling me a bit of your story?

- F. How did you hear about Soul Café?
- G. Why did you come to Soul Café and is there anything you are dealing with that you would like some help with?
- H. Do you know about the Soul services that are available (see services listed on the table centrepiece)? Would you like help in connecting with any these services?

SERVICE INFORMATION

Staff and Services contact details are available on the 'Key Contacts' and 'Community and Attending Service Information Sheets'. These are available on Level 2, in the Team Leaders folder or can be accessed by going to reception on Level 1.

What services are on each shift are announced at the whole team meet (10am) and then again at the floor team briefing (10:20am) prior to the service period.

The process or steps for the floor team to connect guests to each service is detailed in the table below.

Level 2 Services

SERVICE	FLOOR TEAM ROLE
AMP EMPLOYMENT SERVICES Fortnightly service on a Tuesday / Level 2.	This service works in conjunction with Centrelink and they sit up in the sound desk with Luke from 12pm – 1pm. They assist persons on Centrelink payments to return to work.
BARBER Barber first Monday of the month, 11am to 1pm.	The floor team assist guests in accessing their turn at seeing the barber.
CENTRELINK Weekly service on a Tuesday / Level 2.	Luke sits at the sound desk from 12pm to 1pm. This is a drop in service there are no appointments. The role of the floor team is to let the guest know that Centrelink is in.
FOOD CARE PACKS Available daily on request.	
HEARING SCREENING Fortnightly service on a Monday /Level 2.	Jacqueline Robertson is available 11:30am – 12:30pm on Level 2 to speak with guests who are having difficulty with their hearing. The role of the floor team is to let guests know that she is in and introduce the guest to Jacqueline.
HYGIENE PRODUCTS Pink box located in female toilets (level 2). Monitored and maintained by Share the Dignity.	This box dispenses tampons and pads for guests. Please note that once an item is taken from the box it will take 10 minutes before it will dispense another item. If additional products are required, please refer the guest to Reception on Level 1.
JENNY'S PLACE This is a domestic violence refuge service. Fortnightly on a Monday.	The Jenny's Place staff sit at a table during the meal service. The role of the floor team is to connect women to this service by telling them about the service and introducing them to the Jenny's place staff.

LEGAL SERVICES / LEGAL AID	
Weekly service on a Wednesday / Level 2.	This service is positioned at a table that has a screened partition at the back of Level 2. This is a drop-in service there are no appointments. The role of the floor team is to let the guest know that Legal Services is in.
MY SUPPORTS	
Fortnightly service on a Wednesday /Level 2.	11am to 1pm. The purpose of this service is to assist guests who may be eligible for NDIS support.

Level 1 Services

If a floor team member is assisting a guest to access services on Level 1. they must **first check with the team leader if it is ok to leave the floor.** This is to ensure there is enough team available on the floor. **If the meal service is busy, ask the guest to wait or come back when it is a bit quieter.** Do not send the guest down for services if the procedure below requires a floor team member.

NOTE: Do not send a guest down to Level 1 that is intoxicated or who is showing signs of being highly agitated. Instead ask them to come back another day to access services. If you are not sure that you are able to do this ask your team leader for assistance.

SERVICE	FLOOR TEAM PROCESS
ACCOMMODATION / SWAGS	
Soul Café is not an accommodation service but seeks to assist guests in reconnecting to accommodation services / Level 1.	To access support for accommodation needs including SWAGS guests must complete an accommodation interview. The purpose of this is to find out the guests' accommodation story and assist them to reconnect with accommodation service providers that they may previously been part of. A SWAG is a last resort for accommodation and is only available on completion of an accommodation interview where all other options have been exhausted. The floor team member to accompany the guest down to Level 1. And participate in the accommodation interview along with the reception / admin team member. Note a SWAG cannot be issued until the guest is leaving the building.
CHANGING LANES MENTORING REFERRALS	
	Floor Team Member to fill out the mentoring form which is available on either Level 2 or 1 and then bring the guest and form to reception for processing. The referral will not be sent through until sign off by the Soul Mental Health Clinician.
HYGIENE PACKS	
Daily hygiene packs are available from reception / Level 1.	If it is the guests first visit to Soul and they are unsure of where to access reception accompany them down to Level 1.
LAUNDRY SERVICE FOR 'ROUGH SLEEPERS'	
Clothes can be dropped off Mon, Tues, Wed and picked up Thursday. If they are available sooner the guest will be contacted.	If the guest has not previously used the service, then a floor team member must accompany the guest down to Level 1. Take the guest to reception. At reception their details will be recorded, and they will be assisted to drop off their clothes. The guest is given a laundry bag number and pick up time ticket.

OPAL CARDS

Soul Café no longer offers Opal Cards to guests.

If guests ask for an Opal card, let them know that Soul is no longer providing them. Check whether guests have the appropriate Opal card for their circumstances (seniors or benefits cards) rather than the black Opal cards. Refer them to the Newcastle Service Centre (144 Parry Street, Newcastle West) to obtain the correct Opal card. They can also use the Centrelink computers to apply.

If there is an urgent need for transport (e.g. a Doctor's appointment) we can offer them a one-off bus fare depending on the distance to travel (\$2.50 to \$4.50). To access a one-off fare the guest must come to reception.

SMART Recovery / Narcotics Anonymous (NA) / Gamblers Anonymous (GA)

Guests do not have to register to attend any of these groups. There is no cost.

If guests arrive early for a program they will be asked to wait in the waiting room until the facilitator arrives. Guests are not permitted to attend programs if they are intoxicated.

SMART: Tuesdays at 1:30pm on Level 1.

GA: Wednesday at 1:30pm on Level 1.

NA: Tuesdays and Fridays at 6pm on Level 2. And Sunday at 12:30pm.

SOUL CHIROPRACTIC CLINIC

Weekly clinic on either Monday or Tuesday (alternating weeks) on Level 1. This clinic is managed by the Soul Mental Health Nurse.

This clinic is by appointment only. Appointments can be made on Level 1. Reception after referral by the Soul Mental Health Clinician.

SOUL MEDICAL CLINIC

Weekly 12pm – 1pm on either a Tuesday or a Wednesday on Level 1.

This is a drop-in clinic, there are no appointments. The floor team's role is to encourage guests to access this service. Guests who attend the Soul Clinic are eligible to have prescriptions paid for by Soul. **Note: Guests who are intoxicated are not eligible to attend this service and will need to return the following week.**

SOUL MENTAL HEALTH CLINICIAN

The clinician is present at Soul from Monday to Wednesday weekly. Appointments are made by the clinician and must not be offered to guests by other staff or volunteers.

If a floor team member identifies a guest that they think might benefit from connecting with the mental health clinician, they are to talk to the team leader about the situation. **Do not do this in front of the guest.** The team leader will refer to the mental health clinician who will determine if an appointment is appropriate. If a guest is at risk of self-harm, speak to the team leader immediately and ask for assistance. **Do not let the guest out of your sight or send them to another level without accompanying them.** The mental health clinician will determine if the mental health team need to be called.

SOUL PODIATRY CLINIC

Monthly clinic on Level 1.

This clinic is by appointment only. Appointments can be made on Level 1. The floor team member directs the guest to reception.

TELSTRA CARDS

This is a \$10 card for public phone box calls. These are available on Level 1.

If a guest requests a public phone box Telstra Card there is a form that must be completed. Forms are available on Level 1 & 2. On completion the form must be taken to Level 1 to pick up the card from the reception team.

SOUL PHONE / LOOKING UP THINGS ON THE INTERNET OR ASSISTANCE WITH LETTERS /FORMS

The Soul phone and reception services are available for guests on Level 1. from 10:30am through to 1pm.

If the guest is known to the team and does not have a history of becoming elevated in their behaviour, then they can go on their own to Level 1 and request the use of the phone or other reception support.

If the guest is not known to the team or has a known behavioural history of becoming agitated, then they are to be accompanied by a floor team member who stays with them until the guest leaves level 1.

WORK DEVELOPMENT ORDERS

This is a program that enables a guest to pay down State Debt fines. This is only available to guests who are part of the SMART Recovery program.

Explain to the guest the process they will need to complete to access a Work Development Order.

- A. Attend SMART Recovery for a minimum of 2 weeks
- B. Have a general check up with their GP or at the Soul Clinic informing their medical practioner that they are part of the SMART Recovery program and what health advice and assistance with their addiction.
- C. Attend an appointment with the Soul Café Mental Health Clinician who will make the referral for a Work Development Order.
- D. Complete an interview with the administration team including providing identification and penalty notice documentation.

The whole process is a 4 – 6 weeks one prior to having a WDO accepted by State Debt.

The Hunter Homeless Connect Day Booklet is another great resource for finding guest support services. The link to this is found on the Soul Café website.

FIRST AID / EMERGENCY ASSISTANCE AND MEDICATIONS

First Aid

If a guest, needs First Aid ask them to be seated (depending on their condition) and seek assistance from the Floor Team Leader (First Aid Officer). **Do not provide even minor First Aid if you are not qualified to do so.** There is the risk of infection from wounds such Hepatitis C.

On each shift there is a designated 'First Responder' who has a First Aid certificate and can provide minor First Aid such as a band aid for a minor cut. GLOVES MUST BE WORN. If there is no designated 'First Responder' then it is the Floor Team leader (First Aid Officer) or Mental Health Clinician who will provide minor First Aid.

If the condition is serious refer the guest immediately to the Team Leader. The floor team members role from that point is to stay with the guest and follow the direction of the team leader until professional medical help arrives. Encourage guests who are feeling generally unwell (but not an emergency) to attend the Soul Clinic.

Medication

Soul Cafe Does Not Provide 'Panadol' Or Any Type of Pain Relief Medication to Guests.

Medication prescribed by the Soul Clinic are paid for by Soul. If a guest has prescriptions that are not from the Soul Clinic and are seeking assistance to have them filled, they can be referred to the Soul Mental Health clinician who will make the decision on what scripts can be paid for by Soul.

Emergency Assistance

If a person collapses at Soul Café call for help from the other team members and follow DRSABCD (see St John Fact Sheet)

- a) First responder or Team Leader checks for breathing.

Check breathing by tilting their head back and looking and feeling for breaths. When a person is unresponsive, their muscles relax and their tongue can block their airway so they can no longer breathe. Tilting their head back opens the airway by pulling the tongue forward. If they are not breathing, their chest and stomach will not be moving and you will not hear or feel their breaths. <https://youtu.be/N5LMOMsGq0s>

- b) **Team leader or designated person calls 000.**
- c) If breathing but not responding place in recovery position.
- d) If not breathing commence chest compressions. Push firmly downwards in the middle of the chest and then release. Continue to push in this way at a regular rate until help arrives. Chest compressions keep blood pumping around their body helping to keep the vital organs, including the brain, alive. <https://youtu.be/6Gj8ohfBUEs>
- e) There is a debibrillator on the back wall of the café. Attach the defibrillator and follow the voice prompts.

DRSABCD



IN AN EMERGENCY CALL **TRIPLE ZERO (000)** FOR AN AMBULANCE

D

Dangers?

Ensure the area is safe for yourself, others and the patient.



R

Responsive?

Check for a response: ask name, squeeze shoulders.

No response? Send for help.

Response? Make comfortable and monitor response.



S

Send for help

Call triple zero (000) for an ambulance or ask another person to make the call.



A

Open Airway

Open the mouth and check the airway for foreign material.

Foreign material? Place in the recovery position and clear the airway.

No foreign material? Leave in position.

Open the airway by tilting the head back with a chin lift.



B

Normal Breathing?

Check for breathing: look, listen, feel for 10 seconds.

Not normal breathing? Ensure an ambulance has been called; start CPR.

Normal breathing? Place in the recovery position and monitor breathing.



C

Start CPR

30 chest compressions : 2 breaths.

Continue CPR until help arrives or the patient starts breathing.



D

Attach defibrillator (AED)

and follow the voice prompts.



<https://stjohn.org.au/assets/uploads/fact%20sheets/english/DRSABCD%20Action%20Plan.pdf>

INTOXICATED GUESTS

Soul Guest management Plan Policy: 'Intoxicated Guests' – p.6-7.

If a guest is demonstrating unreasonable signs of intoxication these persons are to be managed by Floor Team Manager along with other Floor Team members. The aim is to provide a safe environment for the person and ensure they remain free from injury and to ensure the safety of one's self, other guests and workers.

Strategies for Dealing with Intoxicated Guests

A floor team member is to remain with a guest who is demonstrating intoxication behaviors that are becoming unreasonable, threatening or aggressive behavior until they leave.

- A. Hydrate them to help with nausea.
- B. Feed them as soon as possible.
- C. Accompany them from the café to street level as soon as possible.
- D. The guest is not able to access other Soul Services such as the Medical Clinic due to intoxication.
- E. If the floor team is uncertain about the level of intoxication and how to manage the guest, they are to seek the assistance of the Floor Team Manager and Mental Health Nurse.
- F. If the guest behavior elevates follow the **Soul Café Floor Team Response to Threat Plan**.

AGGRESSIVE BEHAVIOURS

Soul Guest management Plan Policy: p.4-6

Strategies for Individuals Responding to Aggressive Behaviour

Strategies for staff to deal with threats and/or aggressive behaviour include:

- A. Continually assess the possibility of the situation becoming violent – are the signs abating or
- B. becoming worse?
- C. You may need to walk away – find an excuse to do this (eg check if there is a take away meal for
- D. the guest)
- E. Take a step back to create space if you see signs of physical aggression
- F. Maintain normal eye contact – deliberate eye-balling can seem very aggressive
- G. Provide alternatives to the aggression by making it clear that their aggression will not achieve their
- H. goal (eg go for a walk and come back, have a cup of tea and then talk more)
- I. Maintain non-confrontational body language – nodding and turning your ear toward the speaker
- J. are appropriate signs that you are listening and not playing for power.
- K. Keep your hands in front of you at waist level.
- L. Get something between you and them – a table or seat
- M. Do not attempt to physically restrain any person or to physically intervene between other people
- N. who are behaving aggressively toward each other
- O. Withdraw earlier rather than later and offer another time to talk
- P. Don't be a hero
- Q. Seek support from the Floor Team Manager and / or other Floor Team workers

If a guest shows signs of aggression and there is a risk of violence either between guests or a guest and a volunteer / staff member consider the following contributing factors that increase the risk of escalation.

- Intoxicated guests
- Guests who have a history of Assault behaviours
- A guest who is not known
- Standing and refusing to settle or be seated.
- Items that can be used as weapons such as cutlery and chairs
- Other guests become involved in altercation

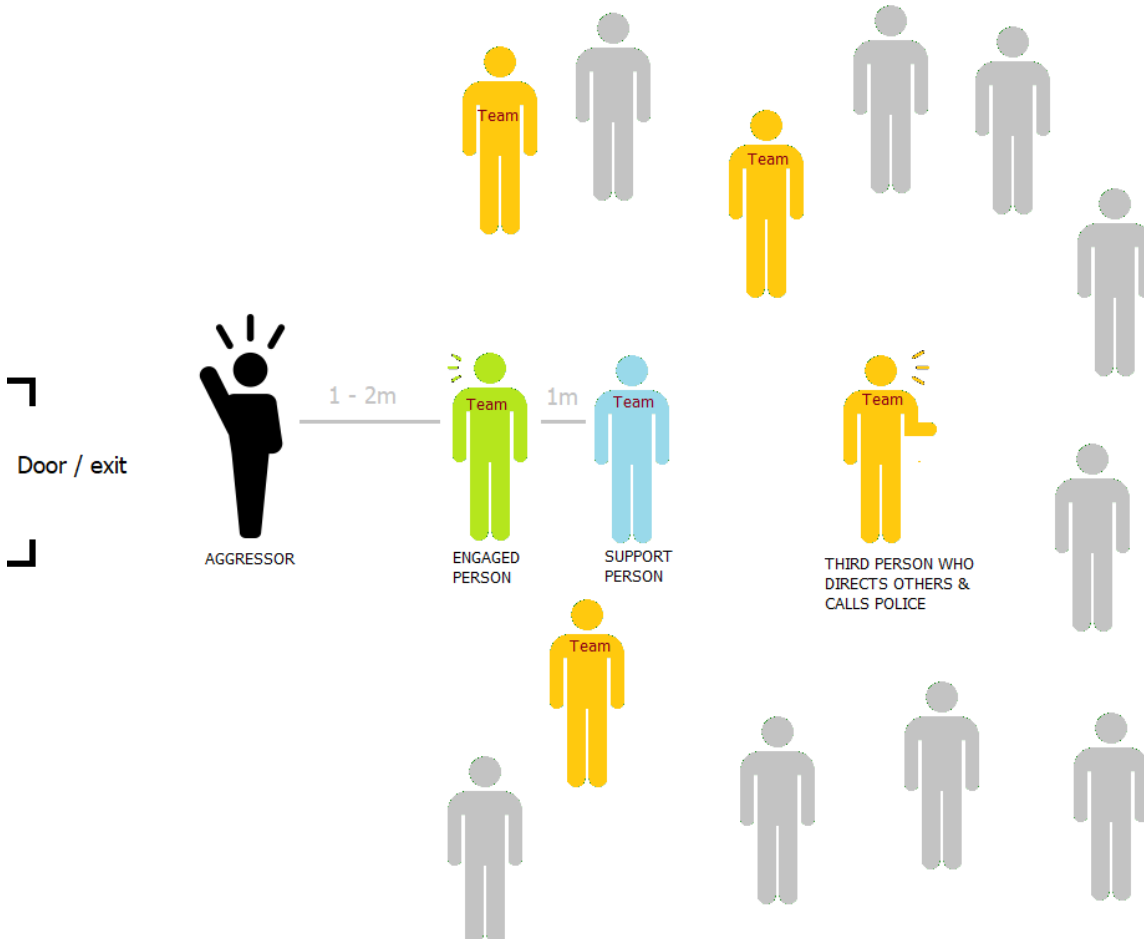
If these exist, then action the 'Team Threat Response Plan'.

Team Threat Response Plan

One team member engages with the guest attempting to verbally calm the situation. This is done standing 1 – 2m away. This distance is to be maintained if the guest moves around. Do not stand between guests. Do not stand between the guest and the exit. Do not touch the guest.

A second team member stands a meter behind the first team member who is engaged with the guest. The role of this person is to have the back of the engaged team member.

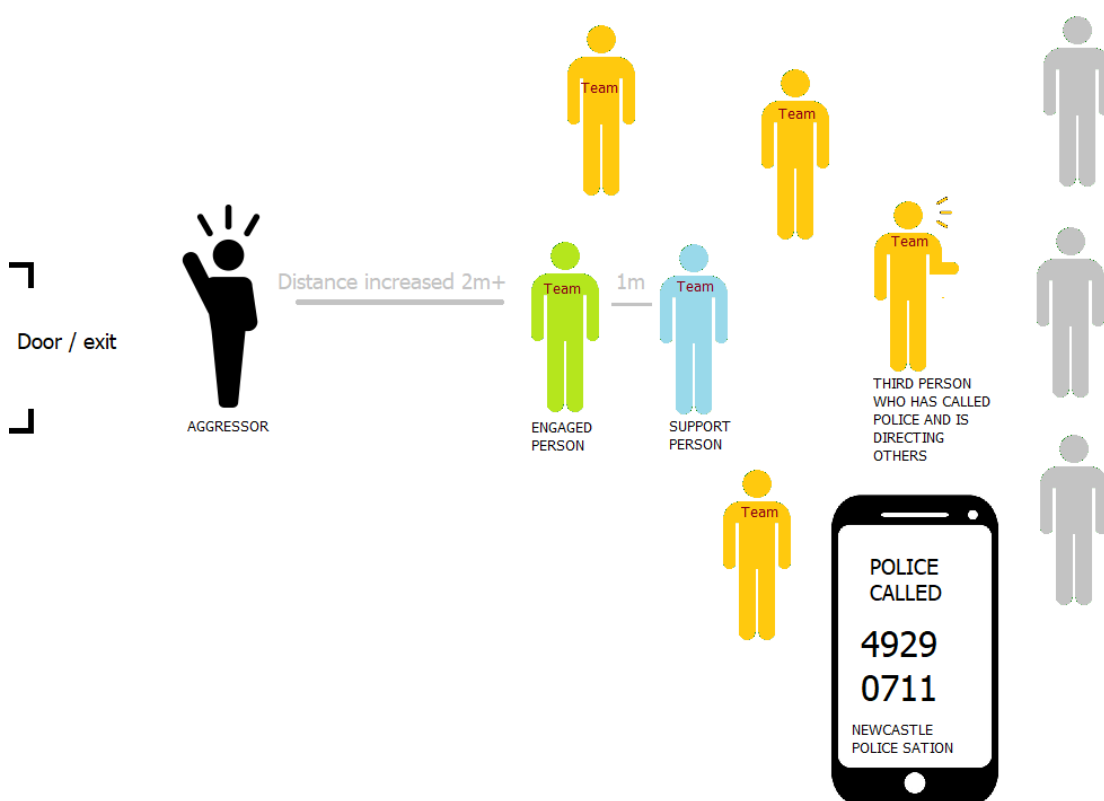
A third team member directs other activities, moving others away, moving objects that could be weapons away and calling the police if directed.



If the guest elevates to violence for example persisting and increasing threats of physical violence or throwing or hitting property (food / cutlery on the floor). Then the team response to the imminent threat of violence is as follows.

Team Response to Imminent Threat of Violence

Let the guest know that it is time to leave and that the police are being called. Move back from the guest a step or two further and minimise further verbal engagement and where possible silence. The team is now waiting at a safe distance for the person to leave or police to arrive. The call is placed by the third person in the team. This ensures a call or message is sent to the other level of the building to let them know an incident is taking place. The remaining volunteers continue duties as per normal at a safe distance, reassuring guests.



If the guest elevates to a person has been assaulted.

Team Response to Assault

A second call is placed by the third person to police stating that an assault has taken place. The street door is locked to prevent further guests entering. Two team members remain down at the ground level floor to ensure police can enter and evacuating individuals can leave. If the incident is on Level 2 then Food service is closed, and guests asked to leave after they have finished their meal.

If the incident is on Level 2 then Level 1 door is closed.

Managing Guests in the Stairwell and Landing Areas

The lift, stair landings and stairs are areas of high risk when managing a guest with threatening behaviours. There is a risk of falling or being pushed. Do not under any circumstances enter the lift with a threatening or aggressive guest. If a guest is in the lift use the stair well or wait for the next lift. Guests demonstrating threatening behaviours ARE NOT TO BE ENGAGED ON THE LANDING OR STAIRWELL.

Move back into the café area and if possible close the door. If you are below the guest on the stairwell exit down at a safe distance to observe. Do not engage with a guest on the stairwell. Move up or down the stairwell at a safe distance depending on the movement of the guest. Follow other steps of the 'TEAM RESPONSE TO THREAT' from a safe distance. Alert teams on the other level to close their door.

CONFIDENTIALITY CODE OF CONDUCT SOUL

All soul café employees are required to keep information about the persons that access soul café services confidential. Aside from special circumstances, privacy laws covering access to patient records are confidential and shared only for the purpose of providing care.

Soul Café staff and volunteers must disclose personal information in special situations as required by the law. These include where the law requires that a report is made to a government agency, such as in the case of suspected child abuse, or to notify infectious diseases. It is necessary to prevent or lessen a serious and imminent threat to a person's health or welfare. There is evidence that an offence may have been committed, and the disclosure is necessary to the functions of a law enforcement agency. It is necessary to find a missing person or a court order such as a warrant or subpoena is issued.

Never give out your personal details including phone number to guests.
Never give out the personal details of others accessed through your role at Soul Cafe

CHILD SAFE ORGANISATION

Soul Café provides meals to the public and support services for disadvantaged adults. It does not provide direct child services. At times vulnerable families attend the café making child safe policies and practices a priority for staff and volunteers.

Statement of Commitment

Soul Café is committed to the physical, mental and spiritual health of its members, staff, volunteers and all persons who belong to or participate in its programs. Soul Café want children and young people who attend the café to have a safe and happy experience. We support and respect children, young people, staff, volunteers and students.

Child Safe Practises

- 2) Two adults always present with children (under 16years).
- 3) No Children unaccompanied by their parent or guardian in the toilet areas.
- 4) Be aware of child safety if you are concerned about a child report your concern to the Team Leader.

Code of Conduct

Everyone participating in Life Church & Soul Café Programs including staff, volunteers, children, parents and visitors must keep to the following codes of behaviour:

DO - Treat everyone with respect and honesty (this includes staff, volunteers, students, children, young people and parents).

DO - Remember to be a positive role model to kids in all your conduct with them.

DO - Set clear boundaries about appropriate behaviour between yourself and the kids in your organisation. Boundaries help everyone to carry out their roles well.

DO - Follow organisational policy and guidelines for the safety of children as outlined in our Child-safe Policy.

DO - Always have another adult present or in sight when minors are present.

DO - Record and act on serious complaints of abuse.

DON'T - Develop any 'special' relationships with children that could be seen as favouritism such as the offering of gifts or special treatment.

DON'T - Do things of a personal nature that a child can do for themselves, such as going to the toilet or changing clothes

BULLYING, HARRASSMENT OR DISCRIMINATION

Bullying, harassment, discrimination and violence of any form will not be tolerated at Soul Café. The Soul Management Team undertakes to investigate all complaints formally made and will act to resolve the complaint. See the *WH & S Management Plan*.

If the complaint is found to be valid, action may include any combination of the following,

- Asking for an apology
- Creating an agreement with the offender that will stop the behaviour of concern
- Conciliation/mediation conducted by an independent/impartial third party to seek a mutually acceptable solution
- Disciplinary action in the form of verbal, written or final warning or dismissal
- All violence will be reported to the police.

In determining the action to be taken, the following factors will be considered; severity and frequency of the behaviour and whether there have been previous incidents or prior warnings

SELF CARE

Dealing with people who are very demanding, abusive aggressive and/or violent can be extremely stressful and, at times, distressing or even frightening. It is perfectly normal to get upset or experience stress when dealing with difficult situations. Everyone reacts differently to stressful events. Stress can be cumulative, often resulting in a strong reaction to a minor event which forms part of a chain of stressful events.

Signs of Stress

Physical signs such as shock, nausea or fainting immediately after an event, or long term aches, pains and fatigue

Emotional responses such as anger, fear or depression – this is often reflected by crying or feeling tearful.

Difficulty in thinking clearly, making decisions or concentrating on the job.

Behavioural changes such as increased irritability, withdrawing from people, insomnia, nightmares.

Resorting to alcohol (or medications or drugs) more frequently or in greater quantities.

EAP

The purpose of the Floor Team briefing and debriefing meetings each shift is to assist you with any stress you might be experiencing. As a volunteer you are eligible to Soul Employee Assistance Program that includes assistance with getting an independent mental health plan and appropriate counselling assistance.

Hygiene

Guests of the cafe face many challenges including infectious diseases. It is important that prior to your shift and at the end of the shift you follow recommended handwashing procedures. These are available on the Soul Café website under 'Volunteer Resources'.

EVACUATION

EMERGENCY EVACUATION

IN CASE OF EMERGENCY:

Remain Calm and Don't Panic.

Follow the direction of the Fire Warden and your Team Leader

R – Rescue and relocate anyone in immediate danger

A – Alert Fire Warden / Team Leader

C – Call 000 Fire (Ensure the emergency services have been notified)

E - Evacuate Immediately (if needed) STAIRS ONLY THROUGH FIRE EXIT DOORS to the assembly point on Hunter St directly opposite the Westpac building.

The Fire Warden will alert and ensure the following:

Responsible to ensure everyone is out of danger

Ensure emergency services have been notified

Direct volunteers to put out fire if this can be done safely

Check all areas are evacuated and collect sign in and out register

Runner to notify staff on the other two levels of the building

Evacuate and meet at Assembly Point at Lock Up

ASSEMBLY POINT LOCATION:

Across Hunter Street in front of the 'Lock Up'

Remain at assembly point until emergency crews arrive and your name is checked off.

All Team Leaders to Report to the Fire Warden and notify emergency services of any people unaccounted for once safely at Assembly Point

FIRE WARDEN Level 2: SUE PROSSER 0410 586 543

FIRE WARDEN Level 1: 4927 0736

DEPUTY ROSTERING SYSTEM

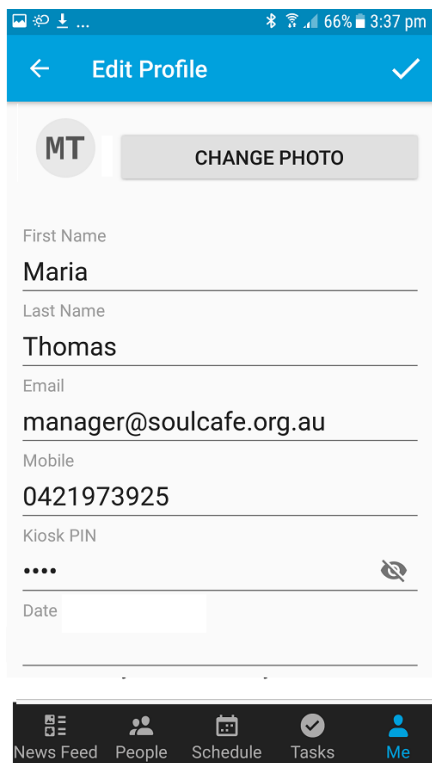


GETTING STARTED WITH DEPUTY

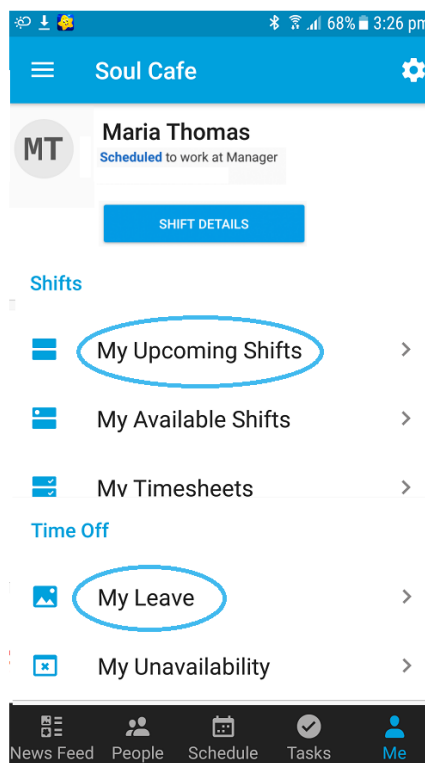
Soul uses the Deputy rostering system for all our volunteers. Once you've completed your trial shift and your induction paperwork you will be added to Deputy. Once you've been added, you'll receive an email invitation from Deputy (please check your junk mail folder if you do not receive this). Please click the link in the email to accept the invitation to join Deputy, this will take you to the Deputy website. Once you have accepted the invite, you'll get another email with your password. Don't delete this email, it might come in handy in future. We encourage our volunteers to use the Deputy app for mobile phones. You can find the Deputy mobile app in the App Store (for iPhones) or Google Play Store (for android phones).

USING THE DEPUTY MOBILE APP

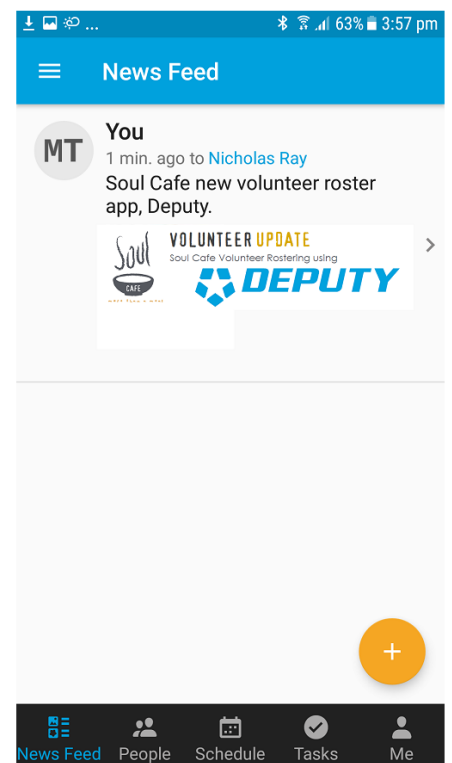
- Your 'Me' screen shows you all upcoming shifts
- You can add / update your profile details at any time
- You can also advise us of any dates that you are on leave
- See notifications and keep up with the latest on the 'News Feed'



update your details



check your shifts & notify leave



notifications & all the latest from Soul..

If you have any difficulty loading up or using 'Deputy' give our rostering officer a call on 4926 1758 or email admin@soulcafe.org.au

PART A: HAZARD/INJURY/INCIDENT REPORT (to be completed by the involved worker or manager)

What type of report is this (select or circle the type)? HAZARD INJURY INCIDENT

Is this a 'Notifiable Incident' (select or circle)? YES NO *A notifiable incident means: the death of a person, or a serious injury or illness, or a dangerous incident.*

DETAILS OF THE PERSON MAKING THE REPORT

SURNAME:		GIVEN NAME:	
POSITION:		DOB:	
MOBILE:		EMAIL:	

WITNESS / OTHER PARTIES INVOLVED - DETAILS

SURNAME:		GIVEN NAME:	
POSITION:		CONTACT DETAILS:	
SURNAME:		GIVEN NAME:	
POSITION:		CONTACT DETAILS:	

DETAILS OF INCIDENT

DATE OF INCIDENT:		TIME OF INCIDENT:	
LOCATION OF INCIDENT:			
NAME OF PERSON INJURED <i>If applicable</i>			
NATURE OF INJURY <i>If applicable</i>			
PART OF BODY INJURED			

DESCRIPTION OF INCIDENT

DESCRIBE EXACTLY WHAT OCCURRED AND ANY CONTRIBUTING FACTORS (If more space is needed please use the back of this sheet):

Treatment Outcome (circle)	Nil Required	First Aid	Medical GP	Hospital

Signature of Person Making the Report	
Date of the Report	
Signature of Team Leader	

PART B: HAZARD/INJURY/INCIDENT REPORT CORRECTIVE ACTIONS

To be completed by the Office Manager

WHAT NEEDS TO HAPPEN to ensure that similar incidents do not occur in the future or to minimise the risk?	BY WHEN	PERSON RESPONSIBLE

PART C: HAZARD/INJURY/INCIDENT REPORT SIGN OFF *(to be completed by the Office Manager)*

Signature of Office Manager	
Date Closed	

FLOOR TEAM INDUCTION

I have been shown where to sign on and off when leaving and entering the building.	
I understand I must alert the Floor Manager or Team Leader on arrival.	
I have been shown the location of exits	
I have been shown the location of the toilets	
I have been shown the location of fire extinguishers	
I have been provided a copy of the 'Emergency Evacuation Plan'	
I have been provided a copy of the Floor Team Information and Procedures.	
I understand that in the case of an emergency I am to follow the direction of the Team Leader.	
I understand that if there is an incident, I am to notify the Team Leader and Complete a 'Soul Café Incident Form'	
I am aware that the Soul Café Policies and Procedures and Incident Forms are available on the Soul Café website under 'Volunteer Resources'.	
I have been shown the location of the First Aid Kit/s	
I have been shown the location of the Defibrillator	
I understand that Soul Café is a 'Child Safe Organisation'	
I understand all personnel are required to keep information about the persons that access Soul Café services confidential. As per the Soul Confidentiality Policy.	
I understand that I am not authorised to speak to the media on behalf of the Café.	
I understand that roster communication is via 'Deputy'	

NAME: _____

SIGNATURE: _____

INDUCTION DATE: _____