**[Insert school name and logo]**

**Volunteer welcome kit**

You probably have a lot of questions. Don’t worry, we are here to help.

“Why should I volunteer?”

There are many benefits to volunteering! You will make new friends,

you can improve or learn new skills for future employment, you will

definitely have a few laughs with a great bunch of people, and most

important of all, you will be doing something very worthwhile for your

school community. It is impossible to put a price on the value of the work that you do for us.

**THANK YOU**

Volunteer Welcome Kit produced by the WA School Canteen Association Inc.

Dear [insert the volunteer’s name],

Thank you for choosing to volunteer to help in our school canteen! The canteen relies on parent helpers and provides an important service to teachers and students by providing a healthy, affordable food service.

The Canteen Manager, [insert name here], will train you when you start and will introduce you to all the new faces. Volunteering in the canteen is a great way to meet other parents and the staff at our school, and your children just love to see their parent in the canteen!

To help you with all the information you will need to know we have prepared this orientation kit. It is not possible to digest all the information at once, so please take your time to read everything at your leisure and don’t be afraid to ask questions.

Included in this package is:

* general canteen information
* the canteen policy
* winter and summer menus with prices
* a general job description of duties that you may be asked to undertake
* contact phone numbers
* the volunteer roster, together with some blank roster forms
* an introduction to record keeping in the canteen
* food hygiene and safety information
* evacuation procedures
* map of the school grounds.

If you are unable to make a rostered day, please try to find a replacement yourself in the first instance from the list of helpers in this kit and let me know as soon as possible. Of course if you are unable to find a replacement I will gladly take care of it.

My telephone numbers are: [insert your contact details]

Home: ………………

School: ………………

Mobile: ………………

Email: ………………

Please don’t forget to ask if you need any help. We appreciate your help and hope you enjoy volunteering with us.

Thank you

**General canteen information**

Opening hours

Our canteen is open ....... days per week. We are open for business between the hours of ....... and ....... We would appreciate your help between the hours of ....... and ....... it is your choices when you would like to volunteer.

You are never obliged to be here at any given time, although it is very helpful (though not essential) if you are able to find someone to take your place should you be unable to make a shift.

Lunch and morning tea

Tea and coffee making facilities are at your disposal at any time during your shift and we would also like to offer you a complimentary lunch to the value of ....... [insert value]. You will need to note any food you eat in the wastage column of the daily tally sheet. Please order and pay for your child’s lunch in the same way as you would on any other day.

Valuables

All valuables to be placed in the manager’s office (note if the canteen does not have a separate office, valuables should be kept in a safe place away from food preparation). We suggest that you leave large amounts of cash and valuables at home during your shift.

Visiting children

WA regulations state that children are not permitted in canteens unless it is part of a supervised curriculum activity. If you wish to see your child during your shift we

request you remove your hat and apron and go outside the canteen to talk to them. They will take great pleasure in being served by you!

No smoking

Smoking is not permitted on any school premises or in a commercial kitchen.

Food safety & hygiene/ occupational health & safety.

This very important aspect of working in the canteen has been given its own section on page .......

Being allergy aware

We are an ‘allergy aware’ school. There are a number of students at the school with food allergy. Some of these allergies are serious and potentially life threatening. It is vital that you know and recognise these students and the procedures for serving them. Don’t worry, we will go over this together when you are rostered in the canteen.

Recipe cards and run sheets

Nobody can be expected to know exactly what to do the first few times they work in new surroundings. Therefore, we have put together recipe cards and run sheets. You will find a run sheet in this kit and all recipe cards are kept in ....... . Please refer to them as and when required.

**Contact numbers**

This is an up to date list of all the key contacts that you are likely to need. I will make sure that you are informed of any changes to this list as soon as I am aware of them.

[Insert current contact details.]

Principal

Deputy Principal

Front office

Registrar

School nurse

Kindy / Pre-primary

Library

Music Room

Art Room

Classrooms Y1 – Y12

Canteen manager

Canteen assistant (if applicable)

Cleaner/s

Gardener/s

**Canteen policy**

[Insert your canteen/food service policy]

**Volunteer roster**

As well as receiving a written note with your rostered dates, your name will appear in the weekly newsletter as a reminder. Ask your friends to join you on those days! We would love to meet them.

If you can’t make it on time, or at all, please try to find a replacement yourself in the

first instance from the list of helpers and let me know as soon as possible. If you are

unable to find a replacement, I will of course be happy to do this.

[Insert your volunteer roster for the current term. Ensure all contact details are correct.] Note: This is a good place to put some blank roster forms as well.

**Food safety & hygiene/occupational health & safety**

When you read through the sample canteen policy, you will have noticed the

sections “Food Safety & Hygiene” & “Occupational Health & Safety”. Please take the time to read through the following section carefully.

School canteens are classified by law as a food business. This is independent of

whether they are a ‘for pro t’ or ‘not for pro t’ organisation, run by volunteers or paid staff.

National food laws, called Food Safety Standards, are applied throughout Australia and provide the minimum requirements to handle food safely. As a volunteer, you must be able to demonstrate the skills and knowledge appropriate for preparing safe food. For this reason, if you have not already done so, you will be asked to undertake a very short training program, called FoodSafe Food Handler Training (or its equivalent), to enable you to work in the canteen. We are sure you will pass this very basic course with flying colours and you will certainly be helped along the way if you have any concerns.

For the moment however, please note the most important aspects:

* You must wear enclosed footwear. Any open-toed shoes, shoes with heels or thongs are not acceptable. Unfortunately we will have to ask you to leave if you arrive for a shift wearing inappropriate footwear as we are obligated by law to do so and we really do not want injury to occur
* Please wear neat casual clothing. Sleeveless tops are not permitted
* You must tie long hair back
* You must wear protective clothing at all times. A hat and/or hair net and apron will be supplied by the canteen
* Please note the following when coming in and out of the canteen
  + Remove your hair covering and apron BEFORE leaving the canteen
  + Upon return, you MUST wash your hands BEFORE you put your apron and hat back on
  + This is very important to avoid bringing outside contaminants into the canteen
* You must fill in the attendance register book. The canteen manager needs to know who is working in the canteen at any given time. Government Occupational Health & Safety regulations reinforce this by requiring that all canteen workers sign on and off their shifts. This register is important evidence should an insurance claim need to be made
* As mentioned in general canteen information and the canteen policy, children are not permitted in the canteen unless it is a part of a supervised curriculum activity. Therefore if your child wishes to visit you, you will need to go outside the canteen to do so.

Food safety and hygiene continued…

* If you are not a parent/primary carer of a child at the school, you will be asked to obtain a Working with Children Check card. The Working with Children Check (WWC Check) is a comprehensive criminal record check for certain people in child-related work. The WWC Check aims to increase the safety of children in our community by helping to prevent people who have a criminal history that indicates they may harm children.

You don’t have to wait for a WWC Card to start or continue volunteering in the canteen. You just need to keep your receipt and show it to your canteen manager. Your card should take between 3 - 12 weeks to come to you.

**Description of duties**

[Insert description of duties. You may choose to vary this for each volunteer.]

**Evacuation procedures**

The school has a set of evacuation and lock down policies and procedures in place that must be understood and followed. A full or partial evacuation may be necessary in the event of a fire, bomb scare, or other emergency. Reasons for a lockdown can include intruders, chemical spills on a large scale, toxic hazards and severe weather conditions.

Drills for full evacuation and lockdown can take place at any time. These will be under the direction of the Principal and Deputy Principal. If you are working in the canteen when a drill takes place, you will be asked to move to the nearest evacuation point by the canteen manager.

Please take the time to note your evacuation point on the map provided below.

[Insert your school’s evacuation procedure and a map of evacuation points.]

**Map of school**

From time to time you may be asked as part of your duties to go to different parts of the school. You may already be familiar with the layout of the school, but if you are not, here is a map of the grounds to help you in your travels!

[Insert map of your school.]

Thank you very much for taking time

out of your busy day to read through

[insert school name] canteen’s

Volunteer welcome kit

We are really looking forward to working

with you in the canteen!