**HARC training 14th Dec 2021 on Zoom 7:30-9:00**

**-recorded for those who can’t attend**

**All volunteers were asked to watch video tour of Victoria Hall, read through the 2021 handbook and look at the risk assessment before attending the Zoom session. If you have not had a look yet, please do so. All files are on the** [**training page**](https://www.harcsheffield.org.uk/training) **of the website**

* The main part of evening was to answer any questions that have arisen from handbook, video and risk assessment; discuss the new tasks during shifts.

The following points are in no particular order-sorry if there is any repetition.

* Please make sure that you have made a note of the dates and times of your shifts. If you are not sure please go to 3 rings, and check. We suggest that you do this early rather than leaving it till the last minute (and then forgetting your password-Liz will always be able to help you out with this-but NOT at the last minute!)
* Car parking-details of how to get discounted car parking will be sent in an email
* Travel expenses-volunteers can always claim travel expenses. Please speak to the Project Lead who will give you a form for claiming this.
* Mask wearing-Masks must be worn at all times if possible. These are the rules of Victoria Hall and we will be complying with this. Guests will be asked to wear masks when they use the toilet or see people providing other services. Masks will be available on the table at the main entrance.
* It is very important the you call the HARC mobile if you can’t attend your shift-we have reserves ready to step in.
* Wear warm/waterproof clothes as you will be spending some of the time outside depending on the tasks you do. If you look at the description of the tasks in the handbook, you will see whether the task requires you to be inside or outside.
* Come to the George St entrance and ring the bell to get in. There is a video phone in the Lower Hall and someone will let you in from there.
* Coats and bags can be left in the Shift Room (Choir Room) on the first floor. Please DO NOT bring any valuable items. Only 6 people will be allowed in this room at one time. Project Leads will have a base with a computer here.
* Shift briefings will be held 8:15-8:30 and 11:15-11:30. Please make sure that you arrive on time (but not too early). The shift briefing is an important part of the day. We are sorry but those kitchen volunteers that are coming in at 9:30 will miss the early morning briefing. Ellie has said that she will make sure that these volunteers are told everything they need to know.
* Shift briefings will be held in the Lower Hall for safety reasons (it is large and well-ventilated)
* Reserves should be available until 9:00 for the early morning shift and 12:00 for the late morning shift. After that time it is very unlikely that you will be called so you can “stand down”.
* Guests coming inside the building-Guests will only be allowed into the building to use the toilet (on a one in one out basis) and for emergencies.
* Other services-We are hoping to have podiatrists, hairdressers, and maybe also housing services. The days and time when these services will be available will be shown on the plan for the day and the Shift Lead will let you know during the briefing. Please ask at this time if you are interested.
* Defer to Project Lead to make decisions about the project (e.g. which guests can come inside) A list needs to be kept of who is coming inside for toilet and the times in and out. A clipboard and paper and pen will be on the table for this purpose
* We are expecting around 50-60 guests-similar number to Sunday Centre-we will serve more food than this!
* Litter picking and clearing up will be a part of one task -especially important as takeaway boxes and cutlery will be used
* Clothes store. Coats, hats, gloves, socks and pants only due to lack of storage space. We will look into expanding this if we are “back to normal service” next year.
* Toiletries are always useful, especially the single use size bottles. These items can be brought with you to your shift.
* We will be using Victoria Hall for the foreseeable future. Refurbishment of Archer Project will mean that there will be no hall suitable for us to run HARC!
* Project Leads will sort out emergency accommodation
* We need to be very aware of the impact of our project on our neighbours, primarily the Curzon cinema. JR will be visiting the week before Xmas to introduce us and reassure that we will be managing our guests and litter.
* Donations.
  + Food-At discretion of shift lead. Should only accept food that can easily be consumed during the project e.g. biscuits, fruit etc. Politely refuse other food telling people that we have full menu planned.
  + Cash-Shift Lead to take charge making note of amount and contact details for thanks.
  + Clothes-at discretion of shift lead. Only clean coats and new items. We will not have anywhere to store items at the end of the project and will have to dispose of them. Some sleeping bags may be useful. Please bring any with you to the project or on setting up day (23rd Dec 10-12)
* FOOD. Menu has been carefully planned and is similar to last year. We have looked at what worked and what didn’t and adapted it accordingly. Hot breakfast sandwich, hot lunch takeaway tea. Ellie is familiar with the kitchen through working for Sunday Centre and will be in charge of the kitchen on all days. Hot drinks will be available all day. The menu will be written on a white board so that our guests know what they have to look forward to that day.
* Support is available for volunteers. Any problems should be taken straight to Shift Lead (red arm band) who will then defer to the Project Lead. We must also remember that it is a new venue for the Project Leads too.
* Kitchen volunteers have the opportunity to access basic food hygiene training (level 1). We have the licence left for 3 training places. If anyone is interested, please contact Liz Grasso at the HARC email address.
* Most importantly, we hope you enjoy your time at the project: keep warm, stay safe, have fun, muck in and eat chocolate!!!!
* Please note again:
  + Make sure that you have made a note of the dates and times of your shifts. If you are not sure please go to 3 rings early and check rather than leaving it till the last minute (and forgetting your password!)
  + Please call the HARC mobile if you can’t attend your shift-we will contact reserves.

If there are any other questions that you would like answered please get in touch.

Thanks to all those that attended on the 14th.

Julie Roberts

(15/12/21)