



Serving the Homeless and Vulnerable in Newbury

Volunteer Handbook

Issued July 2017

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Welcome to Loose Ends - a Drop in Centre providing food, clothes, bedding and friendly support.

We would like to extend a warm welcome to you and thank you for choosing to support **Loose Ends** and its clients.

We hope you will enjoy helping and supporting others and making a difference where it counts. Thank you for becoming a part of this life-changing experience - and not just in the lives of our clients.

Aim of Loose Ends

Loose Ends is a Drop in Centre for the homeless and vulnerable of Newbury and surrounding area and for those passing through Newbury. We provide food, clothing, bedding and friendly support. Our clients are often homeless or 'sofa surfing', may have addictions or mental illness or are on low incomes and struggling to make ends meet. Our service is run solely by volunteers from local churches and the local community.

Our main function is the preparation and serving of meals, but we also give out tins of food to take away and issue clothes, bedding and toiletries to those who need them. Volunteers cook breakfasts and lunches, serve meals, and wash up.

We all embrace the Christian principles of showing love and acceptance to all.

History of Loose Ends

Loose Ends first opened its doors in May 1990 through the vision and hard work of Richard Westall. Richard saw the need for support for homeless people and shared their experience by sleeping rough on the streets himself. He raised the initial start-up funding and donations and, through the support of Newbury Baptist Church, opened a non-residential drop in centre at Morton Hall for a one year trial period. It originally met on Wednesdays and, later that year, **Loose Ends** began opening on Sundays too. In 2004, Friday sessions began, then in 2012 a Monday soup kitchen and, in 2013, a Tuesday lunch. Richard and his wife, Wendy, still work for and support **Loose Ends** and we still meet at Morton Hall.

Loose Ends is supported by some sixty volunteers and funded by churches in Newbury, and by donations from individuals, businesses and charities including West Berkshire Food Bank and from Harvest Festivals. We operate under a constitution which may be viewed on the website.

Introduction to session volunteering

This handbook has been written to give advice and guidance to volunteers on their roles and responsibilities when working at **Loose Ends**. It also contains guidance on the standards and conduct expected and our rules and procedures.

You should take time to familiarise yourself with the contents of this handbook. If you require any further information or are unclear about any matter, please speak to the session supervisor.

New volunteers are invited to attend two induction sessions through the recruitment email.

They shadow volunteers and see all the roles involved in running the session. After that volunteers respond directly to the rota emails

How the Session Rota Works

- The rota manager circulates volunteers on the 1st of the preceding month to ask for availability for the new month. Volunteers should reply by 10th of the month and keep their dates free until 15th, when the initial rota will be issued. If the rota is not filled on the first iteration, further updates will be sent out on Fridays.
- Urgent staffing situations will be communicated to volunteers by separate email without a full copy of the rota and with the critical date/day mentioned in the title.
- Wherever possible consideration will be given to volunteers who need to travel together or wish to be on the same session as each other.
- In allocating volunteers to sessions the wishes of the volunteers will be considered along with the need to ensure all volunteers have access to sessions so that they can all participate. The rota manager will endeavour to give all volunteers at least one session a month; some volunteers may be able to offer more.
- If anyone unfortunately has to withdraw from a session they are scheduled to be at within 7 days of the session they are requested to inform both the rota manager and the session supervisor.
- For a session to run we need a supervisor and four volunteers. A session may be cancelled if there are too few volunteers – but this happens very rarely and volunteers will be advised in advance..
- The supervisor's phone numbers are shown on the rota and it is helpful if volunteers can contact the supervisor by phone or email if they are unable to make a shift at short notice.

Training

We offer training to help you in your role. This is to ensure that you are safe and that sessions run smoothly with as little variation as possible. You will be expected to attend four courses:

- Food Hygiene: –a mandatory requirement from West Berks Council so that we comply with Food Hygiene regulations
- First Aid
- Behaviour Management
- Drug and Alcohol Awareness

You will also be given training on a one-to-one basis with an experienced member of staff who will be able to answer any questions you may have. We also hope that this handbook will be useful to you and help you in your role.

Session Opening Times

Monday	12.30-1.30 pm	Lunch
Tuesday	12.30-1.30 pm	Lunch
Wednesday	9.30-11.00 am	Breakfast
Friday	9.30-11.00 am	Breakfast
Sunday	2.00-3.30 pm	Lunch

Before the session

- Arrive promptly at least 45 minutes before your session opens
- Wash hands and put on apron
- The session supervisor will direct volunteers to the various roles for the session
- Clean all work surfaces in hall and kitchen with anti-bacterial spray (see cleaning schedule)
- Ensure food is cooked and in the servery in time for opening
- If time allows, sort and put away donations

During the session

- The supervisor will open the session to clients when all above is complete and start serving immediately (note that clients can become edgy if they have to wait too long for their meal)
- Ensure that everyone signs in at the kitchen hatch
- Keep on top of the serving of food and loading and unloading the dishwasher.
- Be aware of the atmosphere in the room and outside
- The supervisor will refuse entry to anyone presenting as aggressive or excessively under the influence of alcohol or drugs, reassuring them that they will be welcome next time.
- The supervisor will enforce the rules of **Loose Ends** including the banning and warning policy
- The 'tins hatch' will be open on Sunday, Wednesday and Friday
- The supervisor will call time on cooking and serving at 1:15 pm Monday and Tuesday, 10:45 am (Wednesday and Friday) and 3:15 pm (Sunday)
- Left overs may not be given as 'takeaways' to clients or volunteers: food waste must be black bagged and binned
- Encourage all clients to leave promptly

After the session

- Ensure that the servery, water boiler and tables in the hall are cleaned
- Ensure toilet is cleaned as well as handles as per cleaning schedule
- Sweep the hall, lobby and kitchen floors. Mop kitchen and toilet floors.
- Ensure kitchen is cleaned as per cleaning schedule
- All volunteers are expected to stay until cleaning down is finished.
- The supervisor will check food in the fridge and cupboards for the next session

Guidelines for session volunteers

The following guidelines have evolved through years of training and experience; our fair and consistent approach avoids conflict between the volunteers and clients and between the clients.

Appearance

Loose Ends asks that you dress for the environment in which you are working; loose clothing and minimal make-up and jewellery are appropriate. Watches and rings should not be worn. We also require that, Volunteers on session, should be sober from drugs and alcohol.

Appropriate Boundaries

All visitors to Loose Ends, with the exception of the PCSOs and the Two Saints community outreach worker, must ask permission to enter Morton Hall during sessions. **Loose Ends** requests that you observe your personal boundaries and space with the clients at all times. To do this we ask that no personal details, for example, surname, address, phone numbers and social networking information are passed on to the clients.

Aprons and gloves

Cloth aprons are provided for all volunteers to wear during sessions, to protect clothing and to identify volunteers. Single use disposable plastic aprons and non-sterile disposable gloves are provided for use when cleaning. General purpose household gloves are also provided for use in the kitchen.

Client Confidentiality and Safeguarding

Client confidentiality must be respected. Discussions with clients are confidential unless the client expressly gives permission for the information to be shared. However, if they or others in their care are thought to be at risk then safeguarding rules will apply (**Guidelines for Adult Safeguarding**). Refer any concerns to the supervisor.

Expenses

Claims for shopping may be submitted to the Treasurer with a receipt.

Grievance and Disciplinary Procedures (Volunteers)

Please refer to the website

Hand-washing

Hands should always be washed at the designated sink:

- On arrival at **Loose Ends** and before leaving
- Before and after handling food and drink,
- After handling donated clothes or towels returned by clients
- After washing up

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- After removing protective gloves following cleaning procedures
- After visiting the toilet

Research has shown that the most commonly missed areas during hand washing are the backs of the hands, between the fingers and the fingertips. Hand washing techniques should aim to cover all surfaces of the hands.

Hatch

The hatch opens 15 minutes after the start of the session on Sunday, Wednesday, and Friday. Each client is entitled to choose three tins of food, comprising one meat or fish and two others, from the shelves. Dog food, toilet rolls and sanitary items are also available at each session. Clients may only collect their own tins and, to avoid conflict and confrontation, are not allowed to collect tins on anyone else's behalf. There are usually extra 'freeby' items. Clients sign the 'tins book' at the hatch. Toiletries are available, on request, on Wednesdays.

The volunteer may only give out tins and items accessible from the hatch; clients may not be served directly from the storage cupboards.

After the session shelves are refilled from the cupboards.

Kitchen access

Access to the kitchen is restricted to volunteers only. There must be at least one volunteer in the kitchen at all times and the door should be closed.

In the event that you find yourself having to invite a client into the kitchen e.g. to administer first aid, two volunteers must be present at all times. The areas of the kitchen used must then be cleaned down.

Lockers

Volunteers are encouraged to store their personal belongings in a locker during the session.

Medicines

Volunteers must never offer medicine to clients. If a client presents as unwell, inform the supervisor who will call an ambulance if necessary.

Money Lending

To ensure your safety **Loose Ends** operates a strictly no lending of money policy. Volunteers are not allowed to either lend money to clients or borrow from clients. Such behaviour would be considered a breach of **Loose Ends** policy and volunteers will be asked to leave.

Some of our clients are very vulnerable and it may be hard at times to say "no". The session supervisor will signpost the client appropriately.

One-to One working policy

All one-to-one contact should be held in full view of other people, preferably another volunteer. Whenever possible, one-to-one conversations should be between people of the same gender.

Loose Ends does not offer formal or informal counselling. Volunteers can suggest where further advice or help may be sought for the client's particular issues. Please consult a supervisor.

Requests from clients

Additional items such as tents, sleeping bags, warm clothing may be requested by clients. The supervisor will record the request and the item will be given to the client as soon as it becomes available.

Smoking

Loose Ends does not permit volunteers or clients to smoke any substance in Morton Hall. Smoking of cigarettes, cigars and pipes whilst not being encouraged, for health reasons, is permitted in the designated smoking area in the grounds of Newbury Baptist Church. Clients should be encouraged to place cigarette butts and spent matches in the rubbish bins provided whilst ensuring there is no fire risk in doing so.

Vaccinations

Loose Ends is aware of potential health risks associated with the client group we are supporting. To that end, we need to extend every opportunity to its volunteers to ensure that the risk to them personally is reduced to a minimum. All volunteers are required to carry out a course of Hepatitis B inoculations as a minimum. Whilst **Loose Ends** is committed to providing each volunteer with the necessary protection required, we request that you approach your GP and explain your change in circumstances. You should be able to receive the vaccination on the NHS. If your GP will not provide you with free vaccinations and you are unable to fund the course of treatment yourself, financial assistance will be given by **Loose Ends**. Please contact a supervisor.

Valuables

Loose Ends has a responsibility for your safety while you are on a session. It is for this reason we request you to adhere to the following guidelines:

- Do not bring to a session any valuables that you do not need for the duration of the session.
- Secure your valuables (mobile phones etc) in a locker or leave items securely in your car.

Washing facilities

Clients may wash in the bathroom. Towels are supplied from the storage area and disposed of in the yellow bin in the bathroom.

Loose Ends – Respecting Each Other

These rules are important.

Please do not:

- Smoke in the hall
- Drink alcohol on site
- Bring, use or deal drugs on site
- Bring drug paraphernalia on site (other than for safe needle disposal)
- Shout or use abusive language
- Use aggressive behaviour, fight or argue
- Bring dogs into the hall
- Bring children on site
- Keep coming and going from the hall
- Persistently use mobile phones

Please do:

- Leave dogs outside the hall and pick up after them
- Use yellow boxes to safely dispose of needles
- Respect each other and volunteers
- Respect the Baptist Church site

These rules are in place to ensure Loose Ends is a safe, friendly welcoming place to come for both clients and volunteers.

Failing to adhere to them may have implications ranging from warnings and bans, to involvement of police.

Useful Contacts

There is a list of agencies for advice on the wall. It is regularly updated. Signposting queries can be referred to the supervisor.

Fire procedure

In the event of fire, the supervisor will be responsible for:

- Dialling 999
 - Co-ordinating the evacuation to the muster point in front of the church
 - Collecting the sign-in sheet
 - Checking the building, including the kitchen, toilet and sides of the building to ensure that everyone has been evacuated and accounted for
 - Informing Newbury Baptist Church
 - Attempting to tackle the fire if it is small, immediate and localised and that there is no danger to themselves
- **All volunteers will be responsible for:**
 - Knowing the whereabouts of fire exits and assisting in the evacuation
 - Attempting to tackle the fire if it is small, immediate and localised and that there is no danger to themselves

Loose Ends Policies

Drugs

The doors of **Loose Ends** are open to those who use drugs and those who do not.

Loose Ends will not overlook the possession, use or supply of illegally held controlled drugs on the premises. Where we know or suspect such possession, use or supply is taking place, action will be taken. This may result in the client, being asked to leave the premises, especially where we are concerned that such possession, use or supply puts clients or volunteers at risk.

Section 8 of the Misuse of Drugs Act does not allow **Loose Ends** to tolerate the supply of controlled drugs on the premises. If a client is involved in the use, possession or supply of drugs, we must take immediate action. This may involve the client being barred from the premises and the supervisor informing the police.

We do not want to exclude or ban anyone from using the service so clients will be asked to follow these rules for their own safety and the safety of others.

Alcohol

Loose Ends also operates an alcohol policy which follows the same lines as the drugs policy. There is to be strictly no drinking in the building or on the church premises. Anyone found drinking will be asked to hand in their alcohol. Clients may hand over alcohol voluntarily at the beginning of the session. Alcohol will be returned at the end of the session or when the client leaves.

Client Behaviour and Sanctions

Purpose: To ensure that there are clear behaviour standards for **Loose Ends** clients and appropriate procedures and levels of sanction when unacceptable behaviour is observed. .

Gross Misconduct – Drug Dealing: Anyone caught either dealing in drugs or using drugs anywhere on the church site must be immediately banned from **Loose Ends**. A member of the **Loose Ends** Committee, ideally the Chair, must also be informed. The Committee will agree the length of the ban.

The Police should also be informed by calling 101 or 01865 841148 to report the incident, note the unique reference number (URN) that the police will give you in the red book along with incident details.

Gross Misconduct: The following list gives examples of behaviour that is considered gross misconduct and as such will result in an immediate ban. The Committee will agree the length of the ban.

- Physical aggression and/or intimidation towards volunteers.
- Physical aggression and/or intimidation towards users of **Loose Ends**.
- Failure to abide by requests from the supervisor or session volunteers regarding behaviour or actions at Loose Ends.
- Disposing of needles irresponsibly – the discovery of a needle irresponsibly disposed of where it is a danger to others will result in **Loose Ends** immediately closing for the remainder of the session.
- Openly displaying needles, works or paraphernalia.

Other Misconduct: The following are examples of behaviour that must be challenged:

- Continuous coming and going that might indicate drug dealing activity.
- Continuous phone calls on mobile phones.
- More than one person using the bathroom at any one time
- Harassment and verbal intimidation including gossip likely to incite aggressive behaviour
- Consumption of alcohol on the premises and on the church site.
- Changes in behaviour or appearance whilst on the premises – which might suggest the consumption of drugs or alcohol.
- Gathering in the car park area outside the hall (outside of the designated smoking area).
- Money changing hands.

Volunteers should bring any concerns to the supervisor's attention.

Health and Safety

This is our general policy and arrangements for: **Loose Ends**

Overall and final responsibility for Health and safety is that of: **The Loose Ends Committee**.

Day to day responsibility for its implementation is that of: **The Compliance Manager**

Statement of general policy

1. To prevent accidents and cases of work related ill health and provide adequate control of health and safety arising from work activities.

This is the responsibility of the committee and shift supervisors

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Relevant risk assessments are completed and actions arising out of these assessments are implemented. Risk assessments are reviewed annually or earlier if working habits or conditions change.

2. To provide adequate training to ensure volunteers are competent to carry out their roles. This is the responsibility of the Compliance manager, as agreed by the Committee.

Volunteers are given necessary health and safety induction processes, provided with a handbook containing relevant policies and procedures and offered appropriate training in First Aid, Food Hygiene, Drug Awareness and management of aggression.

3. To engage and consult with volunteers on day to day health and safety conditions. To communicate with volunteers as health and safety issues may arise.

4. To implement emergency procedures – Evacuation procedures in case of fire or other significant incident. See Fire Policy covered in induction and found in handbooks and policy and procedure folder.

This is the responsibility of The Committee.

This policy was written by Kate Sheather using Guidelines from The Health and Safety executive. Written 03/2014

Update if changes are made to the policy.

Adult safeguarding

Loose Ends are committed to protecting clients from harm. We have a responsibility to raise concerns we may have about the possible abuse or neglect of any client attending a Loose Ends session. If abuse, (physical, mental or sexual) or neglect is suspected please raise these concerns with the supervisor who will contact one of the named committee members responsible for safeguarding:

The Local Authority Safeguarding Team will then be contacted immediately, and we will proceed according to their advice.

The services that Loose Ends provide are not available to people under the age of 18 years old, therefore, a Safeguarding Children policy is not required.

Written by Kate Sheather, using guidelines from EWB and information obtained from the Safeguarding pages of the West Berks Council website. Written 08/16

Review 08/18 or if changes are made to the policy before this date.

Equal Opportunities Policy

Loose Ends is an organisation with a Christian ethos run by volunteers and serves the homeless and vulnerable in Newbury. Individuals who use our service must be a minimum age of 18 years.

No volunteer or individual to whom we provide a service will be discriminated against by us on the grounds of:

- Gender (including sex, marital status, gender re-assignment);
- Race (including ethnic origin, colour, nationality and national origin);
- Disability;
- Sexual orientation;
- Religion or belief;
- Age;

Our Commitment:

Every volunteer and beneficiary is entitled to be part of an organisation that promotes

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dignity and respect to all. No form of intimidation, bullying or harassment will be tolerated.

We aim to promote equal opportunities, eliminate discrimination and eliminate harassment through the following:

- All volunteers and beneficiaries will be treated fairly and with respect;
- All volunteers have a duty to report incidents of discrimination against any individual or group to the Supervisor on duty in the first instance or to the Chair.
- If a volunteer feels that they or another volunteer has suffered discrimination they should contact the Chair.

Website

Refer to the website for:

Loose Ends Constitution

Loose Ends Committee and Trustees with dates

Grievance and Disciplinary procedures

Guidelines for Adult Safeguarding

Appendix 1: Cleaning

Arrival:

- Wash hands, dry with blue disposable roll
- Put on apron
- Clean kitchen work surfaces with sanitiser spray provided
- Dry with paper/disposable towels
- Clean door handles
- Dispose of blue paper in kitchen bin
- Clean tables in the hall with sanitiser spray. Spray sanitiser directly onto blue disposable roll then wipe the table

During Session:

- Remove food particles and spillages using sanitiser spray and blue disposable roll
- Degreasing spray is available if required
- Rinse again with very hot water then dry off with disposable paper towels
- Food spillages / surface contamination should be cleaned as above, promptly and thoroughly
- Colour coded food preparation boards must be used appropriately and cleaned as above. Guidelines are provided in the kitchen

At the end of the session:

- Black bag all food waste and put in the green bin
- Allow the servery to cool, then clean with hot soapy water and a blue cloth. Dry with blue disposable roll
- Drain the boiler and wipe to remove scale
- Sweep hall
- Clean tables with sanitiser spray and blue disposable roll
- Clean the cooking hobs and wipe the inside of the oven
- Clean all kitchen work surfaces and tiled areas with sanitiser spray and blue disposable roll.
- Clean the rubbish bin using the same method
- Sweep and mop kitchen floor. Blue mop, blue cloth and blue bucket only to be used in the kitchen.
- Clean the toilet wearing a disposable apron and using disposable gloves. red cloth and the bathroom cleaning spray provided. Spray directly onto a red cloth, not onto the surfaces. Clean the door handles, basin, taps and tiles first, then toilet cistern, toilet handle and toilet bowl. Dispose of apron, gloves and red cloth in the orange clinical waste bin in the bathroom.
- Wash the floor using the red bucket and red mops only in the bathroom.
- One volunteer should take the recycling home one volunteer should take home and launder teatowels and aprons
- Cleaning protocols are on display in the kitchen
- All cleaning cloths are disposable and should be thrown away after each task

Cupboards - weekly

- Clean cupboards with sanitiser / degreasing spray and blue disposable roll

Appendix 2: Operating kitchen equipment

Instructions for Use of the Servery

Introduction

The servery is only to be used for:

- Keeping hot, cooked food hot
- Warming plates and serving dishes.
- It must NOT be used for warming food.

Safety

Be aware that the halogen lights and the black glass surface are HOT during operation. Do not touch with bare hands. The heated cupboard will also be hot if set higher than 60C.

Switching On

1. Check it is clean – especially that the black top is free from food residues
2. Plug in at the mains
3. Switch on the green switch on the main panel
4. Set the right hand control at 60C for heating plates
5. Put plates for warming in the cabinet (stacks of about 10) -takes about 30mins. Plates can be safely handled at this temperature. Ensure doors closed.
6. Set the left hand control to 3 (maximum)
7. Put any serving dishes on top to warm through. Takes about 15mins
8. When food is ready (cooked or reheated), place on the top surface. Do this BEFORE the session begins for safety reasons.
9. Turn on the gantry lights.

Whilst Serving

Try to wipe up any spills with a damp cloth. Remember black surface is hot –around 100C.

At End of Session

1. Switch off the servery.
2. Then switch off at the mains and remove plug – store cable on hook provided.
3. Allow to cool to a safe temperature before cleaning.
4. Wipe down with hot soapy water and a blue cloth. DO NOT USE ANY CLEANERS. Dry with disposable blue cloth.
5. Restack cabinet with plates and serving dishes ready for next session.
6. Report any defects to: Kate Sheather 07717 560 165

Moving

The servery is on castors. The rear castors are locked by pushing down the lock, and unlocked by pulling it up.

Date	11 August 2016
Issue No.	3
Written By	K Sheather
Approved By	

Procedure for using Rangemaster Cooker

Introduction

The Rangemaster Cooker is a heavy-duty domestic cooker, and therefore the controls will be familiar to many volunteers. The primary functions to be used for Loose Ends purposes are the:

- Top rings for saucepans
- The griddle for frying
- The oven for reheating and cooking

The grill function will not be used.

Daily Cleaning

After each session wipe down with a soft cloth and soapy water. Do NOT use any abrasive cleaners or cloths. This applies especially to the griddle plate, which has a non-stick coating. Avoid using the scratchy side of a washing up sponge.

Hob

Burners are ignited by turning the relevant control to the high position, pushing in and then pushing the ignite button. Safety cut-outs stop the gas if there is no flame, There is also a cut-out if a burner is left on without a pan.

Griddle Plate

This is for use on the left hand two burners only. Remove pan supports first and then ensure it is the right way round and securely located. Use a medium heat for eggs and bacon after applying a little oil for eggs. Turn burners off when not in use for cooking to avoid damaging the coating. Use only plastic, wood or silicon implements. When the drawer at the bottom of the cooker is repaired, the plates may be stored there when not in use.

Oven

This is turned on and off by the function switch on the right. The temperature is selected on the adjacent control. There are two oven functions that are relevant to the kind of high-volume cooking carried out at Loose Ends:

- FAN OVEN – selected by the symbol that is just a fan. This should be used at about 20C less than for regular oven cooking.
- FAN ASSIST – indicated by a symbol that is a small fan between two plates. Standard temperatures should be selected.

These two settings will ensure even temperature throughout the oven.

The oven should be turned on as soon as possible at the start of the session. It should take about 10 to 12 minutes to reach 180C.

Please report all problems to:
Kate Sheather 07717 560 165

Date	11 August 2016
Issue No.	3
Written By	K Sheather
Approved By	

Procedure for Use of the Dishwasher

Introduction

The dishwasher is only to be used for:

- Plates, bowls and mugs
- Glassware
- Cutlery

Safety

In case of emergency, the isolator switch is above the cupboard on the right of the sink

Procedure for Using

1. Check that the supplies of detergent and rinse-aid (in the 5L containers on the lower shelf the sink) are adequate.
2. Turn the machine on (LH button) at the start of each session. It takes about 25minutes to become ready.
3. Ensure plates etc are scraped as clean as possible.
4. Stack plates and bowls in the blue basket.
5. Stack mugs and glasses in the other basket.
6. Cutlery goes in the tall basket, which fits in the mug basket.
7. Slide in one basket at a time and close door.
8. Press the cycle button. Washing will take about 3 minutes.
9. Open door when cycle finished. Remove basket and allow items to dry before storing.

At end of session

1. Switch off the machine (LH button)
2. Washing arms can be removed for cleaning – ensure jets are not blocked.
3. Clean out the inside of the dishwasher if necessary, but **DO NOT USE BLEACH**.
4. Remove and clean the drainer mesh and wipe the space beneath the mesh.
5. Finally, with the door closed, and the LH button still at 'OFF', press the Cycle button to drain the machine. **PLEASE NOTE THE MACHINE WILL NOT OPERATE PROPERLY AT THE NEXT SESSION IF THIS IS NOT DONE.**
6. When the cycle is finished, leave the door slightly open.
7. Report any problems or lack of supplies to Kate Sheather 07717560165

Date	11 August 2016
Issue No.	3
Written By	K Sheather
Approved By	