



THE COMMUNITY TOOLKIT

*A guide to setting up a
lunch club for older people*



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**PROMOTING HEALTHIER &
HAPPIER COMMUNITIES**



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Introduction

Welcome to our Guide to setting up Lunch Clubs for Older People!

This toolkit has been designed by COPE Galway's Community Support Worker to help community groups, volunteers, schools and anybody who would like to set up and run a successful lunch club.

Our Community Support Project works with a number of communities of older people in the city, supporting independent living and promoting positive ageing. The project supports older people to identify and address issues that affect themselves and their community, enabling them to access resources and to link with other groups and organisations in their locality. We fully recognise the value of the whole community in supporting people as they age and over the past 2 years we have supported a number of community groups and individuals to set up Lunch Clubs for older people in the city and county area. This initiative brings older people together in their local communities, to enjoy good food and increase social contact with neighbours by making new friends and rekindling old acquaintances.

Lunch Clubs are an enjoyable way to support older people to remain living in their own homes for longer: they are rooted in the community where the person has lived all their life, they are close to people's homes, they address nutritional needs, they cost very little to run and they use local volunteers that people are more likely to meet again. They create opportunities for people to meet in everyday situations. Some Lunch Clubs run on a monthly basis; others fortnightly but most are a weekly event as they can offer more ongoing support and enjoyment for the older people who attend. Where and how often they take place is up to you. In general members pay for their meals at Lunch Clubs with two courses costing €6, although some groups will cover this cost as a support to individuals if they feel that it is necessary and they are in a position to do so. Start-up and running costs for lunch clubs are small and there are several options open to groups who need access to funding. As well as providing the opportunity for people to share a meal together, some groups use their Lunch Club to introduce older people to new interests and activities, information sessions and social outings: bringing people together in a variety of active and enjoyable ways.

We have helped to set up and run a number of Lunch Clubs in Galway City and County and we want to share our experience, take you through the process, show you how easy it is and how it can benefit your community!

Noelle Jennings

Community Support Worker

September 2013

COPE Galway promote healthy ageing through community based support, by providing nutritious meals, information and advice in relation to health, welfare and housing issues and the provision of health promoting activities.

Our Community Catering service produces & delivers daily meals for older people to ensure their nutritional needs are met & to support independent living.

Our Sonas Day Centre in Mervue provides a range of practical & social supports to older people in the local area.

Our Community Worker supports older people to remain engaged in their local community by organising activities and health promoting activities providing opportunities for people to come together.

The importance of good nutrition and social connectedness

Good Nutrition is recognised as one of the most important elements for enabling older people to live happy healthy and independent lives engaged with in their own communities.

In COPE Galway we support older people through our meal delivery service and Lunch Clubs, enabling people to continue living independently in Galway City and County. We recognise the importance of the wider community as a sustainable resource to older people and in recognition of this have supported the development of a number of Lunch Clubs to ensure good health and access to nutritious food, but also providing a social environment which promotes wellbeing and helps keep older people connected with their neighbours and friends.



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COPE Galway Community Catering

COPE Galway Community Catering as food providers for your Lunch Club

Community Catering provides nutritious meals to older people living independently in Galway City and County. Meals are prepared daily using fresh ingredients and delivered to your door by our trained volunteers. We cater for a range of special dietary requirements including coeliac, diabetic, renal and low salt.

We also provide hot meals to lunch clubs in Galway every day of the week and have the capacity to increase this service in both city and county areas.



Volunteers and staff preparing lunch in the Community Catering kitchen!

With Community Catering you will get:

- ✓ Nutritionally balanced, tasty, healthy meals freshly prepared each day and delivered to your home or Lunch Club.
- ✓ A range of special dietary requirements catered for. Meals modified to the needs of the individual client (minced, pureed etc)
- ✓ Good value for money. The cost for a main course and dessert is €6.
- ✓ The highest standards of food safety and hygiene: Community Catering was awarded the EIQA quality award for excellence in hygiene and food safety EIQA Q mark in March 2010, at the highest possible level - Emerald and we have maintained this standard since accreditation. We are the first dedicated Community Meals service (Meals on Wheels) in Ireland to achieve this Q mark.





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What is a Lunch Club?

In simple terms a Lunch Club is a place where people come together to share a meal - but it is a lot more than that. A lunch club provides a relaxed community space run by volunteers, where older people can meet, socialise and eat together.

Lunch Clubs provide space and opportunity for community members and professionals to provide information and deliver talks to the group. In addition, some lunch clubs may offer other activities for members, for example; music, bingo, arts & crafts and gentle exercise; any activity or interest that older people enjoy can be included. Some clubs organise to go on outings together as a group.

Lunch Clubs satisfy two very important objectives: they support the nutritional requirements of older people and they engender social contact, thus minimising isolation.





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Why setup a Lunch Club?

There are many **benefits for older peoples** associated with setting up a lunch club in your community:

- They provide members with a high quality nutritious meal at an affordable price.
- They provide a focal point in the community for older people to meet others or access information and support: thus helping to reduce social isolation.
- They can create opportunities for older people to learn new skills, become involved in creative projects and activities and take part in health promoting activities
- They provide a platform for the community to engage with their older community members and be responsive to their needs.
- They can be a useful forum for organising other community activities such as social outings, holidays and day trips.

Setting up a Lunch club can also provide a range of very positive **opportunities for communities**:

- They create an opportunity for volunteers to play a valuable role through supporting older people.
- They enable community members and volunteers to build relationships with older people who may not use mainstream services.

Most importantly, they enable organisations and communities to work collectively to make sure that older people remain living in the community and age well.



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Will a Lunch Club add to your community?

This is going to be the first question that you will need to answer if you are thinking of starting up a Lunch Club. We have discussed the benefits that Lunch Clubs can have for those involved and you can decide if a Lunch Club is right for your locality by discussing it with

- members of your community
- older people who may have an interest in a Lunch Club
- your local community groups and
- health-care professionals, for example the local public health nurse or GP.

If you feel that there are older people in your community who would benefit from access to better nutrition and more opportunities to increase their social network, or if there is a spirit of volunteering in the locality, then a Lunch Club could be a benefit for your group.

It may be possible there is already a lunch club in your area that you are not aware of. You can check this and find out more information by calling...

COPE Galway's Community Worker on 086 0237022 or our

Community Catering department on 091 700800.



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Lunch Club What Next?

You have established an interest and need for a Lunch Club in your local community... What next?

If you are thinking about starting a Lunch Club in your community, here are some things that you can do first which can be very helpful in making your decision:

1. Visit an existing Lunch Club to see how they organise themselves and to get some useful advice and experience. Other groups who have gone through the process are the best source of information and are happy to share their experience. Contact the COPE Galway community worker to arrange a visit.

2. Run a trial lunch to confirm interest and give volunteers the chance to see what's involved before they commit. This can present an opportunity to have a community celebration such as a Christmas party, a spring event, a Halloween get together or any other occasion that suits your group. Once you have seen what is involved and given it a go, you are in good position to decide if you would like to make it a regular fixture in your community.

Your event was a success!! The planning and hard work has paid off and your trial lunch was enjoyed by all involved. Let's make it a regular event!





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What you will need to plan for

Once you have decided to make a Lunch Club a regular event in your community there are many options available to you. Different groups have their own way of doing things but there are some basic elements that will need to be considered in setting up any Lunch Club:

1. The members
2. The volunteers
3. The Venue
4. Transport
5. Funding
6. Equipment
7. Promoting the Club





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The Members

The members are the most important part of any group and they should be consulted to find out their opinions from the very start. It is a good idea to ask people in your local area if they would support the idea of a Lunch Club, and whether they would like to be members. You can get this information about potential members in a way that suits your locality, such as...

- Organising a meeting to discuss the idea with your community
- Asking people who attend other social groups in the area
- Posters and leaflets in prominent locations such as the local church, shops, post office, G.P surgeries, community centre, health centre, libraries etc.
- Local church or community newsletter and free papers
- Calling door to door and conducting a survey
- Seeking the advice of your local health professionals: GPs and Public Health Nurses
- Asking people in the community who are seen as leaders /fun to be with also encourages others to attend.

A personalised invite to people can be a nice touch. Many members will come of their own accord when they hear about it and may also introduce friends, family or neighbours. Also from time to time other organisations or individuals such as the local public health nurse may put you in contact with individuals they think would benefit from the facilities and support that a Lunch Club has to offer. It is a good idea to let other groups and agencies know about your plans and see if they have any ideas or recommendations, for example the local Active Retirement group or Men's groups.



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The Members

Member details

When a new member joins, it will be necessary to obtain some basic personal information from them such as:

- contact phone number
- any special dietary requirements or allergies
- any medical condition that needs to be known
- emergency or contact number for next of kin

All of this information is private and needs to be treated confidentially and stored securely.
(Appendix: Contact sheet)





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Charter of Rights

Charter of Rights

Lunch Clubs provide a welcoming place for older people to meet and socialise and it is important to promote the development of positive relationships between all who attend. This is much easier to do when each individual knows what is expected from them and others. In Cope Galway our older clients worked with us to develop our own Charter of Rights for the service, which is displayed in each of our services so that every older person, staff member, volunteer and student knows their rights and responsibilities when using our services.

COPE Galway Senior Support Services

CHARTER OF RIGHTS

*As an older person using Senior Support Services
what are my rights?*

1. I have a right to be accepted for who I am.
2. I have a right to be respected and treated fairly.
3. I have right to be consulted about the service I use.
4. I have a right to be listened to and to have my opinions taken seriously.
5. I have a right to a service which is of good quality.
6. I have a right to a service which is provided in a safe environment.
7. I have a right to have information about me kept safely and securely.
8. I have a right to accurate information about services and supports.
9. I have a right to be informed about and participate in activities.

*As an older person using Senior Support Services
what are my responsibilities?*

1. I have a responsibility to be respectful to others.
2. I have a responsibility to listen to other people who use the service and to let others speak.
3. I have a responsibility to inform staff & volunteers if the service needs improving.
4. I have a responsibility to let someone know if I would like support or if I need to change the support I am receiving.
5. I have a responsibility to take part in meetings & discussions for older people who use the service.



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All staff, volunteers and students in COPE Galway's Senior Support Services are committed to implementing this Charter to promote the rights and dignity of all older people using our services.



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Volunteers & Helpers

2. Volunteers and helpers

Lunch Clubs are generally run and supported by volunteers from the local community who wish to provide a valuable service for people within their community. You may already know of people who would wish to volunteer, and you will need to ensure that you have enough volunteers to support the tasks required and the capacity of the Club. If you don't have sufficient volunteers you can advertise in the local community by putting up posters, mention it in the church newsletter or contact your local Volunteer Centre.

Galway Volunteer Centre 091 539930 or by email at info@volunteergalway.ie



A volunteer with our executive chef at Mervue Lunch Club

Typically, volunteers help with:

- Contacting older people and encouraging them to attend, setting up the room, ordering meals and catering the event
- Taking time to chat with older people, playing games, organising and taking part in activities, music sessions.
- Calling to and collecting members
- Promoting the lunch club in the local area, designing flyers and linking with other groups
- Fundraising
- General administration including basic book-keeping. Administration is basic so don't be put off!

Garda Vetting

At present, there is no legal requirement to Garda vet volunteers, although it is advised that Lunch Clubs undertake Garda vetting checks, to ensure the safety and protection of vulnerable adults. Volunteer Centres provide this service to not-for-profit organisations. The time it takes for vetting forms to be processed can vary. Typically it takes up to 20 weeks but while you are waiting for this, volunteers can work together in groups to ensure the safety of all members.

For more information on Garda vetting or to find volunteers to help with your Lunch Club, contact Galway Volunteer Centre on **091 581727** or email info@volunteergalway.ie



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Volunteers & Helpers

Induction for volunteers

It is good practice to have an induction procedure for all volunteers of lunch clubs so that everyone is introduced, welcomed to the club, familiar with their surroundings and knows what is expected of them.

Listed below are suggestions of topics that could be covered at induction.

Induction for volunteers

Introductions	Meet all volunteers and diners	
Facilities	Visit the venue and facilities	
Fire safety	Highlight the importance of fire safety and show volunteers the fire exits. Inform them about procedures in the case of emergency	
Food Safety & Hygiene	Food handling procedures. See appendix	
Health & Safety	Identify hazards and outline the procedure to follow in event of an accident occurring. See appendix	
Cleaning	Duties	
Responsibilities	Personal role in lunch club	



Lunch Clubs can operate from any suitable premises. They are mainly located in Community Centres or Church Halls; however they may also operate from schools, day centres, leisure centres, cafes, hotels or any building which meets the criteria. It is important that the Lunch Club is located close to the community which it serves as transport can be a barrier for people wishing to get involved. Having a lunch club in a setting that older people value or a place that is seen as part of their community may also encourage attendance.

Things to look for are a bright cheerful space that is warm and dry and wheelchair accessible. Good heating and a water supply are essential and a clean kitchen with a storage area where dishes and equipment can be washed and stored is important.

THE BASIC REQUIREMENTS FOR A LUNCH CLUB VENUE

- A room big enough to accommodate the expected number of members.
- Suitable access for all members including those with mobility issues or sensory impairment.
- Adequate heating and lighting.
- Suitable tables and comfortable chairs.
- Adequate toilet facilities which include disabled access.
- Kitchen facilities which are adequate to permit the serving of the required number of meals.
- Affordability is also an important consideration (any hire charges or other additional charges). (Appendix: checklist)



Mervue Lunch Club: some personal touches help create a lovely, welcoming venue

VENUE SAFETY

Insurance

All clubs are advised to take out public liability insurance to provide protection should damage or injury to third parties occur through proven negligence. Please remember that it is always a good idea to get several quotes before deciding on your insurance broker.



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Fire Safety

In the event of an emergency, all Lunch Club members and volunteers should be aware of emergency procedures. Check that fire extinguishers are serviced and in working order, fire exits must not be obstructed and fire doors not propped open. If you have members who are wheel chair users, have reduced mobility or have specific support needs always ensure that volunteers are assigned to care for them in the case of an emergency.

Food handling and hygiene

Good food hygiene is essential to make sure that the food you serve is safe to eat. You should ensure that staff and volunteers have their Basic Food Hygiene Training and are wearing suitable protective clothing. (Appendix: Information and a checklist is provided)

CLEANING

The venue should be kept clean and in good repair. Good practice dictates that:

- Broken, chipped or dirty utensils or equipment should not be used
- All food and hand contact surfaces should be regularly cleaned and disinfected
- Dishwashing should be done with a detergent and very hot water. A dishwasher is ideal as it minimises the need for drying

Cleaning is important as bacteria grow on dirt and food particles and can result in food becoming contaminated. Keep your work area clean and tidy. Clean and disinfect work surfaces regularly, as disinfectants kill bacteria that are invisible to the eye.

- Ensure that the food contact surface is clean before commencing work
- Operate a 'Clean as you go' policy
- Dispose of all food waste and packaging accordingly
- Clean up spillages as they occur
- Clean and disinfect reusable cloths and scrubs daily
- Change water used for cleaning when it becomes cool or dirty
- Ensure food does not come in contact with cleaning agents
- Store cleaning agents in designated storage area



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Transport

For members, travel to and from the Lunch Club will be an important consideration. Transport to and from a Lunch Club could be:

- A pick-up service provided by the volunteers using their own vehicles. You must ensure that volunteers have up-to-date insurance cover and a current driving licence valid for the type of vehicle being driven. They should inform their insurance company that the vehicle is being used for voluntary activities.
- By public transport if Lunch Club is situated conveniently
- By taxi service. Talk to your local taxi service, they may be willing to provide a weekly service at a discounted rate to members.
- Galway Centre for Independent Living has one fully accessible minibus which can be hired by individuals or groups, for routine journeys or on a one off basis. All clients can be picked up at their homes for a nominal fee to cover running costs. Tel: 091-773910

Many members will be able to make their own way and so access and adequate parking need to be considered.

A celebration cake at one of our LCS





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Funding

In general members pay for their meals at Lunch Clubs, with a two course lunch costing €6. Some clubs will cover this cost as a support to individuals if they feel that it is necessary. Some clubs choose to set the cost a little higher for example €6.50 to contribute to the cost of rent, heating, cleaning products etc. It is up to each group to decide what they need to do to best support the older community. Groups will also need to consider how often they are going to meet. Some Lunch Clubs run on a monthly basis; others fortnightly but most are a weekly event as they can offer more ongoing support for the members. Lunch clubs that bring older people together regularly provide a key piece in the jigsaw of services that support older people to live independently in their own homes.

Lunch Clubs cost relatively little to run, however most clubs will need a small amount of funding to cover the cost of equipment, venue hire, insurance and advertising or promotion of the club. The amount of funding needed is dependent on the venue costs, amount of equipment that needs to be purchased and what contribution the members will make towards the Lunch Club each week.

There are several options available to clubs to raise money to cover the initial start-up costs:

- **Organise a fundraiser:** Think about what would best suit your community and organise a fundraising event such as a coffee morning, car - boot sale, a bag pack at your local supermarket, a table quiz or even a concert. Promote the event among friends, family and the wider community and ask people to volunteer and to support it.
- **Local business sponsorship:** Talk to local business owners who may be in a position to sponsor a group to support older people in the community through donating finance or products or services to raffle to raise money for the Lunch Club.
- **Church-gate collections:** Some parishes support church gate collections for initiatives such as Lunch Clubs. You can talk to your priest or parish secretary to find out if this option is available to your club
- **Small Grants:** There are small grants available for community groups through the Lotto, City and County councils and national sources. The following are some examples that may be useful to your group:
 - National Lottery Grants - for further details contact Dan Quaid HSE 091 548331
 - Galway City Council: Community & Culture Department 091 536 406
 - Galway County Council: Community Support Schemes 091 476513



What equipment do I need? A useful idea here is to try and imagine what you would need if you are having a group of friends around for dinner in your own home. A lunch club may have as many or as few members as you feel you can cater for comfortably. Some clubs have as few as 5 members while others have grown and now cater for 25 - 30 members.

Equipment list Once you have your venue secured you will need the following items. The list may seem extensive but it is important to remember that once the equipment on the list is in place the hard work is done. In many cases you may find many of the supplies are available free from community members who will sometimes donate their delph, cutlery etc.

Equipment	Sourced	Cost
High quality thermal insulated delivery bags x 2	Jim Kennedy, Tecspek@iol.ie ph: 0879282423	€150 per bag.
Chaffing dishes x 2/3	Tommy Vardens Riverside Commercial Est, Tuam Road, Galway. Tel: 091 765747.	€41.95 per dish + VAT
Chaffing fuel: 2hr burn x 36	Tommy Vardens Tel: 091 765747	€32.40
Serving spoons & tongs	Homeware stores	
Dinner plates: white is always easy to replace if any breakables	Homeware Stores	
Dessert/ soup bowls	Homeware Stores	
Knives/forks/dessert spoons/teaspoons	Homeware Stores	
Mugs/cups/ Glassware	Homeware Stores	
Sugar bowls/milk jugs	Homeware Stores	
Tea/Coffee pots	Homeware Stores	
Butter dish/Salt & Pepper	Homeware Stores	
Water jugs	Homeware Stores	
Sauce/Gravy boat	Homeware Stores	
Serviettes/Tea towels	Supermarket	
Aprons & Gloves	Homeware stores	

In many communities there may already be a supply of delph and serving equipment that has been used for special events in the past. It is a good idea to check out the supplies in your local hall before purchasing any equipment as this could keep your costs down considerably. You may also be able to source plates, serving equipment and cutlery from other community members.

Once the equipment is purchased, there is only a small outlay for supplies each week: Tea, coffee, milk, sugar, butter, biscuits and serviettes.



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Promoting the club

There are several ways to advertise your lunch club. The local church newsletter is generally read by lots of people in the community. You can erect posters; deliver flyers to shops, library and people's homes. A local newspaper or radio station may be willing to write a piece on your venture or give you air time to talk about your initiative.

Although there may be a large number of people in your community who would enjoy and benefit from attending your Lunch Club, it is important to remember that it may start slowly and grow over time. This is a common trend in the development of Lunch Clubs and it is important to not feel disheartened early on.

In the beginning, it can be a good idea to invite members from a local Active Retirement Association or similar group: they are active in the community already and know people who might like to attend. They also typically have many contacts in their organisation. You could also think about having an official launch, inviting a local celebrity, sports personality or politician and asking them to cut the ribbon (or cake!). This is a good opportunity to get your photos in the paper and promotion for your club

What our current lunch club members have to say

It's a great way to meet people - if you don't make the effort you won't know what you are missing.

I love it - I love every Thursday when I know I am going out to meet my friends in our club - it has to be the best fun I have had in years.

Its more than a lunch club - we bring in speakers we want - we have wonderful musicians, sometimes we play games (yes - us older people do play games) and we have started going on outings together. I really recommend it.

There was great fun - it was like being back at school with all the giggling that went on

It was my first time here and I was a bit nervous coming but when I arrived I knew half of them from years ago - it's a great way of getting to see people you haven't seen in years.

And Finally;

We have put some additional documents and information in the appendices that may be useful to your group and whilst there is a lot of information in this toolkit your group may have many of the areas in place already.



Step by step guide to help you run your Lunch Club

We have put together the following step by step guide to help you to organise and run your Lunch Club. It begins with a little preparation the day before and takes you through a typical Lunch Club day.

The day before the Lunch Club

1. Ensure that there are enough volunteers available to help with the Lunch Club the next day

A suggested minimum of four volunteers are required to organise and run any lunch club successfully but it would be advisable to recruit more to run a club with comfort and to provide cover for holidays or if somebody is sick. Some groups choose to use a roster system and it is a good idea to keep a note book to store information and contact details of helpers and volunteers working in the Lunch Club

2. Phone the members to see who will be coming to lunch and if they need transport organised for them

Meals need to be pre-ordered from the Community Catering kitchen on the day before the Lunch Club so you need to know in advance how many members will be attending. Many members will book their meal each week for the coming week, but others may need a reminder the day before. Phone each of the people on your member contact sheet to check if they are planning to attend: the correct number of meals can then be ordered with no waste. Some groups buy a Lunch Club phone when they start out so that members know how to contact them if they need to cancel or would like to bring a friend.

3. Book the lunches for the following day from the Community Catering kitchen on 091 700800

Remember to confirm any special dietary requirements and whether you will be collecting the meals yourself or need a Community Catering volunteer to deliver them to your Lunch Club

The Big Day!

12pm Volunteers arrive to set up the room

Volunteers should aim to arrive at the venue at least one hour before lunch is due to start and some may wish to arrive a little earlier. This allows plenty of time for the venue to be set up and decorated; any shopping to be done and transport provided for older people.



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- Set up the tables and chairs for those attending
- Turn on heating if necessary
- Organise the kitchen area: set up chaffing dishes with boiling water, heat plates and organise the service area
- Check supplies of milk, tea/coffee, biscuits
- Check toilet facilities
- Make any finishing touches such as flowers and music

12.45 Pick up any of the older people who require transport

Transport can be a barrier for older people who would like to attend, so the offer of somebody picking them up be encouraging. It can also be a good idea to have a few umbrellas on standby at the venue for those who live close by: volunteers can check if they would like somebody to meet them or walk them home.

13.00 The older people begin to arrive: welcome them; chat and find out how they are doing as you wait for the others to join

This quieter time can be a good opportunity to chat and find out how the individual is doing in general. If they are not in contact with other services, they may not be aware of supports and information that are available to them. The volunteers can be a valuable resource for providing information to them and our community worker is available to meet with any groups or individuals who have any information or support needs.

13.15 The food arrives from the Community Catering kitchen and is transferred into the pre-heated chaffing dishes by volunteers until service

We can arrange for the hot meals to be delivered to your Lunch Club by a Community Catering volunteer or alternatively one of your Lunch Club volunteers can collect them from the kitchen. The food is transported in special thermal insulated delivery bags to maintain the temperature of the food to correspond with food safety guidelines. Each Lunch Club group will need to purchase two of these thermal bags at the outset.



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13.30 Volunteers can begin to serve the meal while people are catching up with each other. Some volunteers may wish to join the group for lunch

Having a volunteer to talk to can be a good support for those older people who are quieter or may have a hearing difficulty. If people feel included they are more likely to return the following week.

14.00 After dessert and tea/coffee has been served and cleared away, volunteers will have time to chat with individuals

This is a good chance for volunteers and members to get to know each other and is an important part of building supportive relationships.

14.20 If you are planning entertainment, a guest speaker or an activity, now is a good time to get started

Some Lunch Clubs offer activities such as music, games and information sessions regularly while others do so only occasionally. It's important to find out what the older people would prefer to get from the club and one way to do this is to offer members a short survey to complete. This can be done very informally by chatting with individuals to find out their preferences.

15.00 Collect the money and remind people about the next Lunch Club day

One volunteer can collect the money and keep a record of who has paid. Depending on what suits your group, the money can be paid to Community Catering each week by using the special envelopes provided, or by cheque at the end of each month.

15.10 When the Lunch Club is coming to an end, check if any members need transport home or would like somebody to walk with them

This means that older people who find it difficult to access public transport can attend and enjoy themselves without worrying about getting home

15.15 The volunteers clean up, empty bins and leave the venue as it was.

Well done everybody!



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Appendix



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Member Contact Sheet

Contact details for Lunch Club				
Name	Address	Phone	Emergency Contact	Special dietary Requirement



Venue Checklist		Yes	No
Access	Is Parking available?		
	Are there any steps into the building?		
	If so are they easy to see?		
	Is the building wheelchair accessible?		
	Are floors in good condition?		
	Are there wheelchair accessible toilet facilities?		
Dining Room	Are exits and entrances clear and well signed with no obstructions?		
	Is room big enough to accommodate expected number of members?		
	Is there adequate heating and lighting?		
	Are there enough suitable tables and chairs?		
Kitchen	Is there a safe potable water supply?		
	Are there basic kitchen facilities?		
	Are there waste disposal facilities?		
	Are premises free from pests? (insects & rodents)		



Food handlers must be supervised and instructed in food hygiene matters commensurate with their work activity.

It is important for those preparing and handling food to know that poor food handling practices can cause **food poisoning**. Most food poisoning cases result from bacterial contamination. Bacteria are tiny living organisms that can only be seen with a microscope. Most bacteria are harmless but some can cause illness. They are found everywhere - in soil, water, on people and animals and they can contaminate food in a number of ways:

Raw Products bacteria on raw food can be transferred onto cooked/ready to eat foods during preparation or storage.

People carry bacteria in and on their bodies - on their hands, face, nose and in their stomachs. Food handlers can transfer bacteria to food if they don't wash their hands after using the toilet or if they touch their faces or hair while handling food.

Pests such as insects and rodents can all carry bacteria and may infect any food they touch.

Dirty food premises harbour bacteria on dirt and food particles which can contaminate the food being prepared (Food Safety Authority of Ireland 2010).

Temperature Control

Bacteria that cause food poisoning are found everywhere. Given the right conditions (food, warmth, moisture) they can grow and multiply and cause food poisoning in those who eat them.

To prevent bacteria from growing it is important to keep cold food cold (5°C or below) and hot food hot (63°C or more).

When meals are not being served immediately, they need to be kept at a safe holding temperature in chaffing dishes (with two fuel canisters) or ovens until just prior to service. Therefore, hot food shall be held at 63°C or above for 2 hours maximum. Note: 2 hours includes from the time it leaves community catering

If during the holding or service food temperature has not been maintained at the required temperature the following corrective action should be taken:

- Reheat to 70°C, serve immediately - discard any remaining food

Food which remains uneaten at the end of the service period must be discarded. Food must not be reheated or taken home to eat at a later time.



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Good Food Handling Practices

- Never allow raw food to come into contact with cooked or ready to eat foods
- Use separate work area and utensils for preparing raw and cooked foods
- Keep food covered and stored in sealed food containers
- Do not handle food unnecessarily - use tongs where possible
- Ensure that cleaning cloths and towels are clean and replaced frequently
- Do not lick your fingers, taste food, eat, cough or sneeze near food that you are serving



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Good Personal Hygiene Practices

We need to be particularly careful when we are working where food is handled and need to maintain good personal hygiene practices:

- Wash and dry your hands as often as is necessary (separate facilities should be provided for hand washing)
- Keep nails short and clean
- Keep hair neat and tidy
- Cover any cuts and sores with a blue waterproof dressing
- Do not work if you are suffering from vomiting or diarrhoea
- Wear and maintain protective clothing, including hair covering
- Do not wear strong perfume, after shave or nail varnish
- Restrict jewellery to a plain wedding band and small earrings
- Do not eat in food handling areas



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Hand Hygiene

Hand washing is vital in preventing contamination of food by food handlers. Harmful bacteria present on the hands of food workers are removed by proper hand washing techniques

Food handlers must wash their hands as frequently as necessary and always:

- Before starting food handling task
- After handling waste or touching bins.
- After handling dirty linen.
- After using the toilet.
- After using a handkerchief, blowing or touching nose.
- After smoking.
- After eating.
- Before starting a new task
- Before using disposable gloves
- After routine cleaning tasks
- After handling money
- Cover cuts & sores with a blue waterproof dressing

What is the proper hand washing technique?

Hands should be washed for at least 10-15 seconds as follows:

- Wet hands under warm running water
- Use enough soap to form a good lather
- Rub all parts of hands with soap and water
- Lather for at least 10-15 seconds, vigorously and thoroughly rubbing all hand surfaces, including the fingertips and thumbs
- Rinse hands thoroughly with running water
- Dry hands thoroughly

Tips on wearing gloves:

Wearing disposable gloves over an extended period of time can actually increase the risks of bacterial contamination, due to the tendency of workers becoming complacent about hygiene.

Gloves must be replaced regularly and when replacing gloves employees should wash their hands.



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Fitness to work

Food handlers can pass on illnesses through the food they work with. To prevent this you must report if you are suffering from an illness with any of the following symptoms:

- Fever
- Diarrhoea
- Vomiting
- Infection of the mouth, throat, nose, ears or eyes
- A persistent cough

When returning to work after an illness, take extra care when washing hands.



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First Aid

- A first aid kit must be available to everybody and should include waterproof, brightly coloured plasters and sterile dressings.
- Ensure the First aid box is accessible to all: report any missing items and re-stock as necessary
- Cover all cuts and abrasions with a waterproof, brightly coloured dressing

Treatment for Minor Cuts

- Clean wound with water
- Remove dirt/debris in the wound
- Apply antibiotic ointment
- Dress/ bandage the wound
- Change dressing daily
- Apply gentle pressure if bleeding persists
- Minor cuts should stop bleeding in 10 minutes

Treatment for burns

- Cool with water for 10 minutes
- Remove any clothing soaked in hot liquid
- Cover with a sterile dressing



Health and safety is everybody's responsibility. When planning a Lunch Club or an activity, it's important to try to keep everyone involved safe by taking measures to reduce the likelihood of accidents from happening. While it is uncommon for Incidents or accidents to occur at any Lunch Club, areas to consider are:

- Serving of hot food/drinks
- Kitchen facilities and equipment
- Food hygiene

Health and safety considerations need not be a barrier to organising a Lunch Club. By taking some simple steps you'll be able to enhance the experience for those involved while ensuring that the Lunch Club is well managed with a plan in place to deal with any incident that may occur.

1. **Recognise any potential areas of risk** - things that could go wrong
2. **Identify hazards** - A hazard is anything that can cause **harm**: it could be flooring, equipment or it could be a person behaving in a dangerous way
3. **Consider who might be harmed** and how
4. **Identify the steps to be taken to reduce the risks**

Incident Reporting

It is advisable to have a system in place to record any incidents or accidents that may occur. It is important that all volunteers have a clear understanding of how to record incidents and what to do with this record. Incident and accident reports should always be written as soon as possible after they occur.



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Food Safety Training Checklist

Food Safety skills	Competent
1. Wear and maintain protective clothing hygienically	
2. Maintain a high standard of hand washing	
3. Maintain a high standard of personal hygiene	
4. Demonstrate correct hygiene practice if suffering from ailments/illness that may affect the safety of food	
5. Avoid unhygienic practices in food handling	
6. Demonstrate safe food handling practices	
7. Maintain staff facilities in a hygienic condition	
8. Keep work areas clean	