



3 Kitchens

Volunteer • Seek Employment • Become an Entrepreneur



VOLUNTEERING GUIDE

By engaging in volunteer work, women can build their confidence, expand their networks, and gain valuable experience that can be leveraged in their future careers.

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CONTENT

01	Introduction	3
02	Benefits of volunteering	4
03	Overcoming barriers	8
04	Culinary heritage	12
05	Sign posting to Food safety / Hygiene	16
06	Volunteering Options	19
07	Teamwork	22
08	Volunteering in the Culinary World	24
09	Communications	27
10	Know your Rights	30
11	How to Volunteer and Testimonials	32

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Volunteering is described as an unpaid activity where someone gives their time to help others. One of the better-known benefits of volunteering is the impact on the community. Unpaid volunteers are often the glue that holds a community together.

“

01 | Introduction

While it can be daunting, especially for newcomers, volunteering offers numerous rewards. It aids in community integration, providing access to networks, skills, and language development.

The Volunteering Guide aims to enable migrant women to participate in volunteering projects and develop soft skills, such as communication, teamwork, and problem-solving. By engaging in volunteer work, women can build their confidence, expand their networks, and gain valuable experience that can be leveraged in their future careers.



02 | Benefits of Volunteering



Volunteering in the food sector offers numerous advantages that extend beyond altruistic satisfaction. For migrant women, these benefits can be life-changing, providing a sense of purpose and belonging in a new community. Volunteering offers numerous advantages to women who are new to a country. Here are some key benefits:

Skill Development

The food sector is rich with opportunities for learning. Volunteering helps you acquire practical skills from food preparation to event organisation that are transferable to paid employment.

- **Building New Skills:** Through volunteering, migrant women can learn practical skills related to the food sector such as cooking techniques, food safety standards, and customer service. Furthermore, volunteer experiences challenge you to step out of your comfort zone. This fosters personal growth, builds self-esteem, and bolsters confidence.
- **Language Improvement:** Volunteering provides an immersive environment to practice and enhance language proficiency which is invaluable for migrants.
- **Cultural Exchange:** Diverse volunteer opportunities allow for cultural exchange, helping migrant women understand local customs and traditions. Working alongside people from diverse backgrounds allows for a cultural exchange. This mutual learning experience can lead to a deeper understanding and appreciation of different traditions and cuisines.
- **Geographical knowledge:** get to know the host town geographically by travelling to and from the town to carry out the volunteer work.



Enhancing Employability

Volunteering significantly enhances employability for migrant women. It provides a platform to gain practical skills and industry knowledge, particularly in the food sector. This hands-on experience can be a valuable addition to your resume, making it more attractive to potential employers. Furthermore, volunteering offers opportunities to build professional networks, which can lead to job referrals or recommendations. It also demonstrates qualities like initiative, commitment, and adaptability, which are highly sought after by employers. Therefore, volunteering serves as a stepping stone towards securing paid employment and achieving career advancement.

- **Resume Building:** Volunteer experience can significantly bolster a resume, especially for those with gaps in employment or looking to enter a new industry.
- **References and Recommendations:** Positive networking during volunteer activities can lead to valuable references and letters of recommendation.
- **Adding helpful references** to the file when applying for a residency permit.

Mental Health and Wellbeing

Engaging in volunteer work enables migrant women to contribute to the greater good. For many, the act of giving time and skills to help others is a source of immense personal fulfilment.

By embracing volunteering opportunities, migrant women can enrich their lives while making a significant impact on their new communities. Your contribution to local food banks or community kitchens plays a crucial role in combating hunger and provides essential support to those in need. Furthermore, volunteer experiences challenge you to step out of your comfort zone. This fosters personal growth, builds self-esteem, and bolsters confidence in creating links and help others.

- **Community Connection:** Volunteering helps migrant women build a sense of belonging and community involvement.
- **Reducing Isolation:** Engaging in volunteer work can combat feelings of isolation and loneliness or breakout of family circle often experienced by migrants, by connecting with other people.

Self satisfaction

Acquiring "tips"

- Contributing to a cause close to our hearts or helping those in need generates a sense of personal fulfilment.
- Learn all kinds of information and "good tips" (administrative information, grocery shop addresses, etc.) and opportunities needed for integration and a better daily life.



03 | Overcoming barriers to volunteering

Many third country nationals are overqualified for their jobs. Volunteering opportunities provide a meaningful outlet for them to utilise their skills and qualifications. Volunteering can provide personal and professional development and can be a powerful motivator for individuals who may feel underutilised in their current roles.

The specific focus on women, who tend to have lower employment rates, highlights the need for gender-sensitive approaches to volunteering.

Perceived barriers

"I don't have enough time..."

- The most common reason why people and especially women don't engage in volunteering boils down to lack of free time, which is cited by women and those aged 35-54.

"What's the point of volunteering...? You want me to work for free...?"

- Some people still don't see the value in engaging in volunteering, believing that they would have nothing in common with other volunteers or just not seeing what the benefit would be for them. Volunteering is seen as giving 'free time' for no recompense.

"They aren't any volunteering opportunities out there..."

- There are people who have an interest in volunteering but report that they either received no reply from their chosen organisation or the organisation couldn't find a suitable position for them.

"Can volunteering really help me get a job?"

- Volunteering can really help you get a job – but not always as quickly as you'd like. To get the most out of volunteering it helps to have realistic expectations. If you take on a volunteer role, and are committed, you will get huge benefit.



The 4 Hardest Things about Volunteering

Here's a breakdown of some of the challenges and the accompanying advice:

01

Being Out of Your Comfort Zone

Challenge: Stepping into the unknown and leaving one's comfort zone can evoke feelings of vulnerability and anxiety.

Positive Perspective: Personal growth and valuable experiences gained by overcoming fear. This encourages migrant woman to view fear as an obstacle to be overcome for personal development.

02

Feeling Overworked and Exhausted

Challenge: Volunteering adds to existing daily life commitments, potentially leading to overworking and exhaustion.

Caution: Volunteers need to be mindful of their workload to avoid burnout.

03

Feeling Emotionally Involved and Invested

Challenge: Volunteers often become emotionally attached to their roles, which may lead to challenges in decision-making.

Balance: Acknowledges the passion behind selecting a volunteering role but cautions against becoming overly involved to the point of hindering effective decision-making.

04

Lack of Language Skills

Challenge: Lack of language skills is identified as a potential barrier to volunteering.

Clarification: Language skills should not be a hindrance, as many organisations actively seek interpreters and translators. The possession of home language skills is highlighted as a valuable asset.

Barrier fo women facing disadvantaged

There are additional barriers faced by women facing disadvantage in volunteering. Here's a breakdown of the considerations and legal frameworks.



Barrier for Disadvantaged/Disabled Women

Challenge: Volunteering can pose additional barriers for women facing disadvantage, compounding challenges faced by women in general and further increasing difficulties for migrant women.

1. Legal Frameworks

Disability Discrimination Act 1995

Ensures it is unlawful to discriminate against disabled persons in various aspects, including employment, provision of goods and services, and management of premises.

Equality Act 2010

Prohibits discrimination based on disability and ensures that individuals with disabilities are not unfairly treated.

2. Right to a Safe and Secure Place

Both acts guarantee the right of disabled persons to expect a safe and secure place of work or volunteering.

Reinforces the importance of creating environments that prioritise the well-being and safety of individuals with disabilities.

3. Considerations for Volunteering

The most critical considerations when starting to volunteer includes enthusiasm, hard work, and a readiness to help people and the community.

By promoting inclusivity and understanding, volunteering can become a more accessible and enriching experience for individuals with diverse backgrounds and abilities.

Top 5 practical tips for volunteers

01

Enthusiasm and Work Ethic

Enthusiasm, hard work, and a genuine readiness to help are good qualities for a successful volunteer. This underlines the importance of a positive attitude and a sincere commitment to community service.

02

Language Skills

Lack of language skills is not considered a barrier, as many organisations actively seek interpreters and translators, especially to support new migrant communities. The ability to communicate in home languages is seen as a valuable asset, emphasising the diversity of skills that volunteers can bring.

03

Training

Completing any required training is an essential step. While some training may be minimal, certain organisations may require mandatory certifications or specific courses before volunteers can begin their roles. This emphasises the importance of being adequately prepared for the tasks at hand.

04

Limited Commitment Initially

Starting with a limited commitment, especially at the start is recommended. This approach allows volunteers to assess their enjoyment of the position and the organisation before making a full commitment. The advice to "under promise, over deliver" encourages a gradual increase in involvement based on the volunteer's comfort and interest.

05

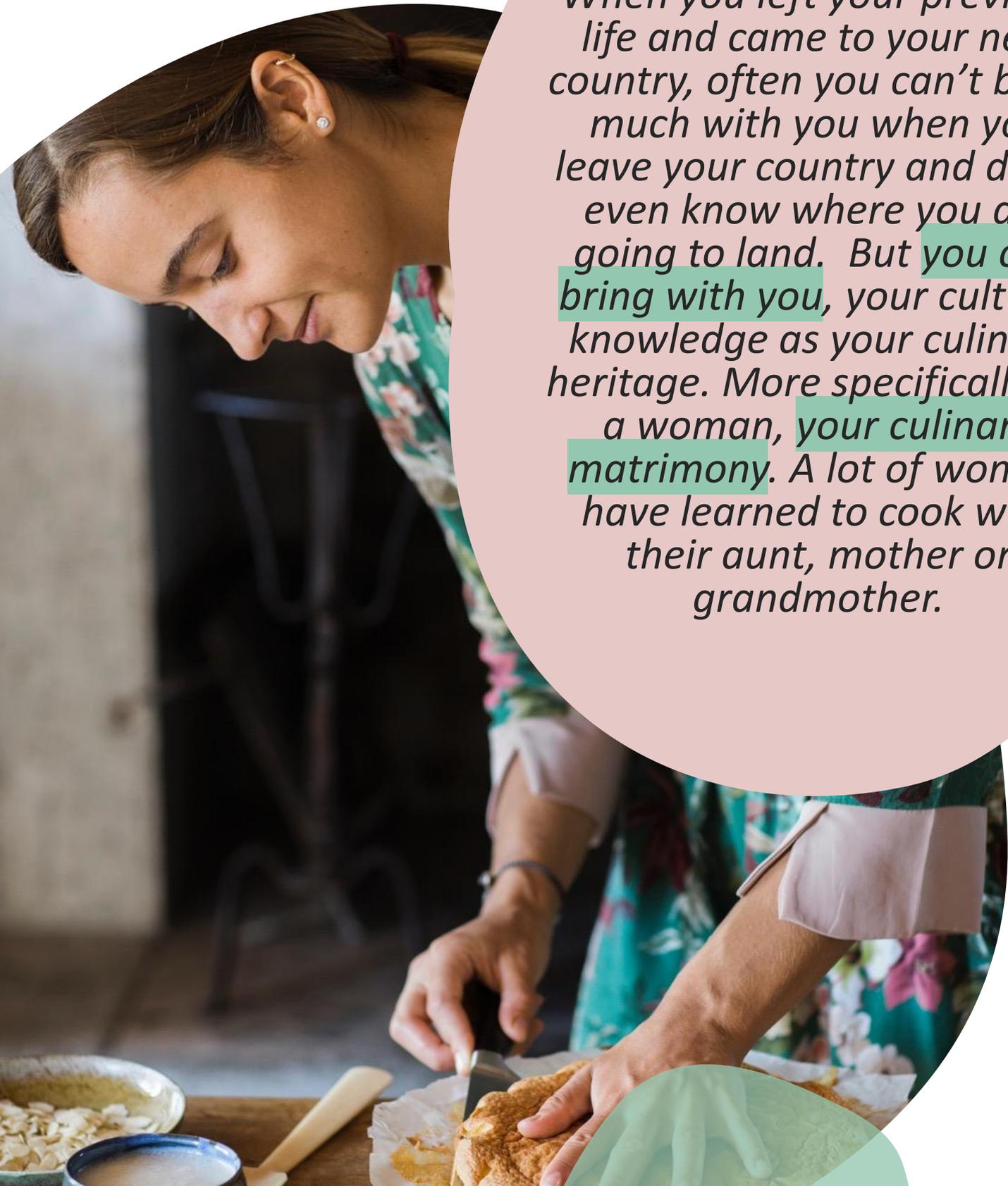
Professionalism

It is important that volunteers treat their volunteering commitment as important as they would a paying job. Punctuality, reliability and professionalism are important, recognising that non-profit organisations heavily rely on volunteers for various duties.

04 | Culinary Heritage



When you left your previous life and came to your new country, often you can't bring much with you when you leave your country and don't even know where you are going to land. But you can bring with you, your cultural knowledge as your culinary heritage. More specifically, as a woman, your culinary matrimony. A lot of women have learned to cook with their aunt, mother or grandmother.





A feeling like home

When you are in a hosting country, it feels right away very comforting to be able to cook and to eat the recipes from your home country. It starts with finding the stores where you will be able to buy the products from home.

Innovation

But your culinary heritage can also be a powerful mean for social and professional inclusion. Indeed, a lot of people are curious to discover new flavors or to eat a dish they have tasted during a trip abroad, sometimes in your home country. When people eat, they are more eager to discuss and share with other people and the cook. They often want also to learn how to cook your recipes. Each

new ingredient or recipe you bring with you and share with the local population, is a great contribution to the local culinary culture. To use different traditions and receipts for cooking and baking to creating new dishes with spices from other countries, with ingredients from the new country and mixed with new ideas for cooking and baking.

A good example



Leila grew up in Somalia in the 1990s. She had to contribute to the family situation as a young person. Her solution was to bake sambosa and sell on the street.

In Sweden, she discussed the idea with other refugee women with similar experiences, so together with them she created the idea "Foreign Stew Food".

They created a non-governmental association and were invited to events "*Come and taste dishes from our countries*" in collaboration with interested parties, restaurants and associations in Sweden. For a short period, this proved to be popular idea but as with many refugees, life changes, some left for other countries, voluntarily or forced, some got permission to stay in Sweden. The lesson from this is that when you are in a difficult situation, you might have the chance to somehow use your experiences and motivation to do something that motivates you, like cooking food and baking bread and cakes. And share to others.

Volunteering missions

A lot of volunteering missions involve cooking for people in precarious situations e.g. soup kitchens, at food banks etc.. It can allow you to cook your recipes and at the same time, to help people.

Closer to a job

Your culinary heritage can also lead to professional integration since a lot of employer encounters difficulties to find a reliable and committed workforce.

Practical tips!

- **Take pride** in your culinary food heritage!
- **Share** your recipes and let people taste dishes from your country
- **Try to find out** who can be your cooperation partners
- **Use our 3 Kitchens culinary team** - let us support and develop together!

05 | Sign posting to Food Safety / Hygiene

Understanding Food Safety and Hygiene

Food safety and hygiene are crucial in any food-related volunteering activity. It ensures that the food served is safe to eat, preventing foodborne illnesses. This section guides you through the basics of food safety, including personal hygiene, food storage, preparation, and cooking standards. As a volunteer, you will not carry full responsibility for this area. But, becoming knowledgeable about food safety practices is essential, as it empowers you to contribute positively to the project while ensuring the health and well-being of those you serve.

The Importance of Being Knowledgeable

While professionals in the food volunteering opportunity will bear the primary responsibility for maintaining food safety and hygiene standards, volunteers' awareness and understanding significantly enhance the overall safety and quality of food service.

Why It Matters

Ensuring the safety of the food you prepare and serve is not just about compliance; it's about caring for the community you serve. It shows respect for the health and wellbeing of others and builds trust within your community.

01

● **Preventing Health Risks:** Understanding the basics of food safety helps in preventing potential health risks associated with improper food handling.

02

● **The value of food safety knowledge** goes beyond immediate volunteer roles. It is an essential skill for future career development and entrepreneurial endeavours in the food sector.

03

● **Adopting Professional Standards:** Approach your volunteer role as a training ground where you adopt and apply food safety standards as a professional would.

04

● **Expand Your Knowledge for Future Success. Seek Out Training:** Engage with training opportunities in your region to deepen your understanding and obtain certifications that will be valuable in your professional journey.

05

● **Learning and Applying Best Practices:** Use this opportunity to learn about best practices in food storage, preparation, and hygiene, and consider how these practices will apply to your future career or business.



Your Role and Responsibilities

As a volunteer, your role in food safety and hygiene includes:

Personal Hygiene: Ensuring personal cleanliness and proper handwashing techniques before and during food handling.

Awareness of Food Storage: Recognising the importance of proper food storage methods to prevent spoilage and contamination.

Signposting to practical info

Sweden

1. Visit the Livsmedelsverket Website:

Start by exploring the National Food Agency's website (Livsmedelsverket). It offers a wealth of information in multiple languages, making it accessible for non-Swedish speakers.

2. Search for 'Food Safety Courses': Look for courses specifically designed for food handlers. These courses often cover the basics of food hygiene and safety practices required by Swedish law.

3. Local Municipal Websites: Many municipalities offer local food safety training. Check the official website of your municipality for any available training

Safe Food Preparation: Following guidelines for safe food preparation, including awareness of cooking temperatures and avoiding cross-contamination.

Following Established Protocols: Adhering to the food safety protocols and guidelines established by the organization or project you are volunteering with

Make sure to ask your volunteer host for training support appropriate to your volunteering role.

France

1. Use the French Government's Service-Public.fr:

This portal provides access to administrative and legal information, including food safety and hygiene regulations. You can find links to certified training providers.

2. Look for ANSES Recommendations:

The French Agency for Food, Environmental and Occupational Health & Safety (ANSES) recommends training programmes.

Ireland

1. FSAI Training Portal: The Food Safety Authority of Ireland (FSAI) offers a training portal with information on various training courses, including online options.

2. Safefood Training Hub: Safefood, the Food Safety Promotion Board, provides a training hub where you can find accredited food safety and hygiene courses in Ireland, suitable for different levels of experience.

The Netherlands

1. NVWA Website: The Netherlands Food and Consumer Product Safety Authority (NVWA) provides guidelines and information on food safety standards. While they don't offer training directly, they can be a starting point for understanding what certifications are required.

TIP: Search for 'HACCP Training': HACCP (Hazard Analysis Critical Control Point) is a system recognized worldwide, and many training providers offer courses in multiple languages.

GLOSSARY - Food Safety / Hygiene Terms

To get you in the zone, here are 10 essential terms and their meanings:

- **Personal Hygiene:** Practices related to maintaining cleanliness and grooming of the physical body. In the context of food safety, it includes regular handwashing, using protective clothing, and avoiding contact with food when ill.
- **Cross-Contamination:** The transfer of harmful bacteria or other microorganisms from one substance or object to another, often due to improper handling of food, equipment, or surfaces. It can occur between raw and cooked food or from person to food.
- **HACCP (Hazard Analysis Critical Control Point):** A systematic preventive approach to food safety that identifies physical, allergenic, chemical, and biological hazards in production processes that can cause the finished product to be unsafe. It designs measurements to reduce these risks to a safe level.
- **Foodborne Illness:** Illness caused by consuming contaminated food. Common symptoms include stomach pain, vomiting, diarrhoea, and fever. Microorganisms like bacteria, viruses, and parasites, or their toxins, are the most common causes.
- **Pathogen:** Any organism that can cause disease. In food safety, pathogens refer to harmful bacteria, viruses, or parasites that contaminate food and cause illness.
- **Temperature Danger Zone:** The temperature range between 5°C (41°F) and 60°C (140°F) in which foodborne bacteria can grow rapidly. Keeping food outside of this temperature range helps prevent the growth of pathogens.
- **Sanitisation:** The process of cleaning and disinfecting surfaces and equipment to reduce the risk of contamination. This usually involves the use of chemicals, heat, or radiation to kill pathogens to a safe level.
- **Best Before Date:** The date by which the manufacturer recommends that the product should be consumed for it to be at its optimal quality. It's not a safety issue but rather a quality guideline.
- **Food Handler:** Anyone who works in a food processing or serving setting and directly handles packaged or unpackaged food, food equipment and utensils, or food contact surfaces.
- **Traceability:** The ability to track any food through all stages of production, processing, and distribution. Traceability is crucial for recalling contaminated food from the market and for investigating foodborne illness outbreaks

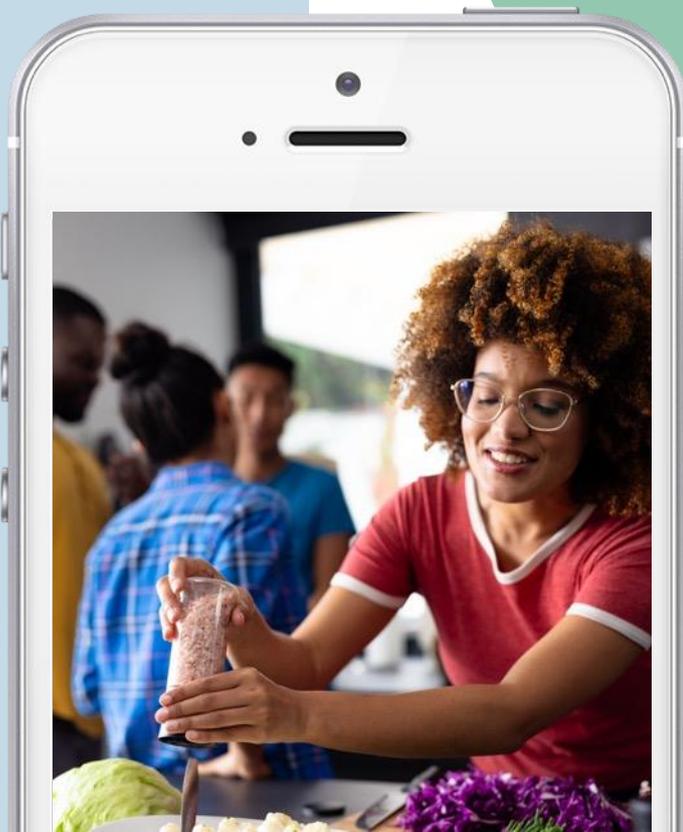
06 | Exploring volunteering opportunities

Volunteering offers many opportunities for involvement, enabling individuals to contribute to causes they are passionate about. Here are some ways to get involved in volunteering:

Self-organisation:

taking the initiative
Self-organisation is a stimulating approach to volunteering. Individuals can initiate volunteering activities in response to specific problems that are close to their hearts. Whether it's providing food aid, redistributing necessities or addressing other community concerns, taking the initiative to create and implement a volunteering project can be a rewarding experience.

If someone is concerned about food insecurity, they could spearhead a local campaign to collect and distribute food to those in need.





Networking:

Use your connections to find opportunities

Actively seeking out volunteering opportunities that match a person's values, interests and skills involves building a network. By tapping into formal and informal networks, individuals can discover a plethora of opportunities.

Sources of networking: Town halls, employment agencies, neighbourhood and community associations, cultural centres, volunteering and association fairs, migrant

networks, events and social media groups (such as Facebook) can be valuable networking platforms.

For people who are not comfortable in a new environment or language, having a support person accompany them on their first visit to a volunteering association can help. This not only solves transport problems, but also makes it easier to get to know the association.

Using work or hobbies: Adapting volunteering opportunities

Another way of volunteering is to take advantage of your professional experience or hobbies, in our case, this is food. This personalised approach ensures that the volunteer work matches the person's expertise and interests.



Online volunteering platforms: Broadening your scope through technology

Enter the digital age by exploring online volunteering platforms. Many websites connect volunteers with virtual opportunities, allowing people to contribute their skills and time from a distance. This approach is particularly beneficial for people with busy schedules or geographical constraints.

Community outreach events: Getting involved locally

Get involved in community events organised by local not-for-profit organisations, schools migrant organisations or public bodies. These events are often an opportunity to find out about current volunteering opportunities and get in touch with organisations that are actively looking for volunteers.

Taking part in clean-up campaigns, health fairs or cultural events can give you a better understanding of local issues and the different ways in which you can contribute.

07 | Teamwork is an important life and work skill

Most types of work involve you working as a team. Good teamwork means everyone working well together.

Teamwork skills are essential for a positive and enjoyable volunteering experience. Effective teamwork, communication and mutual support among team members.

In the heart of every community project, especially in the food sector, lies the spirit of teamwork. For migrant women, the act of volunteering alongside others is not just about contributing to a cause; it's a step towards building a brighter future in a new country.

Working effectively as part of a team combines diverse skills, experiences, and perspectives towards a common goal.



Enhancing Communication Skills

Improves various communication parts such as active listening, following instructions and providing support and ideas. Strong teamwork fosters clear and open communication channels among team members.

Teamwork in a multicultural setting offers a unique opportunity for cultural exchange and integration. It provides a sense of belonging and helps in understanding and navigating a new cultural environment. Collaborating with others in a team setting can also enhance your language skills, providing a practical and supportive environment for practicing a new language.

When you volunteer, you need to cooperate with your team members, share responsibilities, and contribute to a common goal. So how do you do this effectively?

Top 4 most effective teamwork approaches for volunteering.

01

Communicate clearly

Communication is key to any successful team, especially when you are volunteering in an organisation that you care about. Make sure that you understand the expectations of your volunteer project, use respectful language, and actively listen to feedback.

Check in regularly with your team leader and your peers.

02

Collaborate creatively

Successful volunteering involves you adjusting to changing situations, solving problems. This means that you respect and value the diversity of skills, views, and experiences that each person brings to the table. Be open to learning, sharing knowledge, and brainstorming solutions. Don't be afraid to experiment, try new things, and make mistakes, as long as you learn from them and improve.

03

Support each other

Volunteering can also be stressful, demanding and emotionally draining at times. That is why you need to support each other as a team and create a positive and supportive work environment. Be respectful of each other's feelings, needs, and boundaries. Offer help, advice, and encouragement when needed, and ask for it when you need it. Build trust, and friendship with your team members, and have fun together.

04

Reflect and improve

Volunteering is a great opportunity to learn new skills, develop your strengths, and discover your passions. To make the most of it, you need to reflect and improve as a team. This also means that you ask and provide constructive feedback and help you develop your skills. Be honest, humble, and willing to grow as a team.



08 | VOLUNTEER IN THE CULINARY WORLD

Communication is key in maximizing the impact of your volunteering efforts. For migrant women, effective communication fosters meaningful collaborations and enhances contributions to the food sector.

01 — Practice Active Listening

Communication is not limited to verbal expression. To fully comprehend the needs and expectations of a community, it is essential to practice active listening. This involves paying attention to non-verbal cues and respecting cultural silences, which can hold great significance.

02 — Ask questions

If something isn't clear, don't hesitate to ask questions to clarify rather than making assumptions. This shows your commitment to open and respectful communication.

03 — Collaborations with Charity Events

Charity events, fundraisers and local initiatives often need culinary volunteers to add a special touch to their food. To get involved, identify events in your area and offer your help. This can also be a great opportunity to network with other cooking enthusiasts.



04

● Feedback

When collaborating with organizations, fellow volunteers, or community members, it is important to seek feedback. Constructive feedback can provide valuable insights into your performance and help identify areas for improvement. The use of feedback as an essential tool for personal and professional development is highly recommended.

05

● Share your experiences around you

Sharing your volunteering experiences and commitment can inspire others to get involved. There are assignments to suit different talents, abilities and availability. Each participant plays an essential role, and every small contribution makes a significant difference. Every gesture, no matter how humble, can make a real impact.

06

● Joining groups

Discover new ways to get involved by exploring online groups and communities related to cooking, volunteering, and humanitarian aid on platforms like Facebook. Join specific groups where members share information about volunteer opportunities in your area. These groups can be valuable resources for finding volunteer opportunities.



07

● Online presence

Consider creating an Instagram page dedicated to your culinary volunteer activities. Share photos and stories of your experiences, highlight the organizations you contribute to, and use relevant hashtags to attract the attention of other cooking and volunteering enthusiasts. Images of dishes prepared for charity events or interesting parts from your engagement can generate interest and inspire others to follow your example.

Volunteering in the culinary sector provides a chance to share your passion and make a real difference in the lives of others. You can create a meaningful and rewarding volunteer experience by seeking local opportunities, participating in charity events, and communicating effectively. Start your culinary volunteer adventure now!

08

● Finding opportunities

Explore local organisations, churches, shelters, food banks and community kitchens that require volunteers. Contact them to learn more about their specific needs and how your expertise can best be utilised. You can also find opportunities online. Do not underestimate, social medias, as groups play a significant role in the volunteering system.

09

● Cultural sensitivity

Before volunteering, it is important to take the time to learn about the local customs, traditions, and etiquette. This includes understanding appropriate greetings, gestures, and communication styles. This knowledge will help you navigate social interactions with respect and sensitivity.

09 | Communications

When we embark on culinary/food project volunteering, communication extends beyond words. It involves a shared language of flavours, traditions, and experiences that transcends cultural and linguistic boundaries.

For migrant women getting involved in volunteering on food projects, food becomes a powerful tool for connection, learning, and leadership.



Food has a unique ability to unite people from diverse backgrounds, fostering an inclusive and supportive environment for all volunteers, but especially women.

Communication Skills Suggestions

- **Visual Aids:** Use visual aids like recipes with pictures, videos, or live demonstrations. This can help overcome language barriers and ensure everyone is on the same page, regardless of their linguistic proficiency.
- **Active Listening:** While cooking together, practice active listening. Pay attention to both verbal instructions and non-verbal cues, such as body language and facial expressions, to better understand and connect with your team.
- **Culinary Glossaries:** Volunteer hosts should create a culinary glossary that includes key terms in multiple languages relevant to your volunteers. This will not only help with specific culinary vocabulary but also aid in general communication and learning.

Overcoming Communication Barriers Through Food

Communication transcends language barriers. It can

- **Foster Empathy:** Engaging with food from various cultures encourages empathy, as we can explore the stories and significance behind different cuisines. This empathy can lead to stronger, more compassionate team dynamics among volunteers from diverse backgrounds.
- **Build Connections:** Food brings people together, creating opportunities for interaction and conversation that might not occur in other contexts. These connections are the foundation for inclusive communities where every volunteer feels valued and understood.
- **Provide A Voice:** Through food, migrant women find a powerful voice, enabling them to share their stories, culture, and perspectives with others, enhancing mutual respect and understanding.
- **Nurture Professional and Personal Growth:** As 3 Kitchens is working towards, culinary volunteering can be a stepping stone to employment or entrepreneurship, as it helps develop critical soft skills like teamwork, leadership, and intercultural communication, essential in any professional setting.



Communicating effectively with fellow volunteers

requires creativity, openness, and a commitment to mutual respect and learning. But the best approaches are practical. Here are some ideas:-

- **Feedback Café:** Organise a casual feedback session post-events or workshops in a 'café' setting, complete with snacks and a relaxed atmosphere. Volunteers can share their thoughts on what went well and what could be improved in a format that feels more like a conversation among friends.
- **Skill-Share Sessions:** Facilitate sessions where volunteers can teach each other skills that may not be directly related to food but are valuable for personal development, such as digital skills, reinforcing the idea that everyone has something to contribute.
- **Celebration Moments:** Make time to celebrate achievements, big or small, within your volunteer team. Acknowledging milestones, birthdays, or successful events with a small gesture or celebration can significantly boost morale and sense of community.

The Power of Non-Verbal Communication – proven approaches for Your Volunteer Host

- **Visual Aids:** Use infographics and pictures to convey complex information simply and engagingly, making it easier for everyone to grasp without lengthy explanations.
- **Signage:** Employ clear, universally understandable signs around your volunteer space, kitchen or event area. Symbols for directions, food safety instructions, and tasks can guide volunteers effortlessly.
- **Demonstrations and Mime:** When teaching a new skill or explaining a process, use demonstration or mime. Showing rather than telling can be a powerful way to convey information across language barriers.

You

- **Expressive Techniques - Body Language:** Try to use open and positive body language. Simple gestures like smiles, nods, and open postures can bypass spoken words.
- **Facial Expressions** are powerful in conveying understanding, empathy, and encouragement. A smile or an expression of interest can bridge communication gaps more effectively than words.

Use Technological Tools

- **Translation Apps:** In settings with diverse languages, smartphones with translation apps can be invaluable for quick translations to facilitate basic understanding and instructions.

Let's look deeper at the Power of Translation Technology

One of the biggest challenges of learning a new language is the time and effort it takes to become proficient. Language acquisition is a complex process that requires a lot of practice and repetition. Translation technology can make a big difference and is like having a personal translator in your pocket. These tools can translate words, sentences, and even whole conversations in real-time, making it easier for everyone to understand each other without waiting to become fluent in a new language.

How to Use Translation Apps Effectively

- **Choose User-Friendly Apps:** Pick translation apps that are easy to use and support the languages you need. Some popular ones include Google Translate and Microsoft Translator. They work on both smartphones and tablets.
- **Practice Before You Need It:** Spend a little time getting to know how the app works. Try translating some phrases you use often or think you'll need to know. This way, you won't be figuring it out when you really need to communicate something important.
- **Use Voice Features:** Many apps let you speak directly into them, and they'll translate your words into another language out loud. This is super helpful for having conversations when you don't speak the same language as someone else.
- **Download Languages:** If you know you won't have internet access, download the languages you need ahead of time. Most apps allow this, so you can still translate without Wi-Fi or data.
- **Take Photos for Translation:** Got a menu, sign, or document in another language? Use your app's camera feature to take a photo, and it'll translate the text for you. It's great for understanding instructions, directions, or what you're about to eat.

Tips for Smooth Communication Using Tech

- **Speak clearly and use simple sentences** makes it easier for the technology to understand and translate accurately.
- **Translation isn't perfect.** Sometimes it might get things a bit mixed up, especially with slang. If something sounds strange, try rephrasing and translating again.
- **Be Patient.** Technology can make things quicker, but there might still be delays or mistakes.



10 | Know your Rights!



When you volunteer you do not have a contract of employment as a volunteer, so you do not have the same rights as an employee or worker.

You will usually be given a volunteer agreement that explains:

- *the level of **supervision** and **support** you'll get*
 - *what **training** you'll get*
- *whether you're covered under the organisation's employer or public liability **insurance***
- ***health and safety** issues*
- *any **expenses** the organisation will cover*

The volunteer agreement is not compulsory but sets out what you can expect from the organisation you're volunteering for. It does not form a contract between you and the organisation.

Although volunteers don't have the same rights as employees, they have some rights if they have experienced an emotional harmful or threatening experience. As a volunteer one must be treated fairly and with respect. Please check rules in your host country, but here are some typical approaches...

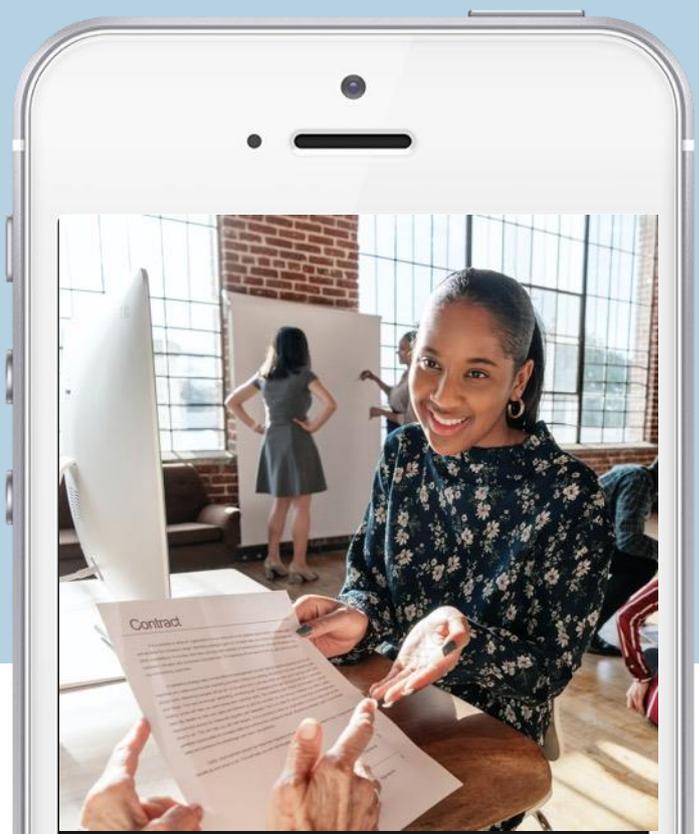
Most notably, a volunteer:

- Has no right to the national minimum wage, holiday pay, sick pay or protection from unfair dismissal;
- Is not covered by the Working Time Regulations and therefore no protection by the number of weekly hours limit or any minimum holiday entitlement
- Stands outside the protection against discrimination provided by the Equality Act.

Volunteers are also subject to Criminal Record Bureau checks if they are to work with children or vulnerable adults and depending on which country you are in, you may need to register with a specific agency.

However, volunteers do have some basic legal protections provided by the following legislation:

- Employers must comply with the Data Protection Act rules on processing of personal data for volunteers;
- The Health and Safety Act 1974 places a duty of care on employers 'to ensure, as far as reasonably practical, that persons not in their employment, who may be affected by their undertaking, are not exposed to risks to their health and safety' and 'to give information as might affect their health or safety;'



11 | How to Volunteer and Testimonials



Volunteering is a great way to get involved in your community and make a difference. Volunteer experience can also look good on your CV and help you stand out among other applicants. It's important to find volunteer opportunities that fit your schedule and interests. Given our project is specifically related to food, seek out opportunities.

Volunteer Centres are often a good place to start looking for volunteering opportunities in the local area. They can find out what you're interested in doing and try to match you with a suitable volunteering role with a local charity or voluntary organisation.

Volunteering can make a real difference in your own life and the lives of those around you. There are loads of ways to get involved and plenty of organisations that can help you find your dream role.

Volunteering can help you make career choices. You can test out different jobs to find out what you prefer. You'll also gain experience and develop soft skills that are useful in all careers.

Here are 10 steps you can take to volunteer in your community:

- 1. Decide which food related causes you care about.*
- 2. Identify the skills and knowledge you can offer.*
- 3. Create a volunteer CV/resume.*
- 4. Determine how often you can volunteer.*
- 5. Research volunteer opportunities in your community.*
- 6. Get all the relevant details for the volunteer position.*
- 7. Apply for the volunteer position.*
- 8. Complete any required training.*
- 9. Begin with a limited commitment.*
- 10. Be professional.*

Let's hear from migrant women volunteers...

Note photos are stock images for illustration only.

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"I joined the food bank team shortly after moving to the city, feeling a bit anxious about my language skills and how I'd fit in. But from day one, the warmth and openness of everyone were incredible. We used a translation app to bridge our language differences, and it was surprisingly effective! It wasn't just about getting the tasks done; we shared stories, recipes from our homelands, and even jokes. This experience has been so full of learning, sharing, and building confidence in a new community. It's amazing how food and a bit of technology can bring people together, turning a place full of strangers into a space of friendship and understanding. I'm grateful for every moment and the connections I've made here".

Olena, Ukraine



“Volunteering gave me the opportunity to see what job I always wanted to do involved and therefore I am better informed about I want to do in the future”

Kiran

“I have really enjoyed volunteering as this has given me an opportunity to meet different people in various roles and volunteer in a completely new environment”

Mehreen

“Volunteering has been most positive. It has helped me to refresh my skills. A mentor has been fantastic in supporting and guiding me”

Maria





3 Kitchens

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