



Order of Malta

# Cathedral Steps

Toolkit

***‘This is a simple and engaging way to begin a work of the Order, and to help those in need in our own community’***

*Volunteer, Cathedral Steps Project*

## Introduction to the Project

- The Order of Malta Cathedral Steps project is a work of the Order of Malta, which aims to provide a breakfast for the homeless community after Mass each Sunday.
- As well as breakfast, the project provides an opportunity for guests to gather in a warm and hospitable environment, helping to reduce the sense of isolation and marginalisation that many experience everyday.
- Conceived in Paris, the project has proved a great success; it has since been replicated by the French Association throughout France, and the Spanish Association in Madrid. It is hoped that this project can continue to be rolled out throughout the Associations and Priories of the Order of Malta.



- The Order of Malta Cathedral Steps project provides support for any member or volunteer of the Order of Malta to initiate a work of the Order in their own community or parish.
- The initiation of the project provides volunteering opportunities for those wishing to serve the poor under the charism of the Order.

# Toolkit Contents

**This pack contains advice and templates, based on the existing projects, which can be used by those who would like to implement it in their local communities.**

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- Initial Research
- Contact the Local Body of the Order of Malta and Chaplain
- Resources from the Order of Malta's Global Fund for Forgotten People

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## Phase One: Roles and Initial Meetings

Page	Task	Purpose	Responsibility
5-6	Task Force: Roles and Responsibilities	Assign roles to individuals within the Task Force, in order to facilitate the establishment of the project	Any
7-8	Initial Research	Research other local programmes: do preliminary research of potential venues, supplies and materials, in order to create an informed provisional budget for the project	All – to be divided up by the Project Manager
9	Contact Local Body of the Order of Malta and Chaplain	Contact the local body of the Order of Malta to notify local Hospitaller and confirm their support  The support of a Chaplain is also important	Project Manager to arrange, all members of the Task Force to attend
10	Resources from the Order of Malta	Contact the Global Fund for Forgotten People to introduce the project and request guidance on funding  Request introduction to Order of Malta organisations running established Cathedral Steps projects	Project Manager

## Task Force: Roles and Responsibilities

**The following roles are suggested; multiple roles can be assumed by one person.**

### **Project Manager**

**Responsibilities:** Overseeing the entire project and organising regular meetings with the Task Force  
Acting as the main point of contact for all members of the Task Force  
Answering queries and overseeing their roles

### **Treasurer**

**Responsibilities:** Bookkeeping, defining budget allocations with the Project Manager  
Working with the Procurement and Fundraising Managers

### **Logistics Manager**

**Responsibilities:** Managing the operations side of the project: transport and storage of supplies  
Co-ordinating health, safety, and compliance regulations

### **Volunteers Manager**

**Responsibilities:** Recruiting volunteers and managing the online volunteer platform  
Collaborating with the Fundraising and Communications Managers

## Task Force: Roles and Responsibilities

**The following roles are suggested; multiple roles can be assumed by one person.**

### **Fundraising Manager**

**Responsibilities:** Raising funds to support the Cathedral Steps project  
Collaborating with the Volunteers Manager to enlist the help of volunteers

### **Communications Manager**

**Responsibilities:** Communicating the aims of the project and the work of the Order of Malta to external organisations  
Identifying key people in these organisations  
Facilitating collaboration  
Gaining insights into similar works in the field

### **Procurement Co-ordinator**

**Responsibilities:** Sourcing all the necessary materials  
Working closely with the Logistics Manager to arrange the transport  
Storage of materials  
Adhering to the budget

## Initial Research

**Research can be gathered about networks and similar projects in your area and can be used as a starting point for contacting local organisations for support.**

**Research could be done on the following:**

- **Local authorities** – help and advice on the local area, and any necessary permissions
- **Similar schemes in the local area** – information on where and when they operate
- **Charitable organisations** – advice and information on similar projects
- **Potential partners, local parishes and local councils** – donation of supplies and materials
- **Potential target locations** – reaching out to guests through local charities or authorities
- **Parish communities** – assistance with volunteer recruitment
- **Local Order of Malta teams** – assistance with volunteer recruitment



# Initial Research

**Research can be gathered about networks and similar projects in your area, and can be used as a starting point for contacting local organisations for support.**

- **Homelessness organisations:**
  - **Google:** homeless charities listed in the local area
  - **Emmaus:** this international homeless organisation has a database with contact and website details: [http://www.emmaus-international.org/images/stories/02\\_groupes\\_monde/01\\_repertoire/repertoire\\_gpes\\_emmaus.pdf](http://www.emmaus-international.org/images/stories/02_groupes_monde/01_repertoire/repertoire_gpes_emmaus.pdf)
  - **Local homeless shelters:** Spreading details of the project amongst the homeless community
- **Charitable organisations:**
  - **Open Directory:** lists all charitable organisations by country: <http://www.dmoz.org/Regional/> Select your region, country, 'Society and Culture', 'Organisations' and an issue e.g. 'Homeless'
  - **Food Banks:** potential sources for supplies and general tips. The Global Foodbanking Network lists food banks by region: [http://www.foodbanking.org/site/PageServer?pagename=foodbanking\\_find](http://www.foodbanking.org/site/PageServer?pagename=foodbanking_find)
- **The Order of Malta:**
  - Information on existing projects run by the Order of Malta





## Order of Malta Resources

### National Associations and Priories:

All Order of Malta projects are run through National Associations or Priories. Without their authorisation, the project cannot be a work of the Order of Malta. In return, National Associations or Priories can provide guidance, advice and funding.

### Local Chaplains:

The local chaplain of the Order or parish priest can provide support for the project, and might be able to source materials (tables and chairs, for example), or help with finding a venue and gaining the support from the congregation and the local community.

**At both meetings, make sure to introduce the team and roles. Explain the need for the project from the initial research you have carried out, and propose Cathedral Steps as a viable and necessary work within the community. Detail the budget and explain the funding proposal.**



## Order of Malta Resources

**The Global Fund for Forgotten People can provide support, guidance and initial funding for new Cathedral Steps projects, as well as assisting you in contacting Order of Malta organisations running existing Cathedral Steps programmes.**

In partnership with the Order's national organisations and diplomatic corps, the Global Fund for Forgotten People raises awareness of, and support for, particular issues which have fallen under the radar, through a range of Order of Malta projects.

Email: [vision2050@forgottenpeople.org](mailto:vision2050@forgottenpeople.org)

Website: <http://www.forgottenpeople.org>

Facebook: <https://www.facebook.com/TheGlobalFundForForgottenPeople>





## Phase Two: Further Research and Project Planning

Page	Task	Purpose	Responsibility
12	Finding a Venue	Find a venue that is suitably located and request permission to use it for the Order of Malta project	Project Manager and Logistics Manager with input from Task Force
13	Contact the Local Authorities	Introduce the project and confirm the required health and safety regulations	Project Manager and Logistics Manager
14	Sourcing materials and supplies	Research suitable food and supplies, and look for local sources	Procurement manager with the Project Manager and Treasurer
15	Suggested Budget Template	Put together provisional budget for supplies	Project Manager, Treasurer, and Fundraising Manager
16	Contact the Global Fund for Forgotten People	Confirm project and budget, and request initial funding from the Global Fund for Forgotten People, through National Association or Priory	Project Manager, Treasurer and PM
17	Fundraising and Bookkeeping	Notes on fundraising and bookkeeping for the project	Treasurer and Fundraising Manager

## Venue

**Once the concept has been approved, the next step is to find the venue**

- Research options: church forecourt, parish hall, a tent near the station – ideally a central meeting place that is easily accessible
- Request permission from the relevant authorities e.g. mayor, local council, bishop
- Request permission to use signs and emblems of the Order of Malta
- Consider other options, such as large tents that could be required for external venues
- Confirm access to water for tea, coffee and cleaning
- Confirm logistics and the transportation of supplies and materials to and from the venue
- Confirm a secure location near the venue for supplies and materials.



## Contacting the Local Authorities

**Below are some fundamental points to consider.  
Consult your local authority as these will vary according to country.**

As each country will have different rules and regulations, it is advised that you consult with your local body of the Order and your chaplain to determine how the authorities should be contacted. Contact should be made after the venue, budget and core team have been finalised.

### Key points:

- Presentation of the Cathedral Steps project and an outline on the role of the Order of Malta in the given country
- Detailed explanation of the project in the local area, including venue and budget
- Target specific areas using area knowledge from the local council
- Arrange a potential meeting or call





# Sourcing Materials and Supplies

## Materials and Supplies:

- Research where to purchase materials and supplies
- Pick food and drink that can be easily prepared
- Request donations of supplies from food banks, local shops, bakeries, cafes or supermarkets
- Bulk buying will ensure cheaper prices
- Materials may be borrowed from the local church, partners or from individuals





## Example Budget Template

Fixed items	Amount	Cost per item	Total Cost per good
Tent (3m x 3m)	1	700\$	700\$
Folding Tables	2	40\$	80\$
Chairs	4	0\$ (borrowed)	0
Electric Heater	2	60\$	120\$
Kettle	2	0\$ (borrowed)	
Thermos 2.5L (coffee, tea, milk)	3	35\$	105\$
Bucket	1	5\$	5\$
<b>TOTAL STARTING COST</b>			<b><u>\$1010</u></b>
Weekly items	Amount	Cost per item	Total cost per good
Loafs of bread	35	1\$	35\$
Milk (1.14L)	25 – 28.5L	1\$	25\$
Butter (1 kg)	10 – 10kg	3\$	30\$
Ham (500g)	5 – 2.5kg	6\$	30\$
Coffee (1kg)	1	15\$	15\$
Tea (440 bags)	2	9\$	18\$
Powdered Chocolate (1 kg)	1	4\$	4\$
Bin Bags	1 pack	2\$	2\$
<b>TOTAL RUNNING COSTS</b>			<b><u>\$159</u></b>

## Global Fund Grant Opportunities

*The Global Fund for Forgotten People is able to support your Cathedral Steps Project through grants to support the establishment of the project.*

The Global Fund is able to provide up to \$1,000 a year for the first two years of the project. This is envisioned as a helping hand in getting the project up and running.

Please get in touch with Claire de Vivies in the Grants Office for more information on the application procedure and further support: [c.devivies@forgottenpeople.org](mailto:c.devivies@forgottenpeople.org)

**Applications must be made through, or with the support of, the National Association or Priory**





## **Fundraising**

- Consider original ideas of fundraising to attract sponsors
- Encourage Task Force and local volunteers' participation
- Work with groups in the local community, such as scouts, youth groups and the local parish, to increase the project exposure and potential fundraising
- Maintain regular contact with the Treasurer of the local body of the Order, and work with them on fundraising initiatives
- Explore alternative means of fundraising, through local trusts or sponsorship
- The Global Fund for Forgotten People will provide initial funding for the project, and can continue its support of the project, depending on its progress and development

## **Bookkeeping**

- Confirm supplies and materials required
- Purchase large quantities in order to reduce the cost
- Borrow materials and equipment from local churches and charitable organisations where possible
- Keep a record of all expenses and hand in receipts to be logged
- A record of these expenses should be submitted to the Global Fund for Forgotten People in the form of an annual progress report. Further details will be provided in the grant application



## Phase Three: Volunteer Recruitment

Page	Task	Purpose	Responsibility
19	Spreading the Word for Volunteers	Advertise the project locally, through churches, the homeless community or the local Order of Malta organisation	Communications Manager
20-21	Adapt Template for Recruitment Flyer and Sign-Up Sheets for Volunteers	Create information and publicity materials that accurately describe your project and encourage people to get involved.	Fundraising Manager and Communications Manager
22	Create a Team of Volunteers	Set up a platform where volunteers can interact, sign up for shifts and share stories with the rest of the Order	Fundraising Manager and Project Manager

## Spreading the Word for Volunteers

Boost interest, support and focus for the project with posters and leaflets, or via social media

- **The local Catholic community:** Raise awareness and attract volunteers by presenting the project during the sermon or after Mass. The success of the scheme in France and Spain can be used to highlight the projects' potential effectiveness, as well as reference to other local works of the Order
- **Youth and volunteers:** Posters can be put up at local churches and centres, and the project can be advertised on social media
- This is an example of a facebook group for an existing project in France:  
[https://www.facebook.com/groups/642395095792937/?notif\\_t=group\\_r2j\\_approved](https://www.facebook.com/groups/642395095792937/?notif_t=group_r2j_approved)
- **The homeless community:** ask the local body of the Order to spread the word through their existing projects and any other relevant channels. Approach local charities that may be willing to help
- **The Order of Malta network:** establish a page on the local Order of Malta website or through the Global Fund for Forgotten People, and post reports of your activities with



## Order of Malta Cathedral Steps: Breakfast with the Order of Malta on Sunday mornings

- ◆ Order of Malta Cathedral Steps offers the homeless a warm breakfast on Sundays, and a chance to share a moment of comfort and understanding.
- ◆ These breakfasts will be served by ..... at ..... from 8am to 12pm. In order to make this project a reality, we need between six to ten volunteers each Sunday.
- ◆ Please get in touch to volunteer!



- ◆ If you would like to join up, or want to learn more – please contact .....



## Example: Sign Up Sheet

Breakfasts will take place each Sunday at [insert location here and nearest tube station] between the [insert dates here] at [insert times here]

Surname:

First name:

Email:

Telephone Number:

Sunday [insert date] I am able to attend ☐

Sunday [insert date] I am able to attend ☐

Sunday [insert date] I am able to attend ☐

### **Ideas, thoughts and remarks**

Your opinion is very important to us! Do you have any ideas on how to improve the breakfasts?



## Create a Team of Volunteers

### **Team sizes:**

- Recommended ratio of 1 team leader for every 5 volunteers,
- Each group should have a minimum of 2-3 male volunteers

### **Roles:**

- Team leader – responsible for volunteers, materials, and the smooth running of the operation. They should welcome and integrate all volunteers, answer all of their questions and instigate all communication with authorities, partners, civilians, associations and the press
- Volunteers – allocate roles: serving drinks, serving food and welcoming guests. These roles can be rotated throughout the event, to allow all volunteers a chance to interact with the guests
- Matching clothes (aprons or t-shirts for example) are useful as they identify volunteers
- A forum can be established where volunteers can find information and register for volunteer opportunities
- Link can be provided to an online rota document, such as a spread sheet, for volunteers to sign up
- Contact the Global Fund for Forgotten People for advice on setting up a website or webpage



## Phase Four: Preparations

Page	Task	Purpose	Responsibility
24	Advertise to the Homeless Community	Advertise the location, timings and frequency clearly and distribute widely	Communications Manager
25	Adapt template flyers and invitations for the homeless community	Invite members of the homeless community to the Order of Malta Cathedral Steps breakfasts	Communications Manager
26	Organise Volunteer Training	Prepare volunteers, and introduce them to the venue	Volunteers Manager and Project Manager
27	Volunteer Roles	Ensure that there are sufficient numbers of volunteers for launch day, including a small number of reserves	Volunteers Manager
28-29	Health and Safety Considerations	Safety at the venue, food preparation, and the safety of the guests should all be accounted for	Projects Manager



# Advertising to the Homeless Community

## Flyers / Posters

- A clear description of the timings, locations and frequency of the breakfasts
- Emphasise anything else that the scheme offers, such as social help, medical aid or free food
- Should be phrased as an invitation to 'guests'
- Posters and flyers should be distributed in shelters, churches and other local centres, and displayed in appropriate places
- Pamphlets could be distributed by teams of volunteers to raise awareness of the scheme
- Any publications should adhere to Order of Malta branding guidelines – please contact the Global Fund for Forgotten People for more details





## **Order of Malta Cathedral Steps: Breakfast with the Order of Malta on Sunday mornings**

**Please come and enjoy our free breakfast served by our Order of Malta volunteers!**

- **Order of Malta Cathedral Steps offers the homeless a warm breakfast on Sundays, and a chance to share a moment of comfort and understanding.**
- **These breakfasts will be served from 8am to 12pm outside .....**
- **There will be tea, coffee, hot chocolate and plenty to eat!**



**We look forward to seeing you there!**

# Organise Volunteer Training

## What to cover during training:

- Brief description of the Order of Malta, the projects they carry out, and how the Cathedral Steps fulfils the aims of the Order (please contact the Global Fund for Forgotten People for a general presentation)
- Introduce the Task Force and the Team Leader, outlining his or her responsibilities
- Allow volunteers to interact
- Go through the structure of the event: the timetable for the morning, the location, the duration of the project, and how the mobile team will operate
- Go through responsibilities of stock checking, cleaning the venue, rubbish disposal, and expenses
- Inform volunteers on procedures in case of a problem: security, an accident, and appropriate emergency numbers
- Brief volunteers on what to expect when working with the guests and how they should conduct themselves:

### Notes to Volunteers:

- Remain courteous, respectful, generous and enthusiastic
  - The homeless visitors should be referred to as guests
  - Engage with the guests and spend time talking to them
    - Only give your first name
- Be careful not to communicate your personal information nor that of your colleagues
  - Never give or receive cash or presents of significant value

## Volunteer Roles

The below is an example of the minimum number of volunteers.

### **Tent Team:**

- Team Leader
- Volunteer 1: heat up coffee, water, milk
- Volunteer 2: welcome guests
- Volunteer 3: server

<b>Tent Team</b>	<b>Week 1</b>	<b>Week 2</b>	<b>Week 3</b>	<b>Week 4</b>
Team Leader				
Volunteer 1				
Volunteer 2				
Volunteer 3				



# Health and Safety Considerations

**Below are some fundamental points to consider.  
Consult your local authority as these will vary according to country.**

- **Safety at the Venue:**
  - Sufficient first aid kit and fire equipment at venue
  - Evacuation procedure in place in case of fire
  - No smoking or alcohol inside the venue
  - Precautions for hot equipment and liquids
  - Electricity supply separated from water
  - Wires out of the way or taped to the ground to avoid accidents
  - Any spilt drinks to be cleaned up promptly to avoid accidents
  - Area of preparation and service to be clean and tidy at all times
- **Health: food preparation**
  - Full rubbish bags should be kept outside the venue in covered containers
  - Facilities for hands washing should be provided, particularly around food production.
  - Protective gloves should be provided
  - Any food or drink that has been served but not consumed must be thrown away
  - Perishables should be disposed of each week, at the end of each session
  - Non-perishables should be stored in airtight containers to retain freshness for the following week
  - Abide by directions on all food packaging

## Health and Safety Considerations

**Below are some fundamental points to consider.  
Consult your local authority as these will vary according to country.**

### **Safety of People:**

Homeless people are often classed as vulnerable adults, so all volunteers should:

- Promote health and welfare
- Respect and promote their rights
- Work in a way that protects them from harm and abuse
- Take appropriate steps if they note any signs/ incidents of harm or abuse towards volunteers or other guests. Report these to the Project Manager who may need to contact the emergency services or local authorities
- Ensure volunteers aren't left alone with vulnerable adults or left to attend to their personal care
- Note that in some countries you may need an official background check before working with vulnerable adults. E.g. in the UK you may require a full CRB check
- Ensure at least 2 volunteers are in the venue at all times
- Anyone behaving aggressively or under the influence of drugs or alcohol should be reported to the Project Manager so that they can be escorted from the venue
- Ensure everyone has a list of emergency services' phone numbers



## Phase Five: Launch Day

Page	Task	Purpose	Responsibility
31	Suggested Schedule	Provisional schedule for launch day	Project Manager
32	Launch Day Check List Template	Suggested list of all aspects of the project on launch day	
33-34	Materials and Supplies Checklist Template	Lists of both materials and supplies used throughout service	

## Suggested Schedule

Time	Action
8:20	Collect stock and do a volunteer roll call
8:30-9:00	Stocktake/Inventory
9:00	Team briefing and prayer
9:00 – 12:00	Service: welcome, drinks preparation, distribution of food and drink, tidying and cleaning
12:00	End of service: note important things such as details of new volunteers, number of people welcomed including their first names, personal details, significant events
12:00	Clean up and storage of materials and stock check ready for next week





## Launch Day Checklist Template

Check	Done
Buy supplies and materials, and confirm delivery times	
Carry out final health and safety checks	
Count stock before and after to facilitate supply replenishment	
Check with all volunteers, confirm numbers and timings	
Brief volunteers again on the important points covered in the training – health and safety, and to remind them to be welcoming	







## Materials Checklist Template

*A stock check at the beginning and the end of each event is recommended*

Item	Minimum Amount	Starting Amount	Remaining Amount	To Be Replaced?
Tent	1			
Folding Tables	2			
Chairs	4			
Tray	2			
Waterproof tablecloths	2			
Kettle	2			
Thermos 2.5L (coffee, tea, milk), 1L	4			
Bucket	1			
Cloths and sponges	1			
Tea towel	2			
Bin Bags	1 pack			
Soap	1 bar			
Antibacterial hand gel	1			
Log book	1			
Banner	5			
Gilets/t-shirts	10			



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The Order of Malta



## Supplies Checklist Template

*A stock check at the beginning and the end of each event is recommended*

Item	Minimum Amount	Starting Amount	Remaining Amount	To Be Restocked?
Tea	50			
Coffee	500g			
Hot chocolate powder	500g			
Milk	3 l			
Sugar	250g			
Cups	100			
Plates	100			
Napkins	50			
Teaspoons	200			
Tissues	150			
Cereal bars	100			
Chocolate bars	100			
Jams	10			
Biscuits	100			
Bread	10 loaves			
Pastries	40			



## Phase Six: Following Up and Developing the Project

Page	Task	Purpose	Responsibility
36	Project Report for the Global Fund for Forgotten People	A project report allows The Global Fund for Forgotten People to better support your work, and support others in establishing further projects	Project Manager
37	Developing the Cathedral Steps	Development could include providing additional services, such as a food bank or even mobile teams to better serve those in need	Project Manager

## **Project Report for the Global Fund for Forgotten People**

At the conclusion of the given project, you will be required to submit a report to the Global Fund for Forgotten People. This will be in the form of an electronic document, requested by the Global Fund for Forgotten People.

All information that you wish to send us is welcome, however the following is required as a minimum:

- An annual report.
- The total number of breakfasts that were organised
- The total number of volunteers who participated in the scheme
- The total number of volunteers present at individual breakfasts
- The partner organisations that facilitated your work: food bank, other association, the parish, supermarkets
- The total number of breakfasts that were served in total
- The total number of people that were welcomed
- Any additional observations

Authentic stories, visits from people out of the ordinary, or personal experiences written by volunteers would be appreciated, as would photographs, which can be used to bring attention and support to your project.

Please contact Claire de Vivies ([c.devivies@forgottenpeople.org](mailto:c.devivies@forgottenpeople.org)) for advise on applying

## Developing the Cathedral Steps

- Having run a successful Order of Malta Cathedral Steps project you may wish to develop the operation
- You could run the following simultaneously:
  - **Clothing bank** – organise prior donations of clothes to be offered to guests in need at the Cathedral Steps
  - **Services** – you could enable guests to access wider range of range of services e.g. hairdressers, medical practitioners, dog handlers, social workers
  - **Activities and Entertainment** – by involving musicians, poets or performers, you could significantly enhance the experience for the guests
  - **Mobile teams** – reach out to the more isolated in society through outreach programmes. Bring food as well as medical and social aid to those who are unable to attend the Cathedral Steps program



**By engaging in this work and establishing an Order of Malta Cathedral Steps project in your local community, we know that you will share new and important experiences.**

**We look forward to hearing from you, and sharing your ideas and stories.**

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