

RAI Information Training Note 1

Setting up a Pop-up Café

What is a pop-up recovery café?

A pop-up recovery café is a temporary café that ‘pops up’ in an unexpected place to serve a social need, in this case recovery. The café can be set up by a community group, special interest group or support group to bring people together in a social setting and highlight the message that recovery works. Because the pop-up café is temporary, perhaps only lasting a few hours, the costs are low.

Here are some points to consider in setting up a pop-up recovery café. You may not be able to fulfil all the suggestions but they give a good overview of what needs to be done.

1. Draw up an Events Plan

- **Building / Facility** – Is there a venue you can use? What dates and times is it available? Do you need special permission from the owners, operators, neighbours, insurers or others to run the pop-up café?
- **Insurance** – Do you need to provide insurance for the pop-up café? What kind – public liability, event insurance, any special insurance needed? Who will cover the cost? Can the cost be absorbed by the sponsor group?
- **Safety / Risk Analysis / Fire Escape and Evacuation.** You will need to check that the venue is safe to use as a pop-up café, conduct a risk analysis and prepare a fire evacuation plan. Some points to consider:
 - Is there an appropriate kitchen area with facilities for making teas/coffees e.g. Burko boiler?
 - Are there hand-washing facilities?
 - Is there enough space for volunteers to safely prepare hot drinks and food?
 - Is there adequate heat and lighting?
 - Are there enough cups, plates, spoons etc or do you need to supply these?
 - Are exits clear, unobstructed and easily navigated in the event of an emergency?
 - How will you handle accidents or medical emergencies? Will there be a designated first aider and first aid kit available? Who will be responsible for this?
- **House Rules.** Consider the needs of the venue’s owners/operators/users and how to lessen the impact of the pop-up café on them. What rules do you need to put in place? Some suggestions to consider – smoking, blocking entrances and emergency exits, rowdy or anti-social behaviour, children, etc.
- **Garda Clearance.** Is it needed for volunteers? How do you go about getting it? How much notice do you have to give?

- **Child care?** Will children attend the café? Do you need to provide a safe play space and activities for them? Who will supervise/care for the children?
- **Funding.** How will you fund the event? Can you get donations or in-kind funding from community groups, projects, services or local businesses? Are there any grants available?
- **Money management.** How will you track income and expenditure both before the event and on the day?
- **HACCP.** Every café, even pop-ups, have to meet HACCP guidelines for the storage, preparation and distribution of food. This is to prevent contamination and the risk of food poisoning. In practice, this means making sure that food areas are clean, using disposable cups, plates etc, and getting those preparing and serving food to wash their hands frequently.

2. What will you need on the day?

- **Tea / coffee / scones / biscuits, water, fruit etc.** Who will provide these? Can you get local businesses or services to donate them?
- **Hot food?** Are there facilities to keep food hot? (Consider the risk of food going 'off' and the possibility of sickness/food poisoning)
- **Costs / float.** How much will you charge for refreshments? Remember, you're only trying to cover your costs, not to make a profit. Do you need a float and, if so, how much? Who will be in charge of handling money on the day? Have you a cash box or other system for holding money?
- **Donated or bought?** If bought, how will you pay for them?
- **Events?** Will you have events such as talks, information stands, holistics, music, etc? Who will organise or provide them? Have you included these in the risk analysis above?
- **Recovery Meetings.** Will you hold one on the day? How many people can attend? Do you need a separate space for the meeting? Will it be open to all or only those in recovery? What about family members?

3. Who will do what?

- **Roles.** Define roles and responsibilities clearly and make sure that all roles are covered.
- Some roles to consider: Managing event, seeking donations, liaising with venue providers and volunteers, manning the door, making the tea, serving food, providing first aid, clean-up, handling children's activities (if appropriate), promotion of the event, facilitating the recovery meeting, providing childcare, etc.
- **Training?** Is it needed? Who will provide it?
- **Float / cash box** for food. Have one named person with overall responsibility for money on the day and a tightly limited number of people handling the money.

- **Overall** person responsible for the pop-up café. This person should be named.

4. Event Promotion

- Posters / Leaflets / Facebook and other social media / local newspapers / email lists / relevant local projects and groups
- Start sending out information about a month before the event so people know it's coming up. Send out weekly reminders, then daily reminders in the week before the event.

5. On the day

- Sign in / out. Gather names and contact details of those attending to alert them to future events.
- Make sure volunteers arrive in plenty of time to set up and know their responsibilities for the day.
- Do a timetable of events
- Have a manned information desk with RAI leaflets and other relevant materials.

6. People who need or ask for help

- What to do?
- Take names and contact details and have a designated liaison person follow up after the event.
- Have information available on the drug and alcohol helpline (Ph: 1800 459 459) and other projects, services and supports.

7. Clean up

- You will need a dedicated clean-up team to return the premises to the condition it was in before the pop-up café.

8. Review

- How many attended? How much money was made? Can you account for all the money (supporters will want to know)? What will you do with any profit? (again, people will want to know).
- What worked? What didn't work? What would you do differently next time?
- Any debriefing issues, for example requests for help, incidents and so on? How were these handled and what else, if anything, needs to be done?