



# The little Book of Caring

A Guide to Working at Caring Cooks / Flourish



# Welcome to the Little Book of Caring

This book is designed to provide you with an in-depth understanding of our company culture and values. We believe that a strong company culture is the foundation for a successful business, and we are committed to creating a positive and engaging work environment for all our employees. In this book, you will find information about our company's history, mission, and vision, as well as our core values and beliefs.

You will also learn about our approach to teamwork, communication, and leadership, and how we strive to create a culture of innovation and continuous improvement. We hope that this book will inspire you to embrace our culture and values, and to contribute to our ongoing success.

Thank you for being a part of our team!

*Yvonne Corbin*  
CHIEF EXEC



# About us...

Caring Cooks / Flourish stands at the heart of community nourishment and well-being. We champion the right to nutritious, homemade food, intertwining community support with education and empowerment. Our initiatives, deeply rooted in collaboration with local entities, range from providing wholesome meals to imparting essential culinary skills and knowledge.

It's more than just a service; it's a movement towards a healthier, more connected community, where every meal is a step towards a better future.



*Our commitment goes beyond meal preparation; we strive to create a community where informed food choices are a universal norm*



Together we're on a mission to promote lifelong health and well-being in children through good food and nutrition, shaping a healthier future for generations on our island.

So how are we executing this mission? By educating, inspiring and supporting children and young people in Jersey to cultivate healthy food habits, we promote well-being throughout their lives. Our community looks to us for solutions to current challenges and we're delivering through the talented team we have working each day to serve our next generation of islanders.

Our values at Caring Cooks are rooted in community, where we respect and cherish every individual; responsibility, ensuring our actions are considerate towards each other, the organisation, and beyond; and empowerment, enabling individuals to lead healthy lives by fostering a positive relationship with food.

# Our Culture

## Trust & Respect

We believe in building a workplace where everyone shares common values, trusts each other, and respects one another. It's not just about working together; it's about supporting and understanding each other, like a family. We encourage everyone to take charge of their work and be proud of what they do. Learning and getting better every day is part of our daily routine, and we make sure that everyone's efforts align with our company's big picture and goals.

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## Empowerment and Team Support

We want every team member to feel important, supported, and free to make their own decisions. We love it when our team members come up with new ideas or find new ways to solve problems. Here, your voice matters, and we've got your back! We provide all the tools and help needed to turn those great ideas into reality. This is how we ensure that everyone can give their best and feel proud of their work.

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## Doing the Right Thing

Our team is made up of unique individuals from all walks of life, and we think that's our superpower. We embrace everyone's differences and believe that this diversity makes our team stronger. We're committed to creating a place where everyone feels they belong, no matter their background. We're also big on being open, responsible, and always choosing to do the right thing, especially when it's tough. This commitment to honesty and integrity is at the heart of who we are and everything we do.



# Nourishing the Future



## OUR VISION - A Healthier Future for Generations

At the heart of our vision is the lifelong health and well-being of children on our island. We see a future where good food and nutrition are not just choices, but a way of life for our younger generations. By focusing on these foundational years, we aim to shape a healthier future, not just for the individual, but for our entire community. We envision an island where every child grows up understanding the value of good nutrition, making informed choices that benefit them throughout their lives. This vision drives us forward and fuels our passion for the work we do every day.

## OUR MISSION - Nurturing Healthy Habits

Our mission is to transform our vision into reality through education, inspiration, and support. We are on the front lines, actively engaging with children and young people in Jersey, instilling in them the values of healthy eating and living. It's not just about teaching; it's about inspiring a shift in perspective, showing our youth, parents, guardians and families the profound impact of good nutrition on their lives. We're here to support, guide, and provide the resources they need to cultivate these habits. Our community looks to us for answers to today's health challenges, and we're committed to delivering, utilising the talent and dedication of our team. Every step we take is a step towards nurturing a generation of health-conscious islanders.

## OUR VALUES - Responsibility and Empowerment

Our values are the pillars of our identity: We cherish our community, treating our team like a family and valuing every unique contribution towards our united mission. We carry out our responsibilities with utmost dedication, understanding the impact of our actions on each other, our organization, and the broader community. Central to our ethos is empowerment; we're committed to nurturing autonomy and informed decision-making, particularly in the young, by equipping them with the knowledge and confidence to make healthy choices about food. This triad of community, responsibility, and empowerment shapes our approach, driving us to foster a proactive, health-conscious society.

*“Uniting in purpose, acting with responsibility, empowering for health - that's the essence of our journey”*

# Our Story

Caring Cooks of Jersey was envisioned and brought to life by Melissa Nobrega, a dedicated mother driven by the mission to support local individuals in need. The initiative began simply: cook an extra meal for a family grappling with health issues or financial hardships, allowing them the comfort of a nutritious, home-cooked meal. Under Melissa's guidance as our founder and former CEO, Caring Cooks has flourished. We now celebrate a decade of diligent effort, empowering the children and young people of our picturesque island to better understand nutrition and enhance their future health prospects.

As we embraced the changing tides, 2020 marked a significant transition in leadership. Yvonne Corbin stepped into the role of CEO, succeeding Melissa and continuing the legacy of empathy and support that defines our organization. Under Yvonne's stewardship, Caring Cooks has not only sustained its foundational commitments but has also expanded its reach and deepened its impact within the community.

Recognising the growing need within the community, Melissa spearheaded the Weekly Meal Service in 2014. A dedicated network of volunteers was established, and partnerships with referrers across the island were nurtured, strengthening the initiative's reach and impact.

Today, under Yvonne's guidance, the Weekly Meal Service proudly continues its mission. Our devoted team of volunteers collaborates with our chefs every Saturday to prepare and deliver meals, offering a lifeline to families confronting various challenges.





The need is identified  
2013



Weekly Meal Service is born  
2014

# Our Journey



Lets Get Cooking Programme is launched  
2016



Flourish is launched in Jersey Schools  
2018



Community Programmes  
2022

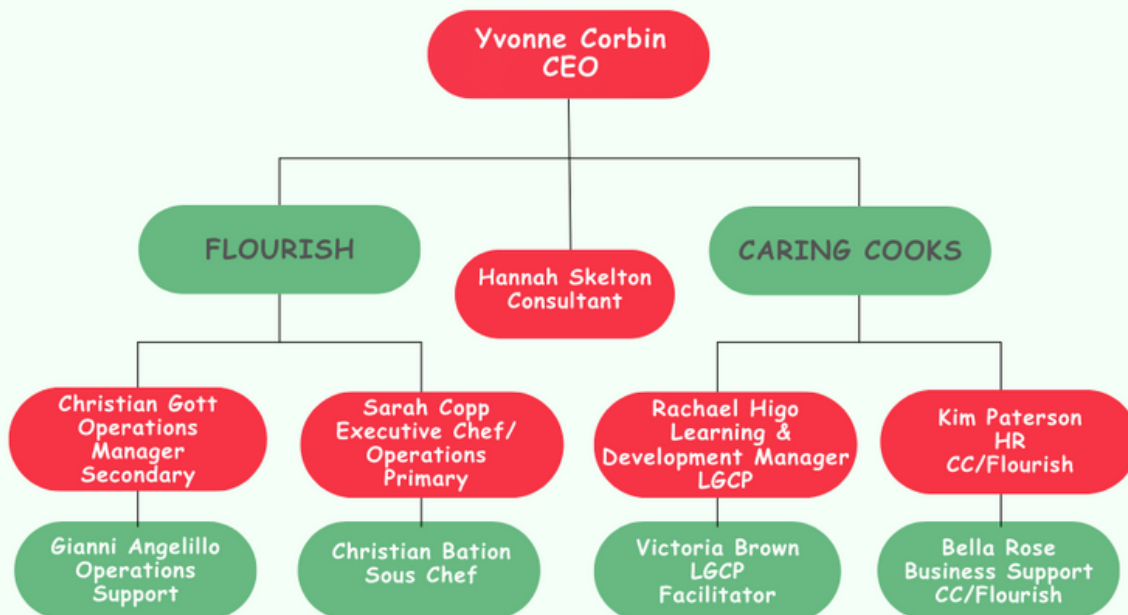
# Our Structure

At Caring Cooks of Jersey, our management structure is the bedrock of our success, anchored in empathy, collaboration, and a shared vision for a healthier community. Under the compassionate leadership of Yvonne Corbin, our Chief Executive, our team, comprising dedicated volunteers, skilled chefs and competent Kitchen Managers and catering staff operates like a well-orchestrated symphony. Each member, essential and valued, contributes to our mission with precision and care. Our collective efforts, driven by a spirit of unity and purpose, ensure that every task, from meal preparation to programme delivery, embodies the warmth of a family and the professionalism of a significant organisation.

United in our goal, we strive to nurture and uplift our community, leveraging the transformative power of good nutrition and unwavering support.



## CARING COOKS / FLOURISH



We also have a Board of Directors who provide oversight, advice and guidance to the Charity.



# Our Programmes



## Weekly Meal Service

Often families sadly experience some challenging times, be that financially, or perhaps through serious illness. At times like this, it's important for families to bond and be together to support each other and there is no better way to do this than at the dining table over a tasty meal. But often cooking a meal from scratch is just unachievable in these circumstances, which is why our founding Weekly Meal Service is still going strong 10 years later.

### **Together as a family**

The Weekly Meal Service allows families to sit down at least once a week to share a nutritious and home-made meal, together as a family, without the worry of having to cook or spend money on ingredients.

Each year we distribute support with around 1,000 meals cooked by our Chef and team of incredible volunteers.

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## Let's Get Cooking Programme

The Let's Get Cooking Programme is a cross curricular and progressive skills-based programme for primary schools in Jersey, which teaches them how to prepare simple meals from scratch, and the fundamentals of nutrition.

Children begin their journey on the programme in Year 1, where they learn simple techniques such as spreading butter to make a sandwich, snipping herbs and measuring using a spoon. By the time children reach Year 6, in their final year at primary school, they are able to confidently use the bridge and claw grip, gain effective knife techniques, handle raw chicken while understanding cross contamination, and use heat independently to make a risotto.

By the time they leave for secondary schools, they will have the skills and knowledge to cook 30 recipes from scratch and be armed with all they need to know about making healthy food choices in the future.

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# Our Programmes



## Flourish Primary Schools

At Flourish by Caring Cooks, we see our roles as more than just meal providers - we are educators and innovators in the field of school nutrition. Our commitment extends beyond the kitchen; we aim to cultivate an understanding and appreciation of wholesome food among pupils, laying the groundwork for a lifetime of healthy eating habits.

Flourish Primary represents a pioneering initiative in Jersey, having started as a visionary two-year pilot. Our mission was simple yet impactful: to prepare and provide nutritious, hot meals to young learners at States of Jersey's primary schools. Encouraged by our success and driven by our vision, we expanded from two schools to six.

We're more than a team; we're a group of passionate professionals dedicated to making a difference in the lives of children at Janvrin, St Martin's, St Luke's, St Peter's, Grands Vaux, and Samares Schools. As we introduce you to the various roles within our organisation, you'll discover that each position is pivotal to achieving our mission of promoting healthy lifestyles and enriching the dining experience for every pupil we serve.



## Flourish Secondary Schools

At Flourish Secondary, we transcend the traditional boundaries of a school catering service. Our mission is to nurture a connection between students and the essence of good food and nutrition. We believe that by engaging students in this journey, we lay the groundwork for a lifetime of healthy choices. Our collaboration with schools extends beyond the dining hall; it's an all-encompassing initiative to champion healthy eating and lifestyles among students.

Our commitment is to offer freshly prepared, unprocessed meals that are not only affordable and palatable but also energising, providing the essential nourishment students require to excel in their academic and personal growth.

Flourish's presence is robust in secondary education, proudly serving Hautlieu, Grainville, Les Quennevais, Haute Vallee, Le Rocquier, and Victoria College, we are committed to enriching the school experience with quality meals that support and inspire our future generation.

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# Our Programmes



## Community Campaigns

### Making a difference through our work

In response to the Cost of Living Crisis in Jersey in 2022, Caring Cooks spearheaded innovative community campaigns, addressing the immediate and long-term needs of vulnerable families. Understanding the gravity of the situation, we introduced the 'Food or Fuel' campaign, a compassionate initiative providing families with essential vouchers. These vouchers offer a lifeline, allowing families the flexibility to choose between nourishing food and vital home heating, acknowledging the multifaceted challenges they face during these trying times.

Simultaneously, our 'Holiday Hunger' campaign tackles the critical issue of food insecurity during school holidays. Recognising that for many children, school is more than a place of learning—it's a source of a reliable, hot meal—we stepped in to fill this void. Our campaign ensures that children who depend on school meals are not left in want when schools are closed. By distributing weekly food boxes, we provide nutritious breakfast and lunch options, ensuring that every child has access to the wholesome food they need to thrive.

At Caring Cooks, our vision extends beyond immediate aid. We are committed to creating a sustainable impact through education and empowerment. Our Cooking courses, designed for young adults, parents, and guardians, serve as a testament to this commitment. These courses are more than just about learning to cook; they are about understanding food and nutrition, about making informed choices for a healthier lifestyle. We are not just feeding bodies; we are nurturing minds, cultivating an appreciation for wholesome food, and laying the groundwork for lifelong healthy eating habits.



# Daily Life at Flourish & Caring Cooks

We want all our employees to grow and develop during their time with us. You invest your time into our Charity and Flourish by showing up and executing each day, and we are committed to investing back into each and every one of you.

## Leadership

At Caring Cooks / Flourish, each team member is paired with a dedicated Line Manager.

Your Line Manager is here to guide you along your journey with us. They are readily available to offer support and direction regarding your tasks and responsibilities. Together, you will collaborate on setting and achieving goals, as well as reflecting on your performance to celebrate your strengths and identify areas for growth.

Your Line Manager is also your contact point for administrative matters such as booking holidays, informing of your sickness absence or lateness, or requesting training.

## Living Wage

We are taking a stand to ensure that our employees can earn a wage that is enough to cover their basic needs, such as housing, food, and transportation. This commitment is not only the right thing to do but is a positive step for our company.

## No staff Handbook!

At the beginning of 2024 we decided to eliminate our employee handbook. We believe that the handbook was no longer serving its intended purpose and that it was time to move on from it.

Instead, we introduced standalone policies that are designed to be more consistent with the Culture we wish to aspire and ensures that we are operating in compliance with all relevant laws and regulations.



# Empowering Our Team: Support for a Thriving Workplace

All our employees are provided with the following set of policies and procedures that help us maintain a safe, productive, and respectful work environment for us all.

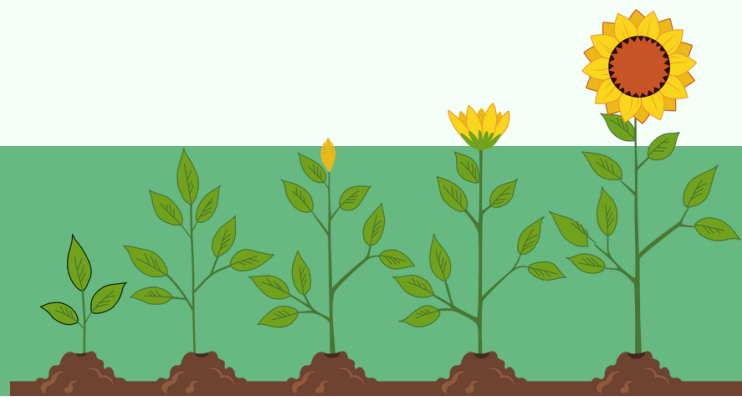
- Absence from work
- Disciplinary & Capability
- Family Friendly
- GDPR
- Grievance
- Health & Safety
- IT/Cyber Security/Social Media
- Parental bereavement
- PPE
- Redundancy
- Safeguarding
- Smoking, Drugs & Alcohol

## HR

Like any company, our success depends on finding qualified, dedicated staff and keeping them happy, engaged, and accountable. Our People are an investment and essential to helping us achieve our goals.

We made a decision in 2024 to invest in an experienced HR Director to help us ensure our teams feels supported, empowered, and excited to come to work every day.

**Kim** is always happy to hear from you and help you with any HR-related issues or inquiries.



# Future Goals

## Nourishing the Future: Caring Cooks' Vision for Healthier Families and Empowered Communities

Caring Cooks is committed to nurturing a brighter, healthier future for families, students, and the community at large. Our vision for the future is ambitious yet attainable, driven by our passion and dedication to making a substantial impact on the lives we touch.

**Expanding Reach to Families:** At the heart of our mission is the commitment to reach more families, extending our supportive network to ensure no one is left in need. We aim to strengthen our existing programmes and introduce innovative solutions to address the evolving challenges families face, ensuring that help is always within reach.



**Universal Access to 'Let's Get Cooking' Programme:** We envision the 'Let's Get Cooking' Programme as a cornerstone of nutrition education in every primary school. By integrating this programme island-wide, we aim to empower young minds with the knowledge and skills to make healthy food choices, laying the groundwork for a lifetime of wellness.



**Enhancing Extra-Curricular Food & Nutrition Programs:** Recognising the importance of comprehensive nutrition education, we plan to develop and expand extra-curricular programs. Targeted at young adults, parents, and carers, these initiatives will provide the tools and knowledge necessary to foster a culture of healthy eating and lifestyle choices within the home, complementing our school-based efforts.



Support Inspire Educate Nourish

# Future Goals Continued...

**Securing a Charity Hub:** To accommodate our expanding services and growing team, we aspire to establish a dedicated charity hub. This space will serve as the heart of our operations, a place where ideas flourish, services are centralised, and the community can come together. The hub will enable us to enhance our support systems and streamline our outreach efforts.



**Continued Excellence in School Services:** Our commitment to the pupils and students of Jersey Schools remains unwavering. We aim to continue delivering high-quality, nutritious meals and educational programs, fostering a healthy learning environment that contributes to the overall well-being and success of every student.



**Making a Lasting Impact:** The core of our vision is the profound, positive influence we strive to imprint on future generations and leaders. Through our comprehensive programmes, dedicated team, and the support of the community, we aim to instil values of health, nutrition, and well-being that resonate far into the future, shaping leaders who are not only successful but also conscious, compassionate, and well-rounded individuals.



At Caring Cooks, our future goals are not just plans; they are promises we make to our community—a pledge to uphold the highest standards, to innovate tirelessly, and to support relentlessly, ensuring that every step we take is a step toward a healthier, happier, and more flourishing tomorrow.

Support Inspire Educate Nourish

# Contact List

Our dedicated Management team at Flourish and Caring Cooks is always ready to connect with you. Whether you have enquiries, require support, or wish to offer feedback, our doors (and inboxes) are open. Feel free to reach out to any of our team members:

Name	Position	Email
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