



**First Unitarian  
Church of Cincinnati  
IHN  
Volunteer Handbook**

**2012**

536 Linton Street  
Cincinnati OH 45219

Phone 513-281-1564

## 2012 IHN at First Unitarian Church

### 2012 Schedule

Week 1	April 1-7
Week 2	April 8-15
Week 3	November 18-24 *
Week 4	November 25 – December 2

\*The IHN Day Center is closed on Thanksgiving, so we will not be hosting on Wednesday 11/21 & Thursday 11/22

### IHN Coordinators

Allen Atkinson	<a href="mailto:atkinson.allen@gmail.com">atkinson.allen@gmail.com</a>	513-675-7391
Peter Hoyt	<a href="mailto:designtoo@fuse.net">designtoo@fuse.net</a>	513-503-7275

#### Week 1 Coordinators

Jo Ellen	<a href="mailto:joeellen63@gmail.com">joeellen63@gmail.com</a>	513-328-0866
Katie Campbell	<a href="mailto:katiecampbell@juno.com">katiecampbell@juno.com</a>	513-600-1343

#### Week 2 Coordinators

Jane Kay	<a href="mailto:janejinx1@aol.com">janejinx1@aol.com</a>	513-662-9320
Jeanne Nightingale	<a href="mailto:jnightingale@fuse.net">jnightingale@fuse.net</a>	513-295-2603

#### Week 3 Coordinators

Carol Carlson	<a href="mailto:crcarlson@isoc.net">crcarlson@isoc.net</a>	513-288-8424
Martha Stephens	<a href="mailto:stephem@ucmail.uc.edu">stephem@ucmail.uc.edu</a>	513-549-8569

#### Week 4 Coordinators

Mimi Gingold	<a href="mailto:mimigingold@gmail.com">mimigingold@gmail.com</a>	513-659-5260
Christie Brown	<a href="mailto:christie4859@gmail.com">christie4859@gmail.com</a>	513-238-5701

## **INTERFAITH HOSPITALITY NETWORK**

IHN's mission is to provide homeless families emergency shelter and hospitality through interfaith communities and work with these families to find lasting solutions. While the need is great, IHN congregations throughout Cincinnati are providing shelter for 8 families and up to 32 family members each night.

IHN at First Unitarian Church depends on support and volunteers from Unitarian, Jewish, Lutheran, Southern Baptist, Mennonite and Muslim congregations.

For complete information on IHN at First Unitarian Church visit the IHN Volunteers page on our website at <http://www.firstuu.com>

For more information on IHN in Cincinnati visit their website at <http://www.ihncincinnati.org> or go to IHN on Facebook <http://www.facebook.com/IHNGC>

## **INTERFAITH HOSPITALITY**

**It's nice to hear your name.** Try to learn the names of our guests.

**Labeling people creates invisible barriers.** Remember these are our guests and we invited them.

**Personal Questions can be tough to answer.** Don't put guests into awkward situations by asking personal questions. If a guest wants to talk give them the chance, but don't pry.

**We all like to keep some things to ourselves.** Information about guests is confidential. Don't discuss guests' situations with other people.

**Everyone needs privacy and personal space.** Respect the guests' personal space. Always knock and ask permission before entering a guest's sleeping room.

**Sometimes we need to spend time alone.** If individuals or families want to be alone, let them be.

**We all have bad days.** Depression, sadness, and feelings of hopelessness are to be expected and a guest may need personal space to deal with their emotions. Be prepared to forgive outbursts or a lack of gratitude without judging.

**We understand and care for our children.** Allow guests to do the same. Avoid contradicting guests' instructions to their children. Always ask parents' permission before giving things to their children.

**Parents need a break.** Offer to tutor, play with, and plan activities for interested children while their parents take a break.

**Adult guests should be treated like adults.** Although our guests are in situations that may make them temporarily dependent on others, remember they are adults capable of making their own decisions.

## SCHEDULE

**The Hosting week runs Sunday evening through the following Sunday morning.**

### **Start of Week Gathering:**

Guests arrive at 5:00 pm on Sunday. The Week Coordinator will meet with the guests to welcome them, explain the rules and orient them to the building.

### **Daily Schedule:**

6:00 am	Wake up
6:15	Breakfast
6:45	Clean up, gather lunches, arrival of morning person
7:00 am	IHN Van pickup for IHN Day Center, Overnight Hosts leave
5:00 pm	Arrival of Guests, Week Coordinator meets IHN van, Supper Host starts preparing
6:15	Supper
7:00	Evening Host helps guests prepare their bag lunches.
7:30	Evening Activities
8:30	Clean Up, Overnight Hosts arrive
9:00	Week Coordinator and all other volunteers out of building
9:00 pm	Bedtime for small children
10:00	Bedtime for Teens, TV Off
11:00	Bedtime for Adults LIGHTS OUT.

All times are approximate and subject to change. Please be on time so other volunteers may go home. Once your role is finished and the next volunteer has arrived you may leave.

## **GENERAL VOLUNTEER INFORMATION**

- If you have a schedule change try to find a replacement and let your Week Coordinator know ASAP.
- Review the guest census so you are familiar with the names of your guests.
- Enter by the Linton Street main door. You may call the Week Coordinator from your car to have someone meet you at the door.
- Please sign in to the IHN log book and prepare a name tag. The IHN logbook is in the kitchen.
- Before leaving ensure you have completed the tasks of your volunteer role and add any noteworthy comments to the log book.
- Exit by the Linton Street main door. You may ask the Week Coordinator to watch you to your car from the door.
- When in doubt – ASK or call the Week Coordinator.

### **Interacting with Guests:**

- A minimum of 2 volunteers must be in the building at all times.
- Volunteers are not to be alone with Guests' children at any time, including taking children to the bathroom.
- Volunteers should exercise discretion and modesty, especially around guests of the opposite sex.
- Do not give gifts or donations to the guests, or your phone number or address. Gifts, donations and contact should be coordinated through IHN.
- Be respectful and polite, but firm in administering rules.

### **Security/Medical:**

- NO VISITORS to Guests are permitted.
- OUTSIDE DOORS ARE TO BE LOCKED AT ALL TIMES.
- Guests are not permitted to leave except in the case of an emergency or with the Week Coordinator's explicit permission.
- Church phones may only be used for outgoing calls with permission from the Week Coordinator or Overnight Hosts.
- No one is permitted outside the building after 10:00 pm.
- All prescription medications are kept in the IHN Medical Bag. The Week Coordinator receives and stores the Medical Bag in a secure place and turns it over to Overnight Hosts.
- Medicine may only be given to a child by their parent.
- Follow Emergency & Medical Situation Policies outlined below as necessary.

## **IHN AREAS WITHIN THE 1<sup>st</sup> CHURCH BUILDING:**

**Ellen Hall** – the main social room upstairs used for meals and activities. Food should not be taken out of Ellen Hall.

**Kitchen** – guests are not permitted to cook food and may only be in the kitchen with a volunteer present. Children are not permitted in the kitchen for safety reasons.

**Imagination Room** – downstairs room used for activities and children playing under parent supervision.

**Playground outside** - can be used in nice weather with parental permission and supervision.

**Smoking Area** – outside Imagination Room, before 10pm.

**Sleeping Rooms** – 4-5 rooms downstairs are used for sleeping. If necessary Hosts can set up in the hallway or a storage room.

**Restrooms** - Child and adult restrooms are in the lower level, close to the sleeping rooms. When guests are upstairs, they may use the upstairs restrooms.

**Shower** – there is a shower for guest use downstairs. Guests may leave their towels on hooks that are provided and take any toiletries back to their room. The IHN day center also has family showers.

**Toys** - Guests may use the toys available in each of the sleeping rooms as well as those available in the Imagination Room. An additional bin of toys may be placed in the Dining Room.

**TV** - The television, VCR and DVD may be used until 10 pm.

**Elevators** - Guests may use the elevators. Children must be with adults.

**IHN Closet** –Supplies of all sorts, including linens and cleaning supplies, are stored in the IHN closet downstairs.

## **EMERGENCY & MEDICAL SITUATIONS**

- Critical Emergency – a volunteer should call 911 immediately and request paramedics to 536 Linton Street 45219.
- Non Critical Emergency Room – It's recommended that you call a taxi for the guest. Pay the fare in advance, get a receipt and we will reimburse. University Hospital is close and accepts patients without insurance.
- If the guest goes to the hospital give them a cell phone number and ask them to advise on their status and return. University Hospital provides cabs and fare for their return to the church.
- First Aid kits are in the Coat Room and IHN Closet.
- Fire extinguishers are in the kitchen and located throughout the building.
- Emergency Contact information for Guests, Volunteers and the Week and IHN Coordinators are in the IHN logbook.
- If children are left, then the parent or a volunteer should try and reach the emergency contact for the family and request the children be picked up within 2 hours. The children can't be released without proof of identification from the emergency contact. If necessary contact the IHN on call person at 513-325-4547, who will make arrangements for the children.
- Clean up materials, including disposable gloves, masks and disinfectant, are kept in the IHN closet. Any blood should be cleaned using the Blood-borne Pathogen Kit and follow the instructions.
- Guests with contagious disease or illness are isolated from other guests and IHN will make other accommodations.
- Record all information about the event in the log book and notify the Week Coordinator.

## **MANNERS & BEHAVIOR**

- Respectful and courteous behavior is expected of both guests and volunteers.
- Guest Rules are posted in each sleeping room and in common areas.
- Parents are responsible for the conduct of their children. Hosts should intervene only to prevent injury to a child, others or property.
- When rules are violated, you should respectfully and calmly speak with the guest. Explain the problem without creating a confrontation.
- Our guests are under stress and from time to time may act irresponsibly or appear ungrateful – don't take it personally.
- Verbal or physical abuse or harassment is not to be tolerated. Abusive behavior should be immediately reported to the Week Coordinator and IHN. Physical threats are not tolerated. If necessary the police should be called.
- If a confrontation arises between a parent and child, the host can ask the parent's permission to involve the child in an activity to help diffuse.
- Running throughout the building is not allowed. Children may run and be active in the downstairs Imagination Room or outdoor play area.
- Smoking is not permitted inside the building. There is a container outside the Imagination Room door for outdoor smoking before 10 pm.
- No Alcohol or Drugs are permitted in the building.
- Parents are NOT permitted to spank their children. Any spanking should be written in the log and reported to IHN.
- Serious rule violations or concerns with behavior should be referred to the Week Coordinator and IHN.
- IHN has paid staff who are trained to deal with difficult issues.
- If necessary, the police should be called to escort an individual off the premises.

## **VOLUNTEER TASK DESCRIPTIONS**

**Week Coordinator 4:45 - 9:00 pm** Supervise and coordinate all volunteers and tasks throughout the hosting week of Sunday evening through the following Sunday morning. Conduct Guest Orientation on Sunday and ensure new guests are oriented to the building and rules. Relay the daily census to volunteers as needed. Receive the IHN Medical Bag and pass it to Overnight Hosts. Be available for emergency night calls. A minimum of 2 Week Coordinators are required per hosting week, and each will have a key fob. The Week Coordinators are the go-to persons for everyone during the hosting week and have previously served in the IHN program.

**Supper Host 5:00 - 7:30 pm** Plan and prepare (either at home or church kitchen) a full supper meal. Plan the menu with Week Coordinator to avoid repetition of meals and based on the census. Supervise and help with clean up. No more than 3 volunteers as Supper Hosts to avoid overwhelming the guests.

- Plan Menu for a full supper to include main course, salad/vegetable/side dish, bread and fruit/desert. Milk, coffee, tea, butter, salt, pepper, ice etc. available at church.
- Comfort foods are appreciated by the guests and their children.
- Purchase food (at your cost. Keep receipts as donation to IHN).
- Prepare extra for last minute guests, supper hosts and Week Coordinator.
- Arrive to have supper ready at 6:15 pm (prepare at home or you can use kitchen).
- Set table in Ellen Hall (dishes, silverware, glasses and napkins available at church).
- Serve supper at 6:15 pm – your choice of buffet or family style.
- Gather everyone for a moment of quiet, grace, reading, etc.
- Eat with the guests. Encourage conversation and a relaxing time.
- Clean up with the help of the guests.
- 6:30 pm - Evening Host arrives and will help guests prepare lunches.

- Leave after cleanup finished.
- Do not leave leftovers at the church – take them home or send with another volunteer.

**Evening Host 6:30 - 9:00 pm** Plan and prepare activities for children (see the census for ages and family makeup). Supervise the preparation of guest lunches. Discuss and involve guests in activities as they wish. Two to three volunteers preferred each evening as there are typically children of varying ages.

- Plan appropriate activities for children's ages – games, craft, video or books for children.
- Arrive by 6:30 pm.
- Set out lunch materials on the counter or a table (bread, meats, cheese, peanut butter, jelly, fruit, chips, carrots, box juices, etc.).
- Supervise the preparation of lunches. Ensure all families prepare lunch and impose reasonable limits (a bag of chips, 1 drink, etc.).
- Place lunches into bags provided. Write names on the bags and store in refrigerator.
- Clean up with the help of guests. Ensure all guests stay in Ellen Hall until lunches prepared and all clean up completed.
- Activity time – take all guests downstairs. Offer parents the opportunity for their children to participate in the activities. If children are playing outside, the parents must also be outside.
- 8:30 pm - Start clean up of Imagination Room. Children should help. Overnight Hosts arrive.
- Leave after cleanup finished and turn over to Overnight Hosts.

**Overnight Hosts 8:30 pm – 7:00 am** Stay overnight at the church with guests. Ensure children are being supervised by parents and that bedtimes and lights out times are followed. Take charge of the IHN Medical Bag. Secure building for the night. Wake guests and assist as necessary for IHN van pickup at 7am. There must always be a minimum of two overnight hosts for each night.

- Familiarize yourself with emergency procedures and IHN Contacts.
- Provide your own sleeping bag, pillow, alarm clock and toiletries.
- Arrive by 8:30 pm.
- Check logbook and speak with Evening Host and Week Coordinator regarding guests' needs.
- 9:00 pm - All volunteers except for Overnight Hosts leave.
- Ensure building is secure, all outside doors locked and unnecessary lights upstairs turned off for the night.
- 9:00 pm - Bedtime for small children. Parents are responsible to have children ready for bed.
- 10:00 pm - Bedtime for teens and TV off. Set out breakfast cereals, other dry goods and disposable bowls, plates and utensils.
- 11:00 pm - Bedtime for adults and lights off. Leave some lights on for restrooms and hallway.
- 6:00 am - Wake all guests.
- Assist guests in preparing breakfast and cleaning up.
- Gather lunches, assist guests in preparing to leave, remind guests the Morning Person will be checking all rooms.
- 6:45 am - Morning Person arrives to do walk through and assist with cleanup for day use.
- 7:00 am - IHN van pick up of guests. Overnight Host responsible for delivering IHN Medical Bag to bus driver.
- Leave after guests have been picked up, walk through and cleanup is done, and building is secured.

### **Saturday Overnight Hosts** (additional duties)

- Enlist the help of guests and supervise the cleaning of all IHN areas. Supplies are in the IHN closet.
- If guests are not returning the following week - remove bedding, fold cots with pillow inside, fold unsoiled quilts and blankets for storage. Place linens, pillowcases and towels into large garbage bags for laundry, and remove all personal property.
- If guests are returning they should fold their cots and secure personal items into marked bags or boxes.

**Week Morning Person 6:30-7:00 am** Walk through and check all IHN areas each morning of the hosting week. Ensure areas are ready for daytime use by the church and building is secure. Assist in Setup and Take Down. One volunteer is needed per hosting week.

- Familiarize yourself with any 1<sup>st</sup> church activities that will use IHN areas that day.
- Arrive 6:45 am.
- Walk through IHN areas with Overnight Hosts to ensure the rooms are ready for daytime use.
- Spot clean areas. Check and restock restrooms that have been used.
- Assist with Sunday setup & take down of IHN areas with focus on cleaning and sanitization.
- Turn off lights, secure areas and lock building.

**Setup / Take Down:** Prepare IHN areas for use by guests and after hosting restore for church use. Setup is done on Sunday afternoon. Take down is early Sunday morning before services. A minimum of 4 volunteers are required for setup or take down.

### **Setup**

- Coordinate with others for start time Sunday afternoon after 2<sup>nd</sup> service.
- RE will prepare classrooms and remove, store or secure any toys or other items not to be shared with guests.
- Vacuum and sweep all IHN areas; mop tile floors.
- Disinfect all surfaces, toys, tables, doorknobs, etc.
- Restock all restrooms with paper and soap products.
- Cots are stored in the Undercroft.
- Distribute cots to classrooms as directed by the Week Coordinator.
- Open cots, put on protective plastic mattress covers.
- Place fitted sheet, top sheet, 2 blankets, quilt, pillow and pillow case on each cot. Do not make cots up; guests will do that themselves.
- Place a bath towel, hand towel and washcloth on each cot.
- As directed by the Week Coordinator, setup or move cribs or playpens.
- Every sleeping room should have a wastebasket, box of tissues, clock, radio, floor lamp and a welcome sign on the door.
- Set out 1cot in Imagination Room and 2 cots in middle classroom for Overnight Hosts. Put linens in the fold of the cot and leave folded.
- From the IHN closet place games and toys in the Imagination Room. Place TV cart in middle classroom used for Overnight Hosts. Leave unplugged to be moved depending on the census.
- List any issues in the IHN logbook, including the names of all volunteers.

### **Take Down**

- Arrive at 7:00 am to complete by 8:30 am.
- Assist guests in cleaning rooms, securing personal property and moving cots.
- If we are hosting the following week, store cots in unused classroom.
- All used linens and towels go into black plastic laundry bags. Launder only soiled blankets.
- Empty all wastebaskets in classrooms, restrooms, Imagination Room and kitchen.

- Vacuum and sweep all IHN areas; mop tile floors.
- Disinfect all surfaces, toys, tables, doorknobs, etc.
- Restock restrooms with paper and soap products.
- Move TV and replace IHN games and toys into IHN closet.
- As necessary, remove IHN materials and posters to IHN closet.
- As necessary, remove and dispose of opened food and drink from the IHN refrigerator and wipe clean.
- List any issues in the IHN logbook, including the names of all volunteers.

**Shopper:** Purchase the food needed for the coming week, then deliver and store. Be available for an additional shopping run mid week if needed. The Shopper(s) or his/her congregation covers the cost of the food.

- Thursday prior to the Hosting Week obtain the shopping list from the Week Coordinator.
- Purchase the items. Coordinate delivery with Week Coordinator by Sunday afternoon of the Hosting Week.
- Comfort foods are appreciated by the guests and their children.
- Set items in IHN refrigerator and IHN dry storage areas.
- Be available for mid week needs as directed by Week Coordinator.

**Laundry Volunteer(s):** Launders all linens, towels and washcloths after the hosting week. Be available for a mid week laundering if needed (due to illness, guest turnover, etc.). We suggest using a commercial laundry. The Volunteer(s) or their congregation cover the costs of laundry. Two laundry volunteers are preferred.

- After 9:00 am Sunday pick up the laundry from IHN storage closet.
- Launder using hot water and bleach for whites. Use fabric softener in drying.
- Fold and put sets of bed linens (fitted and top sheet and pillow case) into zippered plastic bags.
- Fold towels and washcloths.
- Within 1 week, return clean laundry to IHN storage room. Note any damaged linens that need repair or replacement.
- Be available for mid week needs as directed by Week Coordinator.

## **NOTES & CONTACTS**