



HANDBOOK

Interfaith Hospitality Network

**Prepared with materials from IHN by:
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***First UU is a HOST CONGREGATION for IHN.
We thank the many volunteers who are members and
friends of First UU.***

***We thank the many volunteers who are members and
friends of our SUPPORT CONGREGATIONS:***
**Cincinnati Mennonite Fellowship
Congregation Beth Adam
Heritage Unitarian Universalist Church
St. John's Unitarian Church
Walnut Hills Christian Church**

May our service together enrich our spiritual lives, our friendships, and our efficacy in addressing the concerns of homeless people in our community.

Interfaith Hospitality Code

- 1. It's nice to hear your name. Try to learn the names of our guests.**
- 2. Labeling people creates invisible barriers. Remember that guests are guests, not "the homeless."**
- 3. Personal Questions can be tough to answer. Don't put guests into awkward situations by asking personal questions. If guests need to talk, give them the chance, but don't pry.**
- 4. We all like to keep some things to ourselves. All information about guests is confidential. Don't discuss guests' situations with other people.**
- 5. Everyone can use a little privacy. Knock before entering a guest's sleeping room.**
- 6. Sometimes we need to spend time alone. If individuals or families seem to want to be alone, let them be.**
- 7. We all have bad days. Depression, sadness, and hopelessness may accompany our guests. All guests need space to deal with their emotions. Be prepared to forgive outbursts without judging guests to be ungrateful.**
- 8. 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.**
- 9. Parents need a break. Offer to tutor, play with, and plan activities for interested children while their parents take a break.**
- 10. Adult guests should be treated like adults. Although our guests are in situations that may make them temporarily dependent on others, remember that they are adults who are capable of making their own decisions.**

VOLUNTEER PROCEDURES AND INFORMATION

BEFORE ARRIVAL:

1. If you are unable to come, let the Week Coordinator know asap.
We ask volunteers to line up their own substitutes
(See Alternate List)
2. Dress casually.
3. Try to bring the day's newspaper for the guests.

WHEN YOU ARRIVE: (PLEASE, PLEASE BE ON TIME)

1. Enter by the Linton Street formal door. You may call the Week Coordinator from your car, if it is dark and you wish to be watched as you enter.
2. Please sign in on the volunteer sheet on the IHN metal cabinet in the IHN STORAGE ROOM downstairs.
3. Look over the Family Chart and LOG BOOK to be familiar with our guests.
4. Wear a Name Tag with your first name.

BEFORE YOU LEAVE:

1. Be sure you have completed the tasks of your volunteer role.
2. If you have any noteworthy comments, please add them to the IHN LOG which is kept in the IHN STORAGE ROOM downstairs.
3. Use the Linton Street lobby door to exit. You may ask the Week Coordinator to watch you return to your car.

START OF WEEK GATHERING: On Sundays, the Week Coordinator will have a Meeting with all of the guests to welcome them, explain the rules, and orient them to the building, The guests arrive at 5:00 PM on Sunday.

BASIC DAILY SCHEDULE:

6:00 AM wake up
6:15-6:45 AM Breakfast
6:45-7:00 AM Clean up and Gather lunches, etc.
7:00 AM Pick up by IHN Van for IHN Day Center

5:00-5:15 Arrival of Guests by IHN Van. Week Coordinator Greets them
6:15 Supper
6:45 Evening Host helps guests prepare their bag lunches.
7:15-8:30 Evening Activities (arts, crafts, games, homework, video, etc.)
8:30 Clean up and Snack and Story
9:00 Bedtime for Children under 13
10:00 Bedtime for Teens
11:00 Bedtime for Adults LIGHTS OUT.

BEHAVIOR and DISCIPLINE CONCERNS

Parents are responsible for the conduct of their children. However, hosts should intervene if a child's behavior is injurious to that child, others or property. If a confrontation arises between the parent and child and a situation needs to be diffused, the host can ask the parent's permission to involve the child in activity.

Running throughout the building is not allowed but children may run and be active in the downstairs Imagination Room.

Parents are NOT permitted to spank their children. Any spanking should be written in the log and will be reported to IHN.

MANNERS:

Respectful and courteous behavior is expected of both guests and volunteers. If occasionally the stress of homelessness and group living leads a guest to behave discourteously or irresponsibly, volunteers need to understand and avoid taking negative feelings or actions personally.

HOWEVER, at no time should a guest or volunteer be subjected to verbal or physical abuse or harassment. Any abusive or threatening behavior should immediately be reported to the WEEK COORDINATOR who will report it to IHN. If necessary, the police should be summoned to escort an individual off the premises. IHN will be notified by the WEEK COORDINATOR.

CHILDREN'S POLICY:

No child should be alone with a volunteer at any time, or be taken to bathroom by the volunteer.

MAINTENANCE CONCERNS

1. MAINTENANCE OR EQUIPMENT PROBLEM. Put a note on the door of the Church Administrator's Office.
2. EMERGENCY MAINTENANCE: CALL Dutro Blocksom at 321-4789 or Scott Riffle 681-4432 or one of the Week Coordinators.
3. HEAT AND AIR CONTROL is managed and regulated by maintenance staff. Please do not make adjustments. Rather, please call Dutro Blocksom at 321-4789 or Scott Riffle 681-4432 for help.

SECURITY:

AT NO TIME SHOULD YOU ALLOW STRANGERS INTO THE BUILDING. ALSO VISITORS ARE NOT ALLOWED.

ALL EXIT DOORS ARE TO BE LOCKED AT ALL TIMES.

TELEPHONES

The church telephones are NOT to be used by the guests. The phone in the Coatroom can be temporarily removed while IHN guests are in the building.

AREAS for IHN USE (INCLUDING OUTDOOR PLAY AREA)

Guest children and their parents are to remain in the inside IHN areas of the church. These include their sleeping room, the Imagination Room, the TV room upstairs, the Ellen Hall Dining Room. An exception can be when there is an organized after-dinner activity that might take them to the playground outside with parental permission and a parent.

FOOD and KITCHEN

Food should only be eaten in the dining area or in the Imagination Room for Bedtime Snack.

Guests are not allowed to use the kitchen to prepare food.

SMOKING

Smoking is not permitted inside the building anywhere. If you smoke, you must go outside. There is a container outside the Imagination Room door for the disposal of cigarettes.

ALCOHOL AND ILLEGAL DRUGS

None is allowed inside or outside the building.

LEAVING THE BUILDING

Guests are not permitted to leave the church except in the case of an emergency or with the Coordinator's permission

VISITORS

Guests are not allowed to have any visitors.

CHORES

Guests will have chores related to meal clean-up and tidying up. The chore list will be posted in the Ellen Hall Dining Room.

NUMBER OF GUESTS:

The Week Coordinator should be informed of the number and names and ages of our guests by Friday before their Sunday arrival. The Week Coordinator will, in turn, get this information out to the volunteers for that week by phone or email. We should have no more than sixteen guests.

BATHROOMS:

There are both toddler-level and adult-level bathrooms in the lower level close to the sleeping rooms (classrooms). When guests are upstairs, they are welcome to use the bathrooms upstairs. The Week Coordinator and the Overnight Host will check to be sure they are tidy before each day.

Guests are asked to put towels on the hooks provided. They are to take their toiletries back to their room.

TOYS:

Guests are welcome to use the toys available in each of the sleeping rooms as well as the toys, games, activities, computers, videos, CD's, DVD's, and books available in the Imagination Room. An additional bin of toys will be placed in the Dining Room to occupy toddlers during supper and clean-up and lunch set-up.

VCR / DVD:

The VCR / DVD player and monitor is available in the Junior High Classroom at the top of the stairs on the second floor. It is available until 10:00 PM. No food may be eaten in that room.

ELEVATORS:

Guests may use the elevators but children must be with adults.