



**INTER-FAITH HOSPITALITY NETWORK
Western and Eastern Regional Networks**

M A N U A L

FOR

HOST AND BUDDY VOLUNTEERS

Program Director, Lois Bowman
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Office: 215-628-2334

Emergency: 215-778-5480
P.O. Box 141
Ambler, PA 19002

Day Centers:

East Network 1735 Old York Rd., Abington (across from Bonnet Lane Diner)
215-657 5696

West Network 31 S. Spring Garden, Ambler (off of Poplar at corner of Rosemary)
215-628-2806

Revision Date: February 2007

Thank You

Thank you for volunteering in the Inter-Faith Hospitality Network. Your help is invaluable to the families we serve. Homelessness remains a major issue in our area. This Inter-Faith Hospitality Network is able to serve six families at any time in our network program, meeting the emergency housing needs of about 30 families with children per year. A lengthy screening process occurs before a family is selected. Individual men, people who have problems with substance abuse, and people with mental health concerns are referred to other programs.

You are helping to ease the strain of one of the more stressful times of the families' lives. Some families may pull inward and keep to themselves. Others may seek contact, not wanting to be alone. Some may feel they have failed their children and are ashamed. As you interact with families served by the program remember that each day brings different experiences for the families served by the program. Your care of the families' basic needs for shelter, food, and compassion frees the families to work on issues such as employment, housing, and day care. Your patience and loving kindness makes such a difference and is greatly appreciated.

All of our families wish to return to independent living as quickly as possible. The support that you and your congregation provide makes achieving this goal possible.

With gratitude and anticipation that this experience will be a blessing to you as you serve,

Kimberly Koczan-Flory

Volunteer Overview

Each volunteer position plays an important role. There are others helping the family deal with their budget, find employment, secure housing, work on parenting issues, and cope with the stresses they are feeling. It is important for you to work within the existing structure. Before offering additional help for a family beyond your specific role, contact the Network Program Director or the Case Worker.

If an issue arises when you are volunteering, it is essential to report information to the coordinator and staff. Families having difficulties following either the IHN Family Guidelines (Appendix A) or having other problems in the program are best helped by contacting the Program Coordinator (Kimberly), the Case Manager (Tamika), or Host/Buddy Coordinator from your congregation. Your coordinator will provide a space where Feedback Forms are available. Feedback forms may be given to staff by individuals or dropped off by the transportation volunteer in the morning to our offices. In general, whether the families are getting along well or are struggling to meet the expectations of the program, we rely on the communication of volunteers to best serve the families.

- Parents are responsible for keeping their room, the kitchen and the living area at the host site clean
- Please defer to the parents regarding issues with their children; they are responsible for their behavior and care-giving
- Volunteers should only intervene if a child's behavior is injurious or destructive

PARTICULAR VOLUNTEER ROLES

A. Volunteer Coordinators

Each congregation has a Host Volunteer Coordinator or co-coordinators who oversee the program that month. They are the main links between the Inter-faith staff, the volunteers and the families. There are also additional coordinators who are responsible for a specific area of service:

- Supper Coordinator
- Overnight Coordinator
- Transportation Coordinator
- Child Care Coordinator
- Laundry Coordinator
- Supply Coordinator

A Buddy Congregation Coordinator will coordinate the activities of the Buddy Congregation, should there be one.

B. Supper Volunteers

The host congregation and the volunteer decide if supper meals are prepared at home or at the host building.

Supper Hosts are responsible for:

- Providing the supper meal for his or her own family as well as the Network families and bringing it to the congregation's dining area
- Preparing food that is typical for your own family and provides variety from meals served that week
- An invitation for everyone to be seated to begin the meal and a prayer.
- Taking all leftovers home, unless families set aside a small portion for lunches

Network Families are responsible for:

- Setting and clearing the table
- Encouraging their children to remain at the table until most are finished.
- Washing the dishes
- Cleaning up after the meal
- Notifying the Supper Coordinator two days in advance if they will not be present

The Supper Coordinator will provide or should be contacted about:

- Arrival times
- Meal times
- Total number of people expected for supper
- Dietary restrictions
- What has been served lately

B. Overnight Volunteers

Overnight Volunteers stay with the families from the time the dinner host leaves until the morning transportation volunteer arrives or all families have left for the day. The volunteer ensures the facilities are locked and safe and are a resource in case of an emergency for the families.

- Two overnight volunteers are needed each night. Having a male and a female volunteer provides the best coverage. There are two designated sleeping rooms for volunteers as the volunteers may not be from the same family.
- Self-inflating air beds are provided, but volunteers should bring their own bedding.
- If an overnight volunteer can't stay the entire time, the Overnight Coordinator must be informed so that they may provide the necessary coverage.

The bedtimes for the Network families are:

| | | |
|----------|----------------|-----------------|
| Children | under 4 years: | 8:00 PM |
| | 4 - 8 years | 8:30 PM |
| | 8 - 10 years | 9:00 PM |
| | 10 - 16 years | 9:30 - 10:00 PM |
| Adults | | 11:00 PM |

- Encourage families having problems with the bedtimes to quiet their children and then the volunteer should make a note on the feedback form or in the logbook.
- The Overnight Coordinator will provide or should be contacted about: lock up times and procedures, arrival and departure times for volunteers, location of the logbook, and whether a family has an excused absence.
- When the rooms the Network families use are utilized for educational purposes during the month, the volunteer should remind the families to prepare these rooms for those times.

D. **Transportation Volunteers**

Transportation volunteers drive their own cars transporting families to and from the host congregation in the early morning and late afternoon.

- Additional trips may be requested for job interviews, apartment searches, rides to the laundromat, doctor's appointments, etc.
- Families without a car, or whose car breaks down, communicate their transportation needs to the Transportation Coordinator. He/she then contacts the volunteers, checking availability to meet the scheduled needs.
- The Transportation Coordinator provides all trip information including time, family name, directions, cell numbers and destination.
- A volunteer, at the discretion of the I-FHA staff and the Transportation Coordinator, may utilize the Inter-Faith van, when available. All seat belt laws must be followed.

E. **Child Care Volunteers**

- Child care may be needed when IHN parents have meetings at the Host building and their children are not part of the meeting.
- Childcare requests come to the Child Care Coordinator as far in advance as possible.
- Teenagers and children volunteers are welcome to participate but you must have at least one adult volunteer for childcare at all times.
- Counseling, budgeting, and case management meetings are held separately with each family. Case management is typically on Tuesday for the West (Ambler area) network, Thursday for the East (Abington area) network, and counseling is on Thursday for both networks. Some appointments are scheduled during the daytime and do not require childcare.

F. **Linen Laundering Volunteers**

Weekly, network families place their linens in separate labeled bags to be washed by linen laundering volunteers. The Linen Laundering Coordinator sets the day and time for pick up and return of linens (often Saturday for Christian congregations and Sunday for Jewish congregations but any established day is fine.) Blankets are laundered once per month. If families use personal linens rather than IHN linens, they must wash them when they do their personal laundry.

G. **Supply Coordinator**

The supplies coordinator will get a request list from each family of items they would like for breakfast and lunch and then shop for the items and deliver them to the host kitchen. The Supply Coordinator may also be responsible for procuring funds from the congregation to pay for supplies. Families are asked to not be extravagant.

MISCELLANEOUS

- A. **MOVE IN/OUT-** The Network moves on the first of each month. Four to six volunteer movers are needed in each location.
- A. **weekday moves: Loading starts at 6:45 p.m. (after supper) Unloading is set to start at 7:30 p.m.**
weekend moves: Loading starts at 2:45 p.m.
Unloading is set to start at 3:30 p.m.
- B. **NAME TAGS-** Wear name tags consistently while volunteering.
- C. **LOG BOOK FEEDBACK FORM** - Please conscientiously maintain the IHN log book to record all relevant information observed by volunteers. This includes: medical emergencies, discipline problems (adult and children), guideline violations, possible drug and/or alcohol use, inappropriate parenting and suspected physical abuse, but should include commendable activities as well. Please date Log book entries and leave contact information should we need to confirm information. The log book should not be accessible to Network families as some of the information may be confidential. Each week the IHN staff reviews the log book. For quicker communication you may email kflory@ifha.org so your observations will be quickly noted.
- D. **DAY FACILITY-** The Day Facility is located at 31 S. Spring Garden St. in Ambler and 1735 Old York Rd. in Abington. It is available between 7 AM and 6 PM, dependant on transportation times and the needs of the families. A shower with a bath is available at the Day Facility. If bathing is needed at other times families may use the local YMCA.
- E. **CONFIDENTIALITY-** The host location, as well as which families are in the program, is confidential information. Information obtained from or concerning families is privileged communication. It is not appropriate or acceptable for volunteers to divulge information about a family to any outside sources, without the specific permission of the family.
- F. **PHONE USE-** At each host congregation there is a phone for use by the Network families. Each congregation sets rules and limits for the families to maintain. When volunteers answer this phone they should say, "Hello" rather than the name of the congregation in order to preserve confidentiality, since the number is generally known as the congregation's phone number. Long distance calls are not to be made but safeguards on phone accessibility should be made. Families have phone access at the day center as well.
- G. **WEEKENDS-** Every congregation is expected to maintain consistency from one month to another. Although sleeping in is a treat for the families, we ask that **families are taken to the day center between 9 a.m. and 10a.m.** on Saturdays and at the most suitable time for congregations on Sundays, but no later than 10:00 a.m. unless the entire family is worshipping with you. Families are expected to communicate these changes and are still expected for supper and overnight unless arrangements have been made in advance. Flexibility is especially valuable for volunteers during the weekends.
- H. **DONATIONS OF MONEY or other help** - If a volunteer wishes to help in these areas they should first contact the Program Coordinator or Case Manager. Your desire to help is wonderful and is best utilized in consultation with the staff.

Helpful Hints for Hosts

Before families arrive:

1-2 months in advance -

- A. Communication with the Program Coordinator regarding any questions or needs you might have.
- B. Identify your Coordinators and establish a schedule if you share responsibilities with a buddy congregation.
- C. Consider promoting volunteerism by writing a newsletter article, adding bulletin announcements, giving a verbal 'moment for mission' announcement during your service and other education sessions and events.
- D. Feel free to communicate with the Program coordinator months in advance to schedule your congregation's training and discuss the program.

The week prior -

- E. Coordinators should take time the week before you host to go to the preceding host congregation to meet the families and the coordinators to introduce yourselves and assess any special needs.
- F. Coordinate the move-in/welcome crew
- G. Move or secure education classroom items that you do not want families to have access to. Set up the rooms to make them 'homey.'
- H. Set up a common living room: bring toys, games, magazines, children's books, television, VCR, comfortable chairs, G-rated videos, for example.
- I. Some congregations provide clothes drying racks and places for families to hang or store clothing. Flash lights are also helpful. A lamp or nightlight are also nice touches to make the room more like a home. If the floors are linoleum, consider providing an area rug for each family.
- J. Some congregations offer the loan of a television for each family, most only have one in the living room which increases the connection of volunteers to families and families to other families.
- K. Place a first aid kit (without medicines taken internally) in a public place - perhaps in the overnight host's room or the kitchen.

During the Host month:

Network families are aware of the stigma attached to being labeled "**homeless.**" They are very sensitive to that portrayal and should be referred to as "the Smith, Jones, etc. family." They are also sensitive to being offered charity or being treated in a condescending or patronizing way. We must strive always to be respectful of a persons' dignity and to remember that we are offering hospitality and sharing what we have with others who are in need.

- L. As Volunteers, please respect Network families' privacy by knocking on their doors and waiting for a response rather than just walking into their rooms
- M. Be sensitive to the families at a critical time; their responses may be to be somewhat removed, very optimistic, humiliated, irritable or any other response that any of us may exhibit in times of stress
- N. Volunteers should avoid any tendency to judge or criticize and be willing to be effective listeners. Having an open mind and an ability to see life from another's perspective are especially useful.

- O. Provide a place where volunteer contact information, the schedule, and feedback forms/log book can be found by the volunteers.
- P. The parent is the person responsible for the care of the child. However, if a situation between a parent and a child needs to be diffused, the volunteer may ask the parent's permission to involve the child in an activity. Verbal or physical aggression should not be tolerated. If necessary, notify the police.
- Q. There are spaces and rooms that the Network families and the volunteers may share during the month. Both volunteers and Network families are encouraged to clean up after themselves.
- R. Volunteers should be on time for their volunteer effort since there is often a volunteer waiting for them to arrive before they can leave.
- S. Network families are told not to bring valuable or sentimental items into the Network. However, if Network families do have items a safe and secure place in the host building should be provided for temporary storage.
- T. Prescriptions storage and other storage of other medicines should also be addressed on move in day.

APPENDIX A

IHN FAMILY GUIDELINES

1. No alcoholic beverages or drugs are permitted. Anyone under the influence of alcohol or drugs cannot remain in the IHN.
2. No smoking is allowed in any host congregation's building or the Day Facility. Smoking areas may be designated outside the building by the host congregation.
3. For the safety of children and other families, all prescribed medication must be given to the hosts for proper storage. Other medications must also be stored carefully. Hosts will not dispense any medication, including aspirin.
4. All parents are responsible for the conduct and supervision of their children.
5. All families must assist in keeping the areas they use clean. Families also perform various household chores. (e.g., setting table, washing dishes.)
6. Families are expected to continue to seek employment, entitlement, and housing or financial assistance daily.
7. The Network, I-FHA, and the volunteers are not responsible for lost/stolen items.
8. Be considerate and courteous to other families and hosts.
9. If a family is found to be uncooperative and/or disruptive to the program, they may be asked to leave the Network.
10. Anyone with a contagious disease (e.g., chicken pox, measles, etc.) must leave the Network until the period of contagion is over. Contact Network Director.
11. Food and beverages are to be eaten or kept in the kitchen and dining room areas only. No food or beverages are allowed in sleeping areas.
12. Since each congregation has a limited budget for supplies, Network families should show restraint using these items.
13. A person's bed cannot be guaranteed if the person fails to return to the host congregation one evening. This rule does not pertain to excused absences.
14. If a person misses the Network transportation, he/she is responsible for finding public transportation or alternative transportation to or from the host congregation.
15. The maximum length of stay in the Network is 90 days.
16. IHN families are not allowed to have visitors in the host congregation or the Day Facility. A visitor is anyone who is not a volunteer in the program.
17. Day facility times are between 7:30 AM- 5:30 PM. Showers are available at the Day Facility families are expected to bring towel, soap, shampoo, etc. Towels are returned to sleeping area to dry. Limit towels to 2 per person per week.
18. Bedtimes are as follows:

| | | |
|----------|----------------|-----------------|
| Children | under 4 years: | 8:00 PM |
| | 4 - 8 years | 8:30 PM |
| | 8 - 10 years | 9:00 PM |
| | 10 - 16 years | 9:30 - 10:00 PM |
| Adults | | 11:00 PM |

Appendix B

DONATION GUIDELINES

In addition, many congregations and volunteers may want to give families financial assistance for rental security deposits and other emergencies.

Financial assistance can be very beneficial to IHN families when properly directed. However, to help ensure that your acts of generosity are not misused or abused, you are urged to contact the Network Director or Case Manager prior to offering a family financial assistance, as information concerning families' specific situations may influence your decision to provide such aid.

MEDICAL EMERGENCIES

A. SERIOUS MEDICAL EMERGENCY PROCEDURE

1. Phone the necessary emergency service by dialing **911**. Other important numbers are posted by the phone.
2. A host volunteer should accompany the family to the hospital. If this is not possible, call a coordinator, the IHN Program Coordinator, Program Director or Case Manager to accompany the family (or meet him/her at the hospital).
3. Report emergency to the Host Coordinator/IHN Program Director.
4. The accompanying host volunteer must report back as soon as possible concerning medical status and arrangements.
5. Record all emergencies in the IHN log book &/or email tholt@i-fha.org.

B. OTHER MEDICAL PROCEDURES

1. Families contact their own physician for non-emergency medical needs.
2. If a family does not have a physician or medical coverage, contact the IHN Director or Case Manager for assistance.
3. Any family with a contagious disease (chicken pox, measles, etc.) must leave the Network until the period of contagion is over. Contact Network Director.
4. Prescription medications should be turned over to the host volunteer for proper storage. This procedure is to safeguard children and other families. Precautions should be taken with other medications as well. An adult of the Network family must ask for the medication when it is needed. Volunteers should not dispense any drugs.
5. Host congregations should have a First Aid Kit available.

APPENDIX C

History of the Inter-Faith Housing Alliance

The Inter-Faith Housing Alliance has established a wide range of housing programs. There are currently six programs helping with housing assistance.

In 1982 a homeless prevention program began to offer financial assistance for rent, security deposit, utility payments, and heating costs in Ambler and the nearby communities.

In 1989 the first Inter-Faith Hospitality Network in Pennsylvania was opened. The program is an affiliate of a national program, the Interfaith Hospitality Networks, renamed Family Promise in 2003, which has over 150 affiliate networks like ours.

The Hospitality Network program was later expanded into the Indian Valley area in 1998. The Indian Valley Housing Corporation took oversight of the Indian Valley Inter-Faith Hospitality Network in 2000.

In 1995 eight apartments called Hope Gardens were created to provide transitional housing for graduates of the Hospitality Networks.

In 2000 a partnership with the Willow Grove Community Development Corporation provided two units of permanent rental housing. Support services are provided to families who graduate from the transitional housing program at Hope Gardens. The organization changed its name from Inter-Faith of Ambler to the Inter-Faith Housing Alliance in 2002.

In 2004 another rotation of the Inter-Faith Hospitality Network opened in eastern Montgomery County. The Network started in 1989 is called the West Regional Network (Ambler area) and the newer program, the Eastern Regional Network (Abington area.) After a year of discontinued services, the Network was re-established in November of 2006.

In 2004 a second homeless prevention program was added for eastern Montgomery County. Interfaith of Eastern Montgomery County had maintained a program since 1972 that provided the same homeless prevention services listed above and also had a food cupboard. The Inter-Faith Housing Alliance took over these duties starting in January 2004. The hotline provides important homelessness prevention services to this day.

Building Opens at 5:45 PM

| | |
|--|--|
| <p style="text-align: center;">Supper Volunteer</p> <ul style="list-style-type: none"> • Please wear a nametag when volunteering • Supper Coordinator will provide you with meal times, number of people you are serving, dietary restrictions, arrival and departure times, and what has been served recently to provide variety. Since most families have children, simple foods work best. • IHN families are responsible for the chores (setting table, washing dishes, etc.) • Let IHN parents serve their own children. • Please take all leftovers home with you. (Except if a family wishes to take a small portion for lunch.) • Meal Customs - All sit down together, begin with a prayer, children should stay at the table until most people have finished eating. • Arrive at: <u>6:00-6:15 PM</u> Depart at: <u>7:30 PM</u> • Supper Coordinator and Phone Number: Darlene Bruno 215-884-1393 | <p style="text-align: center;">Overnight Volunteer</p> <ul style="list-style-type: none"> • Please wear a nametag when volunteering • Overnight Coordinator will provide you with arrival and departure times, sleeping locations, number of families staying overnight, key location, and door locking procedures. • At least one volunteer must be in the building until all the IHN families have departed. If both volunteers must leave before the scheduled departure time, the Overnight Coordinator will provide early morning coverage. • Two cots are provided, but bring your own bedding and alarm clock if needed. • Record any significant occurrences in the logbook. • If you must leave early contact Coordinator. • Arrive at: <u>7:30 PM</u> Depart at: <u>6:45 AM, weekdays</u> <u>8:00 AM, weekends</u> • Overnight Coordinator and Phone Number: Bill Scher 215-884-5313 |
| <p style="text-align: center;">Transportation Volunteer</p> <ul style="list-style-type: none"> • Transportation Coordinator will inform you which IHN family you are picking up, the number of people in family, directions, and the number of stops. • Each member of the IHN family should wear either a seat belt or be in a car seat. • If using the IHN van, remember that there is no eating, drinking or smoking allowed. • Morning: <u>6:45-7:00 AM</u> Afternoon: <u>5:30 PM</u> • Transportation Coordinator and Phone Number: Reenie MacDonald 215-884-3279 | <p style="text-align: center;">Child Care Volunteer</p> <ul style="list-style-type: none"> • Please wear a nametag when volunteering • Child Care Coordinator will provide information arrival and departure times, the number of children you are babysitting, their ages, and sitting location. • At least one adult is needed for childcare. Teenagers may be assistants only. • If there are any difficulties with the children you are watching, please take the child to the parent. • Child Care Coordinator and Phone Number: No Child Care unless a problem arises |
| <p style="text-align: center;">Linen Laundering Volunteer</p> <ul style="list-style-type: none"> • Linen Laundering Coordinator will provide information about day, pick up and return location and time, and information about the approximate quantity (Blankets are done monthly, some families have their own linens, which they launder). • Launder each family's linens separately and return in separate bags. • The IHN family launders their own personal items. • Follow written linen laundering instructions from the IHN Volunteer manual carefully. • Pick up Day: <u>Saturday</u> • Pick up Location: <u>Coat Room</u> • Pick up time: <u>8:30 - 9:00 AM</u> Return time: <u>6:00-7:30 PM</u> • Linen Laundering Coordinator and Phone Number: Eileen Breslin 215-885-0561 | <p style="text-align: center;">Miscellaneous Information</p> <ul style="list-style-type: none"> • Communicate important information directly with either your Area Coordinator, Host Coordinator, or directly with Inter-Faith (Office 215-628-2334 or in an Emergency 215-646-0120 - <i>ask to have person paged</i>) or call the cell # 215-778-5480. • Volunteers should understand that they have a limited role with IHN families. Others are helping with counseling, budgeting, parenting, and case management. • Volunteers should feel free to say no to any requests with which they may be uncomfortable. • Host Coordinator and Phone Number: Denise Felix 215-887-1585 Resurrection Community Church • Buddy Coordinator and Phone Number: Kathy Jaworowski 215-233-2277 215-205-5882 (cell) St. Luke the Evangelist Church |