

Hosting information for week of 2/9/2020

2/9/2020	Prospect Presbyterian Church	Maplewood	Frank Hendricks/ Allison Reid 973-951-4415/ 301-466-6726
2/16/2020	St. George	Maplewood	Glen Hoffs/Amy Cox-Martin 973-733-9057/973-761-0520
2/23/2020	Morrow Memorial	Maplewood	Krystal Woolston 732-395-3978

For coordinator's personal telephone numbers consult the Coordinator Directory.

As of February 10, 2020

Family-1 McPherson-exit date 2/21/2020		
1. Christine (mom)		7/16
2. Zoey	9 (f)	12/1
3. Gary	21 months (m)	4/19
Family-2 Freeman		
4. Andrea (mom)		2/20
5. Alexis	13 (f)	4/6
6. Javon	4 (m)	3/9
Family-3 Lindo-exit date 2/28/2020		
7. Janine (mom)		10/2
8. Janiyah	16 (f)	1/30
9. Jahphet	3 (m)	9/14
10. Jahna	13 months (f)	12/26
Family-4 Hunter-		
11. Alisha (mom)		1/26
12. Laquan	16	2/7

13. Nauqal	8	11/28
14. Zahir	6	7/06

IHN STAFF CONTACT INFORMATION

IHN Office Hours 9:00 a.m. – 5:00 p.m.

Brenda Myrick, Director of Housing & Social Services

Angie Benedict, Volunteer Manager

Belinda Bryant, Van Driver

Monday-Friday

(973) 746-1400, press 1

(973) 746-1400, press 3

(862) 888-2380

About the IHN HOTLINE

There is no one in the IHN office in the evenings or over the weekend. The Case Manager Brenda Myrick has the IHN hotline during non-business hours in case of emergencies. See the FAQ's for further clarification regarding emergency procedures.

IHN HOTLINE Coverage: (973) 954-6372

Brenda Myrick

IN CASE OF EMERGENCY CALL 911

**SEE THE FAQ'S (PAGE 3 & 4) FOR MORE INFORMATION
ABOUT EMERGENCY PROCEDURES**

ANSWERS TO MOST FREQUENTLY ASKED QUESTIONS

- 1. How should I converse with guests?** Refer to the Hospitality Code for suggested do's and don'ts. Do *not* ask questions, but simply have informal conversation. Adults are sometimes hungry for "normal chat" that we might consider "small talk." A guest will initiate more significant conversation on his/her own terms. Do not ask questions like, "How was your day?" or "Have you found a job yet?" Imagine if every person in the network asked those same questions to every guest every day. If it is uncomfortably quiet at dinner, a volunteer might ask to the whole group, "What was the best thing that happened today?" or to the children "What did you learn at school today?" or "Did you see such-and-such an article in the paper?"
- 2. Where should I spend my time while hosting?** Spend as much time as possible in the public/common room area to be "present" if and when guests may need you. If you have your own reading or project to work on, do it in a place where guests can easily find you. Give visible signs that you want to be there and are not just "clocking time." Be aware of the delicate balance between being available without

appearing to be a babysitter or a warden. There is a fine line between offering friendship and support without being invasive. Please do not follow guests around. (These are comments in response to guest feedback.)

3. **What do I do in case of an emergency?** Respond to an emergency as you would if you were in your own home. In other words, call police, fire, or paramedics (911) for any medical emergency, escalating verbal dispute, or any perceived threat to people or property. Call the appropriate congregation officials and/or IHN staff when necessary, but only after a 911 call has been placed and emergency precautions taken. Do not transport guests to the hospital in your own vehicle. Guests have been instructed that IHN policy is to call 911 and wait for the ambulance. A guest's children cannot stay at the congregation without their parent. The children must either go with the parent, or have the parent call a friend / relative who can come and pick the children up that night. We cannot be responsible for the children, especially once morning comes if the parent has been admitted to the hospital, for example.
4. **What do I do if a guest wants to go to the Emergency Room?** If it does not appear to be a crisis (not requiring 9-1-1), and you are not certain if the situation warrants a trip to the E.R., you may do one of the following:
 - 1) Have the guest call the Hospital advice line –
 - 2) Contact the Director, **Brenda Myrick** at the office or on the hotline (for history of client's condition during day, or client's ability to attend to medical needs on the following day).
5. **What do I do if a guest is talking about uncomfortable issues, or the guest is getting very agitated and upset?** If a guest is talking about upsetting things and it seems that there is a mental health concern, have the guest call:

EAST ORANGE GENERAL CRISIS 24. HOUR HOTLINE: 973-266-4478

ADDITIONAL/24 HOUR HOTLINE:

Family Violence Hotline	973- 484-4446
Suicide Prevention Hotline	1-800-784-2433

CLARA MASS MEDICAL CENTER- PSYCHIATRIC Emergency Crisis Unit

Call the main number and ask to be directed to the crisis intervention unit.
973-450-2000

EAST ORANGE GENERAL HOSPITAL

Adult Program Hotline	973-266-2900
-----------------------	--------------

Children and Adolescence	973-395-4095
--------------------------	--------------

6. **What do I say if a guest is using inappropriate language, or is doing something objectionable?** Calmly interrupt the person, or interrupt the activity. Quietly, but confidently, say that it is not allowed at the congregation (for example, to curse, to speak about sexual activity, to threaten violence, to talk about intimate personal history, etc.). Ask the person to stop, and if they need to talk more, to call one of the hotline numbers listed above. Encourage the person to speak about any troubling issues to the staff in the morning. You may say, for example, “I am not trained in that area. You are obviously concerned. Please do not talk about that here, but you should bring it to the staff in the morning.

7. **When do I call IHN staff on the HOTLINE? Please leave a message!**

Call the hotline **THAT NIGHT** when:

- 1) A guest does not arrive by 9:00 p.m.
- 2) You have called 911, taken a guest to the hospital, or called the police. Call IHN staff after you have responded to the emergency. Don't waste precious time.
- 3) You want a second opinion– but we tell you to trust your gut. If there's even a question, take the most prudent, responsible action.
- 4) A guest is disruptive and you suspect / know of alcohol and / or drug use.
- 5) A guest will not respect your answer and you need to appeal to a “higher authority.” Volunteers may use the coordinator in this way.

Call IHN staff the **NEXT MORNING** when:

- 1) You hear, see, or suspect physical discipline / child abuse.
- 2) A guest arrives late, after 6:30 p.m. but before 8:00 p.m. This allows the Case Manager to discuss the IHN protocol with the guest, but it is not an emergency.
- 3) You suspect alcohol/drug use but behavior is not disruptive, or you do not have concrete evidence.
- 4) An upsetting (but non-emergency) incident occurs that leave you and/or guests feeling unsettled – e.g. guest walks away rudely from dinner table saying, “This food is horrible”; volunteer raises voice to guest or makes inappropriate comment; bathroom or bedroom is left in a mess; vomiting, diarrhea, or other illness occurs that we need to know about the following day; guest is not ready when driver needs to leave; etc.

8. **What happens when a guest gets ill?** All medications (prescription or over-the-counter) are to be in the secure possession of the guest at all times. The guests agree to this, and they make a plan to have their medication with them. IHN policy prohibits giving a guest any type of medication; including aspirin or Tylenol, cough medicine, or cold remedy. This prevents volunteers from having to run out to the store to secure medication on an emergency basis, and it protects all parties

involved. If guests are ill, encourage standard safety precautions – stay away from others, wash hands, don't sit with group at dinner, cover mouth, etc. Quarantined illnesses will be handled case-by-case.

9. **How do we handle undisciplined children?** If the parent(s) is not directly involved with her/his children and there are behavior issues (e.g., parent in room resting or watching TV and kids are “wild” in fellowship hall, not cleaning up toys, or acting inappropriately), a volunteer should find the parent, knock on the door, and say something like, “Your children need assistance; or, We need your help with your children; or, We need you to help your children clean up.” If there is a persistent problem, alert the IHN Case Manager so she can talk with the guest about parental responsibilities at IHN. In general, the volunteer's role is to reconnect the child with the parent. You might say, for example, “Let's go find your mom; or we need to ask your mom about that; or your dad is the best person to help you do that.”
10. **How long can families stay at IHN?** Guests are aware when they enter IHN that it is a 30 day program. The exit date is identified for guests from the start. If guests' time is getting short and they express anxiety to you that “We are being kicked out”:
- 1) Do not take sides – either the guest's or the staff's.
 - 2) Listen empathetically without asking questions – allow the guests to vent if needed.
 - 3) Suggest that the guest talk about the concern with the Case Manager.

This process is a good way to avoid triangulation. When people who should be talking directly, instead talk to a third party, a triangle forms and...watch out! Trouble ahead!! Confusion is sure to happen. Most people are masters of indirect communication, especially when the person we should be talking to is going to give us an answer we don't want to hear. If in doubt, refer back to the Case Manager. IHN Staff will also do the same with coordinators so that guests do not use us “in triangle” against the congregation volunteers. If guests have concerns about the logistics of a room, meals, etc., The Case Manager or other staff person will say, “You need to talk to the coordinator about that.” If guests get into an argument with each other, our policy is to let them work it out themselves. If children are involved, always refer back to the parents.

11. **What transportation should we provide?** The congregation is not responsible for providing guest transportation. Other rides (to and from work, school, etc.) are beyond the scope of our program. If there are special transportation needs, arrangements must be negotiated through the Volunteer Coordinator or Case Manager. If a guest asks you for a ride somewhere, please say “No, I'm not allowed to do that without talking with the IHN staff first.” Don't feel guilty. Guests may be inconvenienced, but we can't be all things to all people. If we accommodate one guest, it is not fair if we do not accommodate all guests.

12. How do I respond to special requests? If guests ask to run to the store, go to the mall, attend an outside congregation event, etc. during the evening, the answer is usually “no.” Guests are instructed to arrange such things *at least three days in advance* with the Case Manager or Volunteer Coordinator and either of them will alert the coordinator to the plans. The only things that qualify as an emergency are feminine hygiene products if none are available and Pedialyte for a dehydrated child. Diapers are not an emergency, because the child has a consistent need for diapers, and the parent knows to plan ahead. In an emergency, if a volunteer is available to go to the store, have the volunteer go alone and bring the supplies back to the church. This prevents guests from returning from a so-called emergency errand with non-essentials and protects the volunteer from financing purchases. Note: See the suggested first aid items list that addresses these needs.

It is not appropriate for guests to order take-out food (Chinese, pizza) to be delivered to the host site unless this is done by the coordinator as a meal for everyone.

If guests express a need for furnishings, clothes, other items (either for now or future):

- 1) Identify feelings guest might be having (“You sound nervous about providing for your child; or Furnishing a new apartment can feel overwhelming.”)
- 2) Tell guests to talk with their case manager about needs.
- 3) Do not promise to supply items or collect from congregation. The staff will coordinate collections of items for guests when the time is appropriate. This is an effort to treat families equitably, and to avoid giving encouragement to guests who may ask every volunteer/congregation for the same things. This also streamlines IHN’s communication with the congregation at large.
- 4) Tell the IHN Case Manager that the conversation took place so he/she can respond directly to the guests.

13. What do I do if family or guest is late getting to the church? Check with staff for information on guest’s plan.

- 1) Ask if any other guest has information on guest’s return.
- 2) If no: Wait a reasonable amount of time (until 6:45 p.m.) – although the other guests would know if the tardy family usually comes by bus, and waiting for the next bus may be the key.

14. What do I do if family / guest does not come to the church at all? The overnight volunteers should proceed with the usual evening routine (locking doors, setting alarm, going to bed, etc.) Do not make a special exception for a tardy guest, by staying up later or leaving a door open, for example. If the guest arrives and there is no disorderly conduct or suspicion of alcohol / drug use, you may let him/her in. But you are not obligated to let the person into the church after hours. You may choose not to answer the door. Call the IHN office the next day if a guest has not arrived by 8:30pm promptly just to let the Case Manager know.

If one member of the family has not arrived, do not leave the church to look for the person. Do not encourage a family member to leave the church to look for the person. It is our policy to have people stay at the church once they have arrived.