

## Appendix P

### Interfaith Hospitality Network

#### Hospitality Code

- 1. It's nice to hear your name,** so learn the names of our guests, too.
- 2. Labeling people creates invisible barriers.** Remember that guests are guests, not "the homeless." Whether spoken or on a posted sign, labeling creates an automatic division, an "us" and "them" syndrome.
- 3. Personal questions can be tough to answer,** so don't put guests in awkward positions. If they need to talk, give them the chance but don't pry.
- 4. Never assume that a guest can't hear you.** Do not discuss guests' situations with other people. Respect their privacy.
- 5. Everyone can use a little privacy.** Our houses of worship become temporary homes for our guests. Always knock before entering a guest's room.
- 6. Sometimes we need to spend time alone.** Respect guests' needs for quiet time by themselves or with family.
- 7. We all have bad days.** Depression, sadness and hopelessness may come. Allow guests space to deal with their emotions. And be prepared to forgive outbursts, without judging them as ungrateful.
- 8. We understand and care for our children.** Allow guests to do the same. Avoid contradicting a guest's instructions to his/her children. Always ask parents' permission before giving things to children.
- 9. Parents need a break.** Offer to babysit, 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 a situation that may require them to be temporarily dependent on others, it does not mean that they are not grown up and able to make their own decisions.