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.