

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 a 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 church and synagogues 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 guests' 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 baby-sit, 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.

