
IHN Updates

Edward Romeo <eromeo795@gmail.com>
To: Ed Romeo <eromeo795@gmail.com>

Wed, Dec 2, 2020 at 10:15 PM

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From: **Michelle Beaver** <mbeaver@ihnworchester.org>
Date: Wed, Dec 2, 2020 at 5:01 PM
Subject: IHN Updates

I would like to share with everyone some updates at IHN and how we are dealing with this pandemic. I would like to first inform you that we have been doing our very best to manage things here at the house. Not only did I come on as Program Director when IHN started making many role changes and adding new staff, but in the midst of a pandemic. Therefore, I ask that people please be patient with me while I learn my role, manage the house, manage finding volunteers when we do not have anyone to cover, and manage the day-to-day tasks here at IHN. Please forgive me if I am not quick enough in responding to emails or phone calls. I am the only full-time staff that IHN has right now, as well as the only on-call person. The goal is to have everyone on the same page with how things are being managed here at IHN. I really wish we were back to normal already. I miss many of our volunteers very much!

Speaking of coverage, a week of coverage costs \$1,425. We are asking that if a congregation does not have coverage that they try their best to provide funding for staff to cover. I do have a list of volunteers that I can turn to, but we do not want to burn out our volunteers.

Things to keep in mind:

- All who enter the building must have their temperature taken; at least once daily and logged in the book. (There is a temperature/incident report log book). To take temperature: Push 'M', then point and hold down the temp button until it beeps. Then push 'M' to turn off.
- All who enter IHN should be washing their hands and using hand sanitizer; including guests, staff, volunteers and board members. Even if it's just a quick step outside.
- All who enter and spend time at IHN must wear their mask at all times, except when eating, in the bathroom, in the office, or bedrooms. If someone is not wearing a mask, no matter who you are, the person (anyone) has the right to ask the other to put their mask on. **Example 1:** A guest rings the back doorbell after going outside for a cigarette; they don't have a mask on, YOU then ask them to put it on. **Example 2:** If You (Staff/Anyone) comes in contact with one of our families and does not have a mask on, they have the right to nicely ask the same of you. If someone does not comply (no matter who this is), please let me know. There are masks in my office just in case someone needs one. These are hospital masks. The goal here is to keep anyone and everyone safe.
- The families should all be eating at separate tables and volunteers should stay in the office, except to answer the doors. If you forgot dinner, help yourself to the frig in the office. I try my best to keep it well stocked.
- Meds that belong to guests are now locked up in the office. They have a key to their med box and can retrieve their own meds. No documentation of these needs to be reported. We do not hover or manage any of the meds. We do not question guests about meds that they are taking. They are adults and responsible for themselves and their children. If something seems alarming to you, please send me a text and I can handle it from there.
- We have two ProAir purifiers that costs \$800 that were provided by Friendly House. They circulate air all day and night.
- Please remember that only two people at IHN should deal with guests and any issues that they may be having. The Case manager (Rosa) and myself. This alleviates any further issues.

Although many are afraid to come to IHN, I can reassure you that we are taking all the proper protocols and following all the proper procedures. I can assure you that I am constantly on top of it. The families are afraid of those coming in just as much as those coming in are afraid of catching something from them. We have not had a single scare of COVID at IHN since this pandemic started and the goal is to do our best to keep it that way. This is not an ideal situation that we are in. We not only have families living in crisis that come to IHN to seek assistance, but now of all times during a pandemic. They are being told that they can not see their families, friends, etc. We are all going through this together and coping as best as we can. In terms of needs, IHN could use masks, because we do not have a lot of them. We are also in need of thermometers and hand soap.

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