

WHY WE HOPE YOU'LL SERVE AT IHN

We hope you and your families are safe and healthy amid the unprecedented COVID-19 pandemic. As we are adjusting to the new normal of our lives, we wanted to update you on how IHN is responding to the crisis and, if you've been feeling uncomfortable volunteering at the house, we want to invite you back to serve.

What's going on at the House?

1. **We have had no illnesses or positive COVID-19 test results for anyone who works for or resides at IHN.**
2. The house is presently **50% full with only three families, one on each floor.** In April, one family left the program and two families reached their goal to move out and did so. There are no plans to move to 100% capacity unless it can be done safely.
3. Friendly House has installed two air purifiers and will be installing a third one – one on each floor – to enhance safety for guests, staff and volunteers.
4. Please read the attached protocols to see how we are keeping guests, staff and volunteers safe.
5. The guests are no longer allowed to have visitors come to the house until this health crisis has passed.

What does serving look like today?

1. **We ask that volunteers wear a mask at all times when interacting with anyone at the house. Guests and staff will do the same.**
2. The fewer the number of volunteers that come at any one time, the better for everyone. **It is okay to have 1 or 2 volunteers per shift, but we are discouraging more than 2 at any given time.**
3. **We recommend that volunteers stay on the first floor in the office and be available to guests on an as needed basis.** It is important to have volunteers here in the event that they are needed, **but it is not necessary to spend your shift in close contact with anyone. We have told the families that volunteers will stay on the first floor and will be available if needed.**
4. We do not expect volunteers to engage the guests as in the past. **The volunteers are present to provide safety and security to the families.**
5. **Volunteers are not expected to eat with the families.** We have told the families they should spread out when eating dinner and that it is OK if they choose to eat in the kitchen (upstairs or downstairs) or dining room.

What is our need?

As we have all learned to manage in the era of COVID-19, we hope you will consider continuing or coming back to serve at IHN. Your volunteerism helps provide 90 hours of coverage each week to ensure the safety and security of the families. This gift of commitment and time is invaluable to our success. If you have any questions, please call Michelle Beaver. Thank you.