

Alpha House Rules and Norms for Volunteers

Daily Schedule	Weekday	Weekend
All Wake-Up	7:30am	9:00am
Breakfast	6:30-8:30am	8:00-10:00am
Lunch	12:00-1:00pm	12:00-1:00pm
Dinner	6:00-7:00pm	6:00-7:00pm
Bed-time (<13)	8:30pm	9:00pm
Bed-time (teenagers)	9:00pm	10:00pm
Lights Out / Quiet	11:00pm	12:00pm

EMERGENCIES

In case of emergency, call 911 and inform Alpha House staff immediately. Other emergency #'s are posted behind the reception desk near the phone. If there is an in-house emergency and you need to contact an IHN staff immediately, there are several IHN emergency contact #'s posted there as well. There are several first aid kits placed throughout Alpha House (reception desk, kitchen, service office).

RULES AND NORMS

- Parents are responsible for watching their children at all times, unless volunteers offer or parents specifically ask volunteers if they are willing to watch their children. (suggestion: If children ask to play in the basement or elsewhere, or if a parent leaves a child unattended in your care without asking, always go to the parent and ask if they would like you to watch their child for a little while.)
- No families in back kitchen. In addition, families must be accompanied by staff or volunteers in the following areas: service room, volunteer room, supply closet, staff offices, basement, and reception area. (suggestion: If you see families in the back kitchen, ask if there is something that you can get for them and/or make the staff on duty aware.)
- Use of the basement requires minimum supervision of two adults – at least one of whom must be a staff or volunteer. (suggestion: If there is only one volunteer available to go to the basement with the kids, ask parents if any are available. If not, let the kids know that you must wait for another available adult – the kids know the rules. Read a book or suggest another activity in the meantime.)
- Outside friends and family of IHN residents are not permitted in the facility unless the visitor is pre-approved and/or participating in a wraparound planning meeting. (suggestion: If you see a visitor, make the staff on duty aware.)
- Shelter keys should not be given to families. (suggestion: You can ask if there is something the family needs, or let the family know to ask the staff on duty.)
- When playing outside, children must be supervised by an adult. If riding a bike or rollerblading, children must wear a helmet located in the front closet. (suggestion: If you see a child outside unsupervised, you can remind the child of the rule and offer to play outside with them – but first make sure either you or the child asks his/her parents if they can play outside with you.)
- Food and dinner rules/norms are posted by the kitchen refrigerator.

Staff will be present and available to work with families at all times. Positive volunteer-family interaction is a valuable aspect of Alpha House, thus the responsibility for enforcing rules, setting limits, and intervening with family conflicts is the responsibility of paid IHN staff, and should not be a source of burden for volunteers. As always, if it is quiet around Alpha House and you would like to help out, please see the list of regular chores that we always need help with!

