

# **ROOM IN THE INN CHRIST CHURCH MINISTRY GUIDE**

## **SUNDAY NIGHTS DECEMBER--MARCH 2007-2008**

**“Then they also will answer, ‘Lord when was it that we saw you hungry or thirsty or a stranger or naked or sick or in prison, and did not take care of you?’ Then he will answer them, ‘Truly I tell you, just as you did not do it to one of the least of these, you did not do it to me.’”**

**Matthew 25:44**

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Dear Christ Church Friends:

Thank you for being concerned about the homeless and for your desire to make a difference!

Our principal ministry here is *hospitality*. Physical shelter, food, a place to wash up, safety, personal comfort, and caring Christians as volunteers are all a part of this ministry. Moreover, we encourage respect for all persons who come to us for shelter. We enter this effort with a spirit of humility.

This document summarizes the service we offer to our less-fortunate neighbors in Charlotte.

Thank you for sharing your time and resources to make this ministry successful!

Sincerely,

The Room in the Inn Steering Committee

Fred and Mimi Rees	704-365-2395
John and Aimee Norman	704-375-1681
Camp Jenkins	704-521-8679
Paula Moss	704-556-9035
Mary Katherine Black	704-376-2985
Nancy Ledonne	704-330-8337
Ginger Garner	704-358-4611

Emergency "Last Ditch" Fill-in Liaisons

Ben and Kathy Hill	704-344-1461
Lisa and Greg Seaton	704-334-2725

## ROOM in the INN Steering Committee Liaison Responsibilities

- Contact the Team Leader for your assigned Sunday (a week in advance) to talk through expectations. If you don't have a Team Leader (if you have a random assortment of volunteers), consider yourself the Team Leader of the evening (see Team Leader responsibilities).
- Let them know you will be available during your assigned Sunday.
- Most critically, make sure that the Team Leader knows who on their team is taking on what responsibilities. Make certain they have all roles filled—a van driver for both pick up and drop off (paperwork is needed for the insurance company), two spend-the-night folks and adequate food.
- Make sure a head count for dinner has occurred with Team Leader (in addition to the twelve Neighbors) and verify that the food is indeed adequate. See menu attached pg 10.
- If necessary, schedule an onsite session at the Church to cover the location of all supplies. REMEMBER: We have moved back to the Blue Room/Yellow Room/M207-208 set up (with RITI closet right across from Blue Room).
- Even if your Team Leader has everything under control, it would great if you were there on your assigned Sunday around 5 p.m., to make sure that things are going as planned. Check back again if necessary through the evening. I typically stay through dinner if I feel that it would be helpful and to ensure that overnight hosts are there and know what their responsibilities are.
- Be sure the Team Leader has arranged for one host to drive the Neighbors back to the Transit Center, and the other Host to complete items on the clean-up checklist.
- Please help us help our volunteers feel appreciated. Call the Team Leader on Monday to say “Thank you” and to see if there were any problems.
- Report back to Aimee asap on any problems (or great stories) by calling (704) 714-6940 or send an email to [normana@christchurchcharlotte.org](mailto:normana@christchurchcharlotte.org).

## TIMELINE OF EVENTS

### SUNDAY AFTERNOON/EVENING

#### **4:30/5:00 PM Set-up for evening**

(may start earlier depending on church schedule – check with Aimee for earlier set up times) — mattresses pulled from RITI closet, 8-10 placed in Blue Room (2 mattresses placed in Brides' Room and/or library for Christ Church hosts). 2-4 mattresses placed in Yellow Room for female Neighbors. Each bed should have a chair placed next to it with a towel in the chair. Set tables in M207/208 for dinner with placemats and utensils. Dinner will be served buffet style.

#### **5:15 PM – Evening Van driver depart Christ Church-take cell phone**

From Christ Church turn left out of parking lot onto Providence, turn right on Providence, stay on Providence as it turns into 3<sup>rd</sup> Street in Uptown, right on College Street, get in right lane after you cross over Highway, get into right lane – follow into “dead-end” – road will curve to left and you will be there.

#### **5:30 PM – Van driver will pick up Neighbors/call on-site hosts**

Urban Ministry checks Neighbors off of list as they get in Van. You should not have to get out of van. *Place call to Christ Church host* – and let them know how many female Neighbors we are receiving for the night. Hosts at Christ Church may then move same number of mattresses for women into Yellow Room for the female guests. If there are “families” – use Library as one “family room”. There is a Pack-n-Play in the RITI closet for a baby/toddler. Can also use Bride's Room for a family space. (This will leave Christ Church hosts sleeping in the Gathering Space or hall.)

#### **5:45-6:00 PM – Van with Neighbors arrives/Dinner arrives and served**

Dinner should be *hot* and ready to be served buffet style. Food should be brought hot from home or brought early enough to heat in Christ Church kitchen. Neighbors will select their beds. Hosts should go over “Rules” quickly pointing out smoking areas and bathrooms. Invite Neighbors to wash up for dinner. Say prayer. Begin dinner (remember to let Neighbors go through line first). Socialize/eat with Neighbors.

#### **6:30/6:45 PM – Clean up M207/208.**

Invite Neighbors to use shower facilities if they desire – shower across from Blue Room. Can start movie, watch t.v. or play games in the M207/208 with Neighbors who are interested.

#### **8:00pm – Lights turned down in Blue/Yellow Room**

Turn lights down in Blue Room/Yellow Room for those who desire to go to bed early.

#### **10:00 PM – Lights out**

At your discretion – if movie is 30 minutes longer, feel free to let Neighbors finish show

**MONDAY MORNING****5:15 AM Monday – Christ Church Hosts rise**

Hosts prepare/set –out breakfast (5:30 AM Sexton will bring fresh brewed coffee to M207/208) – Say Good Morning in Blue Room and Yellow Room to begin waking Neighbors

**5:30AM – Neighbors up/Breakfast**

Turn lights slowly on/Wake Neighbors – have Neighbors put sheets and blankets in garbage bags (place outside doors of RITI closet) – have Neighbors return their mattresses to RITI closet. Make sure that the wet towels from bathroom “can” are placed in bags outside the RITI closet with linens for pick up. Serve breakfast.

**5:50/6:00AM – Van departs**

For Transit Center in Uptown (no other stops). Other Host tidy up.

## CHECKLIST FOR TEAM LEADERS PRIOR TO HOSTING

The **Team Leader** is responsible for:

- 1) The entire evening/morning that the Neighbors are at Christ Church
- 2) The Set-up of the sleeping and eating areas
- 3) Food Coordination for dinner, breakfast and take away lunches
- 4) Van Driver to pick up Neighbors
- 5) Two spend the night hosts (one must be male - for safety reasons)
- 6) Van Driver to return Neighbors in the morning
- 7) Tidying up of spaces on Monday morning

### One week before:

- Call/email each member of the team and make sure the date is on their calendar. Make sure they understand their duties and the importance of them!
- Call your Steering Committee liaison to review the set-up and discuss any issues.
- Coordinate the menu, using the guidelines in this booklet. Consider the challenges of poor dental care.
- Verify the van driver and spend-the-night hosts are on board and that the van driver is aware of the need to complete paperwork for the church office in order to pick up the van keys prior to 4:30pm on Friday. (If scouts have van for weekend, talk to Aimee about pickup of keys on Sunday morning.)
- Make plans to celebrate special events and holidays.
- Get a final headcount from your Team for dinner. Confer with Hosts preparing food to be sure that enough food will be available for 12 hungry Neighbors plus Hosts' family members attending. **Expect each Neighbor to have hearty first and second helpings (and remind hosts that we always invite Neighbors to go through the line first)!**

### Sunday (Day of) Checklist:

- Check-in with each Host Team Member to be sure he/she is prepared for each job as noted on the Sunday schedule and/or remind hosts that it is imperative that they contact you ASAP if they have any issues fulfilling their obligation. Remind them that they can see all instructions by looking in the Room in the Inn closet at the manual or posted directions on the bulletin boards.
- Remind Overnight Hosts to **each** bring an alarm clock.
- Be certain that the Van Driver knows/has directions and knows how to get to the Urban Ministry Center in the dark.
- Decide if a movie will be offered, and assign a team member to bring it from home or to rent it. (There are some movies in the RITI closet for watching).
- Make sure breakfast and lunch items are being brought by team members.
- Clean up should be scheduled as part of the volunteer time.
- Make sure that you review the guidelines on the following page with everyone who will be taking part in Room in the Inn as a host that evening (see following page).

## HOUSE RULES FOR NEIGHBORS

***Team Leaders: Please review these with Neighbors upon their arrival.***

Restrooms available for both Men and Women – there is one large restroom with shower directly across from the Blue Room. There is a Woman's restroom by the Bride's room. Other restrooms (for men and women) are down the hall by Prayer Room (close to Coke machine).

One shower is available – our guests are invited to shower this evening or in the morning *before* breakfast. Please remember that others may want to shower and to be courteous with your length of time in the shower.

We have no clothing available for distribution.

No smoking in the building. Smoking is permitted on the “smoking porch” connected to the Blue Room (or if inclement weather – Christ Church hosts will accompany you to front covered porch off Rotunda so that you don't get locked out). **Neighbors must be accompanied by a Host to smoke outside on front porch.**

No drugs or alcohol are allowed.

No fighting or weapons are allowed. No swearing.

Each Neighbor shall respect the property of others and the Church.

Neighbors are asked to keep the area clean, to strip their mattresses in the morning, and to put their sheets, blankets and towels in the large plastic bags provided. Bags should be left inside the Room in the Inn closet or right outside the RITI closet doors. *Don't forget to add wet towels from the bathroom trash can to the laundry pile!*

If a Neighbor leaves the premises, he or she is not to be allowed back in.

Lights will be dimmed in bedrooms at 8pm. Lights are out at 10:00 PM. Neighbors are welcome to go to sleep before then, and other Neighbors are asked to be considerate.

## **GENERAL GUIDELINES FOR ALL TEAM MEMBERS**

**Team Leaders should review or email these with all Christ Church Hosts prior to the arrival of Neighbors.**

Greet Neighbors warmly. Be friendly and courteous, but maintain boundaries.

All Hosts should use nametags. Hosts should use first names only with Neighbors.

Do not expect Neighbors to reveal personal information. Hosts should not give Neighbors their home address or telephone number.

Hosts should leave all valuables at home or locked out of sight in their cars.

Do not give money to Neighbors. In case a Neighbor asks, the Church offers warmth, food and shelter only (no clothes). Suggest the Neighbor ask for assistance at the Urban Ministry Center when they return in the morning. (The Urban Ministry has requested that Neighbors not be offered clothing at the churches where they stay because it has caused storage problems back at the shelter after overnight stays. Also, there are concerns that some Neighbors sell the clothing. The Urban Ministry Center arranges for clothing on an as needed basis.)

Do not touch Neighbors unexpectedly, especially in the morning.

Listen to the Neighbors. They often enjoy conversation. Do not feel as though you need to "fix" a situation, and do not promise assistance you cannot deliver.

Hosts should see each Neighbor as an individual. If a Neighbor does not wish to participate in an after-dinner activity, please respect his wishes.

If tension or a conflict develops, try to resolve the issue peacefully. Speak in a calm voice and remind the Neighbor where he is. Do not put any Neighbor in a position of authority. If the conflict persists, firmly request that the Neighbor "go to bed." If you need to call for further assistance, use the phone in the kitchen or in the hall outside the Blue Room. Neighbors are welcome to use the phone in the hallway outside the Blue Room (it will not allow long distance calls to be made).

## MEALS

### Dinner should feed 25 people (on average):

(Remember that Neighbors may have poor dental hygiene – please consider as you select food to be made)

Meat/Main Dish: Guests love Honeybaked ham/turkey, hamburgers/chicken that you cooked on the grill, meatloaf, or other homemade dishes (please avoid spaghetti casseroles as they eat this regularly)

2 starches: including one bread (dinner rolls or cornbread) – mashed potatoes, sweet potatoes, potato salad, rice

3 vegetables/salad: each to serve 12 people—cut corn, green beans, broccoli casserole, or salad (no funky dressings or nuts)

Fruit: self-contained fruit is best (no fruit cocktail)-- grapes, bananas, or other soft fruits for evening snack.

Desserts: Cookies, brownies or cake.

Beverages: 1 gallon of milk, 1 gallon tea, 1/2 gallon orange juice (for breakfast), and soft drinks. Instant coffee, hot chocolate mix and tea are provided in the RITI closet. Freshly ground coffee will be provided by Church sexton on Monday morning.

### Breakfast should feed 12 people:

To give the Neighbors a good start for the day, provide the following breakfast:

1 dozen hard boiled eggs  
 24 microwavable sausage biscuits or 2 dozen pieces of bacon/sausage (cooked)  
 Orange juice/Milk/Coffee  
 Fruit left over from night before  
 12 yogurts

(Hosts are *welcome* to cook a hot breakfast for Neighbors in the kitchen if they desire (scrambled eggs/pancakes) – just remember that Neighbors are out the door by 6:00 am)

### Lunch bags should be prepared for 12:

Neighbors will not have refrigeration capabilities once they leave the Church Friday morning, so bag lunches need to be planned accordingly. Dental care concerns also need to be taken into consideration in planning the lunch menu.

One sandwich (meat/cheese or PB&J)  
 Chips and/or nabs  
 One/Two cookie  
 One piece of fruit (banana, orange or grapes work well.)  
 A canned drink (soda/gatorade/water) is appreciated.

## VAN DRIVER INSTRUCTIONS

### ***By the Friday before:***

Check with Receptionist/Events Coordinator to make sure Scouts or Youth Group don't have the van over the weekend. If van is going to be used prior to Sunday night, you will be unable to get key until they return. Van will be returned prior to RITI 5:15pm departure time. (If for some reason van is not there by 5:15, locate several members of your team for the night – and pick up Neighbors in your own cars.)

Fill out the Van Driver form available from the church office in the week before their duty. Inquire if anyone else is using the Van that weekend (Scouts, etc). If this form is not completed, you will not be able to drive the van for liability reasons.

The van keys can be found in the church office on Friday before or if there is a problem getting the key on Friday, find a sexton on duty on Aimee Norman on Sunday to help you locate the log/key.

### **SUNDAY—**

#### **5:00 PM**

Van Driver arrives at Christ Church to get the Van. Driver should come in to consult with Team Leader to see if there are any changes to the plan before departing for Urban Ministry Center.

#### **5:15 PM**

- Van Driver leaves for Urban Ministry Center. The Center is located at 945 N. College Street in the Old Seaboard Railway Station:
- From Christ Church, go left toward town on Providence Road, which turns into 3<sup>rd</sup> Street.
- Turn right onto College Street at the light.
- Take N. College Street away from town until it seems to make a 90° turn to the left, just past the Brookshire Freeway overpass.
- Instead of making the 90° turn, go straight, down a low hill (towards what appears to be a dead end), and then follow the road left to find the Center.
- There is a hard-to-see sign on the right when you get to the 90° turn.
- The Van Driver should carry a cell phone and the Urban Ministry Center phone number (704) 347-0278 with them just in case.
- Stay in the van when you reach the Urban Ministry Center. Workers will greet you and bring the Neighbors to you. If they are too busy to bring Neighbors to the van, you will be responsible for insuring that only those Neighbors whose names are on the list are actually in the van. They all have picture id's if there is any confusion.

#### **5:30 PM**

- This is our **designated pick up time** for Room in the Inn Neighbors.
- Urban Ministry will have person with clipboard who will designate Neighbors for our church. You should not have to get out of van.
- Call someone on your team back at Christ Church to let them know how many male and female Neighbors you are bringing (so they can set up Blue Room/Yellow Room accordingly)
- The Van Driver will collect 12 Neighbors (maximum number!) and return directly to Christ Church (no other stops). Van Driver leads Neighbors through the Rotunda doors and down the hall to the Blue Room (men) and Yellow Room (ladies).
- The Van Driver gives the van keys to the Team Leader or Overnight Hosts.

## OVERNIGHT HOST INSTRUCTIONS

### SUNDAY

You are *encouraged* to join the group for dinner at 6:00 p.m., if possible, to get to know the Neighbors. Please try to be at Church no later than 7:00 p.m. if you will not be there for dinner. Wear comfortable clothes to sleep in if you do not plan to change. Bring your own alarm clock, set for 5:00 AM. That way there will be a double chance of the morning schedule proceeding as planned! Overnight hosts sleep in the Parlor and/or Bride's Room.

You will be provided with a mattress and linens. You may want to bring your own sleeping bag and pillow as well as any other personal items you may need. Be considerate in not making your own accommodations significantly better than what we offer our Neighbors.

### 7:30 PM

The Overnight Hosts should have arrived, set up their sleeping arrangements, and set their alarm clocks for 5:00 a.m. to wake Neighbors at 5:15. The Overnight Hosts should confer with the Team Leader as to any concerns and also the location of the bags for used linens. Once set up, the Overnight Hosts should mingle with the Neighbors to familiarize themselves with the situation.

If the movie is not over, whoever brought it should either remain to reclaim it, or confirm that an Overnight Host will take care of it. Set up for breakfast at this time.

### 10:00 PM

Lights out

### MONDAY

#### 5:00 AM -

Overnight Hosts arise, dress and prepare to assist Neighbors.

#### 5:25 AM

Wake Neighbors. Slowly raise the lights in the Blue Room, turn on hall lights outside of Blue Room; gently say "Good Morning" in a voice that can be heard, and then set up breakfast.

#### 5:30 AM

Breakfast is served, buffet style, in M207/208. Put out breakfast food brought by your team. (There is also cereal or packaged oatmeal in the RITI closet as well.) Check on Neighbors to be sure each is awake. Some Neighbors will want to freshen up first; others will eat, then wash up.

#### 5:50 AM

Neighbors should strip their own beds and put the blankets, sheets and towels in the large plastic bags. It is important that each bag contains a complete set as we are very limited in our supplies this season. Don't forget wet towels from the bathroom. This should be left in the doorway of the Room in the Inn closet (directly across from the Blue Room). Remember to give each Neighbor a bag lunch to take with them.

#### 6:00 AM

The Neighbors board the van.

One Overnight Host drives Neighbors back to the Transit Center at 4<sup>th</sup> and Brevard (no other stops). Pull to the curb lane, just past the driveways on the right to unload. The other host starts cleaning up. Any remaining Team member(s) should assist in the clean-up.

#### ***Clean-up checklist:***

- All leftover food should have gone with the hosts or with the neighbors. No food (except unopened yogurt) can remain in the refrigerator.
- All RITI supplies should be restored, neatly in the Room in the Inn closet.
- Return the van keys to the front desk (if office locked – lean Van Log up against office doors.)
- Make a list of any problems or suggestions and give them to Aimee Norman **asap**.

## INSTRUCTIONS FOR HANDLING EMERGENCIES

If tension or a conflict develops, try to resolve the issue peacefully. Speak in a calm voice and remind the Neighbor where he is. Do not put any Neighbor in a position of authority. If the conflict persists, firmly request that the Neighbor "go to bed." If you need to call for further assistance, use the phone in the kitchen or in the hall outside the Blue Room.

1. If you are concerned for anyone's safety or there is a medical emergency, call 911 immediately. Better safe than sorry!
2. If you have questions about dealing with a problem (not a major emergency), contact your Room in the Inn Liaison for the night:

Fred and Mimi Rees	704-365-2395
John and Aimee Norman	704-375-1681
Camp Jenkins	704-521-8679
Paula/Don Moss	704-556-9035
Mary Katherine Black	704-376-2985
Nancy Ledonne	704-330-8337
Ginger Garner	704-358-4611

3. If you are unable to reach your RITI Liaison call Aimee's home phone 704-375-1681 or cell phone number 704-591-0540.
4. If you have a maintenance emergency after hours (power goes off, toilet overflowing, etc), please contact Van Hill at 704-201-1636. Sextons are typically on-site until 9pm.

### CALLING 911

If a guest experiences serious injury or illness, acute distress or acute pain, call 911 immediately. Give the dispatcher a description of the emergency situation and your location and phone number:

Christ Episcopal Church, 1412 Providence Road, 704-333-0378.

Suggest paramedics enter the Rotunda entrance which is easy to identify because of the white columns. The outside lights are on at night. That door can be unlocked from the inside without a key by turning the deadbolt latch 90 degrees. Have one Host wait with Neighbor and one Host wait in Rotunda area to help direct paramedics. The paramedics who staff the emergency unit are capable of evaluating and treating almost any condition.

*No RITI host is to accompany a Guest to the hospital.*

### WEATHER EMERGENCIES-- SNOW AND ICE

We will operate RITI at Christ Church in inclement weather, **unless there is a power outage**. In case of a power outage, we will operate either at St. Martin's or St. Peter's Episcopal Church. Call the **Room in the Inn Hotline 704. 926.0625** or Aimee for instructions.

The most important issues are transportation and food. It is a good idea to know who on your team has four-wheel drive vehicles that could transport the Neighbors. Emergency Back up – Aimee Norman and Greg Seaton have 4-wheel drive vehicles.

If roads are still treacherous the following morning, bus tokens can be given to Neighbors for the return trip. Tokens are located in the Room in the Inn closet tacked to the bulletin board OR in the bottom right hand drawer of the receptionist desk, first folder, marked "Bus Tickets".