

Providence United Methodist Church

Room In The Inn Guidelines December 2008-March 2009

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2008 – 2009 Approach

This year our approach will be similar to that used last year with a few improvements. The approach will to ask Sunday school classes and other organizations to cover a specific night or nights. The coordinators will be responsible to recruit volunteers for each task and to ensure that they are comfortable with the task they are to do. The RITI coordinators will assist in recruiting volunteers where the class or organization cannot provide volunteers for all task to be done on their night.

General Guidelines: Do not accept anyone as a RITI guest that is not on the assignment sheet that RITI provides). If someone else shows up, contact Julie Putnam at RITI to resolve the problem. (704) 763-2025

- 1 Respect each other.
- 2 No smoking in Church Building.
- 3 No alcohol or drugs allowed.
- 4 No violence.
- 5 Stay within the assigned areas. (Lower level and Charter Hall on the first level for meals).
- 6 Escort guests, but don't appear to guard them. When you go to the bin to get snacks do not take the guest with you or allow them to see the total supply.
- 7 When guests ask if we have a clothing closet, tell them we depend on Crisis assistance.
- 8 We now have washer dryer facilities that can be used by the guest.
- 9 Socialize with the guest and ENJOY YOUR EXPERIENCE!

Note: Keys for Room In The Inn are kept in a locked box in the cabinet below the microwave oven in the work room behind the receptionist. The key to the box is in a magnetic box on the back of the microwave. In the box are three sets of keys. One is marked for Tuesday, one is marked for Wednesday and one is marked for emergency only. If the key for your crew is not in the box, use the emergency keys and notify one of the RITI coordinators. At the end of your session, return the keys to the box and relock it. Do not pick up the keys before the Sunday preceding your session. In each key set are five keys: One for the doors in the lower level, one for the kitchen, one for the doors to Charter Hall, one for the storage bin and one for the elevator. Also in each set, but on a different key ring, is a key to bus 1. A key to bus 3 is in the emergency set of keys in case there is a problem with bus 1.

EMERGENCY**911****Incoming Calls Lower Level 704-831-8846****Charlotte RITI Julie Putnam jputnam@urbanministrycenter.org****(704) 930-9305****RITI Website www.roomintheinn.com user name: pumc password: password****Urban Ministry Center 704-347-0278****UMC RITI Coordinator 704-926-0625**

RITI Coordinator James Clay 704-542-9563 Home 704-374-7087 Office

Assistant Coordinator Roger Thompson 704 542-9598 Home 704 258-5989 Cell

Medical Dr. Robert Higgins 704 341-4696 Home

Medical Dr. John Cleek 704 542-8688 Home

Snacks & Supplies Ann Wylie 704 542-1623 Home

Linen Lisa Steele 704 541-8939 Home

Bus Drivers Ben House 704 544-8639 Home 704 280-6156 Cell

Contact	Phone #	E-Mail address	Represents
Beaver, Sheryl	704-375-7749	agbark@aol.com	PUMC Youth
Bonsall, Diane	704-364-1845	bonsalld@queens.edu	Girl Scouts
Escott, Ora	704 552-7889	orabuck@carolina.rr.com	Choir
Carter, Ken	704-714-9363	kcarter@providenceumc.org	PUMC
Clay, James	704-542-9563	James.clay@wachovia.com	Christian Friends
Cleek, Dr. John	704-542-8688	Jcleek@carolina.rr.com	Medical
McGarrah, Sandi	704 847-3407	sandramc@windstream.net	Chiplew Class
Crutchfield Brian	704-442-2270	crutchfieldhomes@aol.com	Boy Scouts
Dowless, Joe	704-366-8750	Jdowless@carolina.rr.com	Christian Discovery
Fisher, Fred	704-544-1762	FFisher@milesinc.com	Serendipity Class
Hammack, Denny	704 523-4400	dhammack@pattersonpoppe.com	Methodist Men
Jeffries, Bill	704 351-0719	bjeffries@providenceumc.org	Local Missions
Pugh, Jim	704 542-7908	jpugh@carolina.rr.com	Crosstalkers
Hall, Bill	704-542-6845	weh28277@aol.com	Patchwork
House, Ben	704 280-6156	Ben_house@bellsouth.net	Bus Drivers
Jones, Delores	704-552-2584	Dodgerland@earthlink.net	Kitchen
Lindsley, Jan	704-893-0182	rlj35@windstream.net	Christian Home Class
Read, Kay	704-364-4418	kread@carolina.rr.com	Patchwork Class
Thompson, Regina	704 236-1019	Reginajt1@aol.com	Pathfinders
Putnam, Julie	704 930-9305	jputnam@URBANMINISTRYCENTER.ORG	Director RITI
Steele, Lisa	704-541-8939	lislamsteele@bellsouth.net	Laundry
Thompson, Roger	704 258-5989	rthompson@cmpd.org	Co Chair
Fowler, Bill	704 341-0521	wfowlerjr@carolina.rr.com	Wesley Men
Groves, Lee	704-365-0677	lee.groves@bankofamerica.com	Bridge Builders
Wylie, Ann	704-542-1623	AnnNGayle@aol.com	Snacks, UMW
Wylie, Gayle	704-542-1623	AnnNGayle@aol.com	Christian Discovery

2-Dec	Crosstalkers	Dinner by UMW
3-Dec	Serendipity	Dinner by Boy Scouts
4-Dec	Bridgebuilders	Dinner
9-Dec	Christian Discovery	Dinner by Monroe Family
10-Dec	Christian Home	Dinner
11-Dec	Christian Friends	Dinner by Beaver Family
16-Dec	Wesley Men	Dinner by Cub Pack 11
17-Dec	Patchwork	Dinner by Moon Family
23-Dec	Pathfinders	Dinner
24-Dec	Chipleby Bible	Dinner
30-Dec	Methodist Men	Dinner
6-Jan	Christian Friends	Bonsall Family
7-Jan	Bridgebuilders	Dinner
13-Jan	Wesley Men	Dinner by Ken Carter
14-Jan	Christian Discovery	POW
20-Jan	Pathfinders	Dinner by the Youth
21-Jan	Methodist Men	POW
22-Jan	Chipleby Bible	Dinner
27-Jan	Serendipity	9 th Grade SS Class
28-Jan	Christian Home	POW
3-Feb	Choir	Dinner
4-Feb	Christian Discovery	POW
10-Feb	Patchwork	Dinner by Girl Scouts
11-Feb	Crosstalkers	POW
12-Feb	Methodist Men	Dinner
17-Feb	Wesley Men	Dinner by Boy Scouts
18-Feb	Chipleby Bible	POW
24-Feb	Christian Friends	Shrove Pancake Dinner
25-Feb	Christian Home	Dinner
3-Mar	Crosstalkers	Dinner by Monroe Family
4-Mar	Patchwork	POW
10-Mar	Serendipity	Dinner by Youth
11-Mar	Pathfinders	POW

DUTIES

Organization Key Contact:

1. Recruit volunteers to fill the positions listed under staffing.
2. If you are serving on Wednesday, determine who will take the dirty laundry to the Hyatt Hotel on Thursday morning.
3. *Provide volunteers with a copy of their duties.*
4. During the week prior to the schedule date, contact each volunteer to remind them of their duties.
5. If the unit is unable to fill any slots, contact either one of the RITI coordinators or the specific duty coordinator to arrange for assistance.
6. Arrange to get a set of keys to the lead evening host. (See page 2)

Staffing:

The guide for the number of volunteers required is:

Driving. One in the evening and one in the morning.

Dinner preparation and serving (3 to 4).

Evening Hosts (3 to 4).

Overnight hosts 2 (in an emergency 1)

Breakfast preparation and serving 2 to 3.

Note: We will not provide bag lunches this year.

The linen coordinator will handle pickup of clean linens from the Hyatt hotel.

Linen:

The overnight host should prepare the linen for pickup. Please place towels and wash cloths in their own bags. Do not overfill the bags. When a bag is full, place the bag of laundry in the large roll out garbage can. Place the roll out can next to our storage bin. Please try to keep the guest from putting garbage in with the dirt linen. On Thursday morning the dirty linen is to be delivered to the Marriott Hotel. Each organization should arrange for either an overnight host or the morning van driver to take the dirty linen to the Marriott Hotel at 5700 Westpark Drive. There will be about 30 sets of linens. Unless they have been abnormally soiled, blankets are not sent to the laundry until the end of the season.

Lisa Steele will pick up the clean laundry from the Marriott Hotel at 10:15 each Tuesday morning and deliver it to Life Span (next to the PUMC Catacombs). The folks at Life Span will fold the linen, put it into the cabinets and return it to the RITI storage bin.

See map on page 14.

Supplies and Snacks:

The Room In The Inn supplies will be kept in the cabinets at the Northwest end of Charter Hall. Snacks and additional supplies will be kept in a cabinet in the storage bin... The Coordinator will stock Styrofoam cups, plates, cereal bowls, plastic utensils, napkins, cups for juice or milk, place mats, sugar, salt and pepper, coffee, creamer and snacks. It is suggested that you bring dishtowels and cloths and hot pads if you are cooking. Laundry soap will be with the washer and/or in the storage bin. Methodist Women will provide fresh made snacks for each session. Also the right section of cabinets in the catacombs is available for RITI.

****Wednesday night host is responsible for getting laundry to the Marriott Hotel at 5700**

Westpark Drive. This will be responsibility of Thursday host during the weeks that we host Tuesday, Wednesday and Thursday. **

When you are ready to depart for the Marriott Hotel, call Ken Rattie @ 704-665-5200 and let him know that you will arrive in approximately 20 minutes and tell him how many bags of linen you have. If he does not recognize PUMC, tell him you are working with Gayle Wylie and he should recognize that. He should arrange for someone to meet you at the dock to take the dirty laundry. Proceed to the south end of the Marriott Hotel at Tyvola and I77 and park at the loading dock. If someone is not there to meet you, go inside the door and there is a wall phone where you can call Ken again to let him know you are there.

Duties (continued)

Transportation: (see- map page 8)

Mini bus Driver Instructions:

The following safety information was extracted from the procedure issued by the PUMC Mini bus committee. Operating the Mini bus is a great responsibility. If you will be driving the van, please read these procedures prior to driving the Mini bus.

1. The driver must have PUMC training to drive the mini bus.
2. The driver will have a valid N. C. driver's license.
3. The driver will adhere to all North Carolina State vehicle-operating laws.
4. The driver will not use the mini bus for personal use.
5. If the fuel gauge is below ½ full, please notify one of the RITI coordinators so it can be refilled.
6. The driver will perform a quick clean up of the mini bus upon return.
7. Report any problems with the mini bus to the RITI coordinator.

Pick up:

- 1 Get bus keys from the "room in the inn key box" at the reception desk (see page 2) prior to 4:30 PM.
- 2 Arrive at the Urban Ministry Center by 5:00 PM. Remain in the bus and you will be greeted by a RITI representative.
- 3 Pick up assigned guest and roster (note bus will only hold 14 guest plus driver).
- 4 Prior to leaving the Urban Ministries Center notify the guest of the time (usually 6:30AM departure) we will be returning them the following morning to ensure there are no problems for the returning guests.**
- 5 Leave for PUMC as soon as is practical.
- 6 Park mini bus near the double doors into the lower level.
- 7 Lead guests into the lower level and contact the evening hosts who will greet the guests.
- 8 Prepare nametags for the guests and pass out.
- 9 Put the roster into the ring binder in the toiletry storage cabinet/bin.
- 10 If you are not driving the following AM, leave the mini bus keys with the evening host.

Return drive:

- 1 **Ensure ahead of time that you know from whom you will get the mini bus keys.**
- 2 Pick up guests at the double doors at the North end of the lower level and depart by 6:30 AM. Get the keys to the church doors from the overnight host so that you will be able to reenter the church.
- 3 Return guests to the transportation center at the intersection of 4th and College.
- 4 Thank guests for visiting us and wish them a good day.
- 5 Return mini bus to church and park in the marked spaces on the Sharon Lane side of the Church.
- 6 Return mini bus keys and door keys to the Room in the Inn box at the reception desk (see page 2). Relock the box and replace the key.
- 7 Determine ahead of time who will take the dirty linens to the Hyatt Hotel (Wednesday night teams only)

Prepare Dinner:

1. Prepare for 14 guests plus hosts. May prepare at home or at church. Menu is up to preparing team. Guests are **HEAVY EATERS**, so plan accordingly.
2. Plan to serve dinner at 6 PM. (Let guests do as much to help in the process as possible).
3. If practical, join guest for dinner.
4. When POW is in session, they will serve the RITI guests.
5. Serve guests in the carpeted area of Charter Hall. If POW is not in session you may wish to serve in the room next to the kitchen (A125) or in the lower level.
6. Clean up after dinner (have guests help where possible).

Evening Host

1. Arrange to pick up keys (see page 2) prior to the night on duty. Arrive at the activity area by 5:15 PM.
1. Move the carts from the storage bin into the activity room. Do not take the cart with toiletries and snacks into the main room. Only bring out the toiletries and snacks that you will use.
2. Lay out linens for the guests.
3. When guest arrive about 5:30 to 6 PM, welcome guests and see that guests get nametags.
4. To reduce the risk of inappropriate behavior, separate the male and female guests by using the rolling partitions.
5. Guide the guest to the cots, pillows and linens. If needed, there are spare covers for the mattresses and pillows in the supplies cabinet/bin.
6. A washer and dryer are available for use by the guests.
7. Determine the amount of laundry to be washed and start that process (see guidelines below).
8. A washer and soap are in the Life Span area of the lower level. A dryer is just to the right as you enter the room with the storage bins. When the guest arrive, determine how many will need to wash clothes and how much they have. Encourage guest to pool small batches of clothes into a single wash. Plan when the clothes will be washed and dried.
9. If the mini bus driver will not drive the next morning, pick up the mini bus keys and pass them on to the overnight host to give to the next day driver.
10. Announce time for dinner.
11. At the appointed time, escort the guests to dinner, and enjoy dinner with the guests.
12. Join guests for activities in the evening. POW sessions, Games, TV or video, Letter writing, etc.
13. Provide for snacks as required. A microwave is now available in the lower level.
14. Many of the guests will want to go to sleep early. Turn off the lights on the Providence Road side when this happens.
15. When the evening hosts arrive, at about 9PM, introduce them to any guests still awake.
16. Turn the mini bus and church keys over to the overnight host.
17. Advise the overnight host of any special situations of which they need to be aware.
18. There is a shower chair in the storage bin for handicap use and a ramp to ease their roll into the shower.
19. Volunteers may bring their children but are responsible for their behavior. Evening hosts are responsible to fulfill all their duties and should not expect to be able to leave early with children.

Breakfast:

1. Prepare for 14 guests plus two overnight hosts and serving team (remember they are heavy eaters). Review plans with one of the meal coordinator about one week prior to the schedule date.
2. Serve either hot or continental breakfast.
3. Serve breakfast at 6 AM in the carpeted area of Charter Hall or room A125 or in the lower level.
4. Ensure guests are through in time to leave for the transportation center by 6:30AM.
5. Breakfast can be prepared the day before and left in the RITI refrigerator to be heated and served in the AM...
6. There is a microwave oven and a convection oven in the kitchen, which may be used to heat food. Clean up before departing.

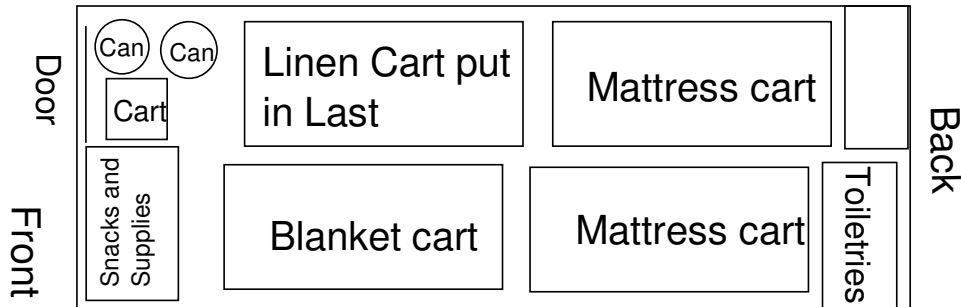
Laundry Guidelines:

1. Determine the amount of laundry to be washed.
2. Encourage guest to pool small loads to achieve reasonable loads. According to medical experts, this is not a health problem.
3. Establish a sequence for guest to use washer. First priority goes to large loads. No guest can do two loads until all other guest have completed their wash.
4. Do not start a washer load after 10 PM so that all drying can be completed by 11 PM.

Duties (continued)

Overnight Host:

1. Arrive by 9 PM and check in with the evening host team. Review roster to learn the number of guest and their names. Meet guests who are still awake.
2. Get church and mini bus keys from the evening host along with any special instructions.
3. If not already done, turn off the lights on the front of the activity room so anyone who wishes can go to sleep.
4. Lock elevator and stairway door after returning from dinner
5. Ensure lights are off by appropriate time (10 PM to 11 PM).
6. Make sure guests know they are to get one of the overnight hosts if needed during the night. Overnight hosts can sleep on the roll away beds.
7. Wake everyone at 5:30 unless someone has requested an early wake up. Bring an alarm clock if you will need it to awaken at the proper time.
8. Have guests fold and roll cots to end of the Catacombs near stairwell, turn in pillows and blankets and put dirty linen into roller can in plastic bags. Do not put blankets into laundry unless they are known to be soiled. Be sure to use clean cans and exclude garbage. Place full bags into the rear room near our storage bin.
9. Have the guest in the breakfast room by 6:00 AM.
10. Make sure guests are ready to depart by 6:30AM. Give the door keys to the driver so that he/she can reenter the building. (Lock up before you give up the keys).
11. Put the storage carts into the storage bin and lock.
12. Tidy up.
13. Return the carts to the storage bin and lock. (**Arrange carts as shown below**).



Put the carts in with the handles toward the door to the bin. **All rolling cots are now stored at the end of the Catacombs near the stairwell.**

Guidelines: A first aid kit is in the supply cabinet.

Don'ts:

1. Do not cause vomiting for poison, gasoline, kerosene, etc. if ingested. Seek immediate assistance in the emergency room or call the poison center (355-4000) depending on the severity and amount ingested.
2. Do not apply tourniquet unless you are familiar with this technique. Use intense pressure instead.
3. Do not administer assistance without first checking for allergies.

Tips for use in specific circumstances:

1. For suspected fever, sterilize the tip of the thermometer with a cotton ball soaked in Povidone-iodine (do not sterilize with lighter or match or exceedingly hot water).
2. For insect bite: May apply peroxide, dry with cotton ball and then apply 'after bite'. Watch for allergic reaction (swollen eyes, hives, difficulty breathing). If these occur, refer to the emergency room immediately.
3. Minor cold symptoms: May use Triactin Expectorant as directed on the side of the package.
4. Burns: Apply Bacitracin Ointment and sterile dressing.
5. Small Bruises: May apply cold pack and pressure. If bruising continues to increase in size, seek professional help.
6. Small cuts and abrasions: Use latex gloves. With cotton ball or gauze pad, cleanse area with peroxide, apply povidone-iodine as antiseptic or may apply Bacitracin Ointment (antibiotic) Bandage or use Band-Aid Place all refuse including gloves into paper bag and place in hazard waste bin or incinerate.
7. Minor aches and pains: May use aspirin, Tylenol or ibuprofen (check for allergies: For major pain seek medical advice or remove to the emergency room. Splinters: Sterilize area with peroxide and povidone-iodine. Sterilize needle with lighter. After splinter is removed, apply povidone-iodine or bacitracin ointment and Band-Aid.
8. For serious problems, contact either Robert Higgins or John Cleek or call 911. If you call 911, notify the RITI coordinator with the persons name and an explanation of the situation.

Frequently asked Questions:

1. Should we suggest that guest request to return to our church? Answer: Urban Ministries tries to rotate the people to different churches and request that we not do this.
2. What do we say when guest ask for clothing? Answer: We donate the clothing we collect to Crisis Assistance and they should go to Crisis Assistance to fill their needs.
3. People bring clothing and leave it marked for Room In The Inn, what do I do with it? Put it near our storage bin and mark it for Crisis Assistance and notify Clyde Sawyer that it is there to be picked up or put it in the Crisis bin in the breezeway.
4. I feel a strong compassion for a specific guest. How far can I go to provide additional help? Answer: Please contact the people at Urban Ministries to discuss before you proceed. This will enable you to coordinate your efforts with all the other agencies efforts. It could also warn you of situations that you should avoid.
5. What should you do if you experience a problem or have an idea to improve the process? Either contact one of the RITI coordinators and pass it on or leave a note in the key box describing the problem or idea.
6. What do you do if you have a discipline problem with a guest? Try to resolve the problem on your own, if that fails call Urban Ministries for assistance and advise. If necessary call 911. In any case, report the problem to one of the RITI coordinators and give the persons name and a description of the situation.

**2810 providence road charlotte,
nc**

1. Start at **2810 PROVIDENCE RD, CHARLOTTE** - go **0.1** mi

 2. Turn **R** Right on **SHARON LN** - go **1.1** mi

 3. Turn **L** Left on **SHARON RD** - go **1.0** mi

 4. Turn **R** Right on **FAIRVIEW RD** - go **1.0** mi

 5. Continue on **TYVOLA RD** - go **2.5** mi

 6. Turn **L** Left on **WESTPARK DR** - go **0.3** mi

 7. Arrive at **5700 WESTPARK DR, CHARLOTTE**, on the **R** Right
-

Distance: 6 miles, Travel Time: 12 mins



5700 Westpark Drive charlotte, nc
