



Room in the Inn

CHRIST CHURCH

MINISTRY GUIDE

2018 - 2019

“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

Table of Contents

Welcome / RITI Steering Committee Contact Info	1
General Guidelines for All Volunteers	2
Information and Guidelines for Neighbors	3
Understanding and Responding to Challenging Situations	4
Special Statement on LGBTQ Inclusion	6
Room in the Inn Organizational Chart	7
Timeline of Events (Sunday PM–Monday AM)	8
Job Description – RITI Coordinator(s)	10
Job Description – RITI Steering Committee Liaison	11
Job Description – Team Leader / Master Volunteer List	12
Job Description – Set Up Crew	13
Job Description – Food Crew / Meal Recommendations	14
Job Description – Overnight Hosts	16
Job Description – Bus Driver	17
Emergency Instructions	19
RITI Emergency Contacts	21
RITI Incident Report	Appendix

Dear Christ Church Friends:

Thank you for your care for our neighbors who are 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 volunteers are all a part of this ministry. We value and respect all persons who come to us for shelter and we enter this effort with a spirit of humility. Knowing that the Father of Jesus Christ has made all people in his image, we seek to honor the beauty and life present in all of our guests.

This document summarizes the service we offer to our homeless neighbors in Charlotte. Feel free to personalize your evening based on the season. Bring books, magazines, movies or offer a Bible Study if you are so led.

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

Sincerely,

The Room in the Inn Steering Committee

Thurman Brooks (Coordinator)

Sarah Lathrop (Coordinator)

Paula Moss

Nancy LeDonne

Zeta Pittman

Mal McLean

Paisley Gordon

704-756-7846; riti.christchurch@gmail.com

704-574-2246; riti.christchurch@gmail.com

704-763-0403; paula.moss@cbre.com

704-330-8337; nancy.ledonne@yahoo.com

704-604-2764; zeta.pittman@gmail.com

704-367-0034; mmclean@providencegroup.com

704-619-2063; paisley@cpgrenc.com

Josiah Daniels

Director of Outreach

832-600-0551; danielsj@christchurchcharlotte.org

ROOM IN THE INN (RITI)
GENERAL GUIDELINES for all Volunteers

(Steering Committee (and/or Team Leader) should share these with all Volunteers)

- Greet Neighbors warmly. Be friendly and courteous. All Hosts should use nametags. Hosts should use first names with Neighbors.
- 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/her/their wishes.
- 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 touch Neighbors unexpectedly, especially in the morning.
- Hosts should never give money to Neighbors. Christ Church does not have clothes to pass out to them (refer them to Crisis Assistance).
- Neighbors are welcome to use the phone in the hallway outside the Blue Room (it will not allow long distance calls to be made).
- Provide a RITI Incident report for any 911 call or injury. (Appendix A)

RITI Hosts have the opportunity to be the eyes and ears for the Urban Ministry Center staff. You might have time to observe behaviors that may not be noticed for days at the Center. Please report any observations that you think might be of importance or maybe patterns to the RITI Coordinators.

ROOM IN THE INN (RITI)

Information and Guidelines for Neighbors

{RITI LIAISON: Please review these rules with Neighbors before dinner prayer.}

- Welcome to everyone with something like: “We are so glad to have you all here. I am going to take a minute to go over some useful information and explain our guidelines for the evening.
- Restrooms are available for both Men and Women – there is one large restroom with a shower directly across from the Blue Room. There is a Women’s restroom past the Blue Room on the right). Other restrooms (for men and women) are at the end of the hall near the vending machines.
- One shower is available – our guests are invited to shower this evening. There is a sign-up sheet outside the bathroom to reserve a shower time. Please remember that others may want to shower and to be courteous with your length of time in the shower.
- **Please do not smoke in the building.** Smoking is permitted on the porch overlooking the playground connected to the Blue Room at the opposite end of the kitchen. Please use the ash urns provided as there is a playground below. If inclement weather – a Christ Church host will accompany you to front covered porch off Rotunda so that you don’t get locked out. **You must be accompanied by a Host to smoke outside on front porch.**
- Please be mindful of others who are also using this space by refraining from swearing. Drugs, alcohol, fighting, and weapons are not allowed.
- Please respect the property of others and the Church.
- An AA meeting is open to anyone interested from 8:00 – 9:00 PM in Room M206. An Al-Anon meeting is open to anyone interested from 8:00 – 9:00 PM in Room M205
- We do not have clothing available for distribution. *{During Christmas Eve, we will have backpacks of underwear, socks, and gift cards to pass out. Refer Neighbors to Crisis Assistance Ministry if they need anything}.*
- Everyone is asked to keep their area clean. In the morning, please strip your mattress, and put your sheets, pillow case, and blanket in the **red bin** and your wet towels in the **blue bins**.
- Please do not leave the premises. Anyone leaving the premises will not be allowed to return for the night.
- Lights will be dimmed in bedrooms at 8:00 PM. Lights are out at 10:00 PM. You are welcome to go to sleep before then, and others are asked to be considerate.

Blessing *(or feel free to use your own)*: **Dear God, Thank you for bringing us together to share food and fellowship. Please bless all of us in this room and our friends and families. Help us to know that you love us and are with us through all of our blessed times and all of our troubled times. Bless this food to our nourishment that we may have a great night of rest. AMEN.**

Understanding and Responding to Challenging Situations

A brief overview of common mental health disorders:

- A **major depressive disorder**, unlike typical feelings of sadness, lasts for at least two weeks and affects a person's ability to work, to carry out usual daily activities, and to have satisfying personal relationships.
- **Schizophrenia** is the most common disorder associated with psychosis. Schizophrenia refers to changes in mental function in which thoughts and perceptions become disordered.
- **Bipolar disorder** (formerly called manic-depressive disorder) is characterized by unusual, extreme shifts in mood, energy, activity levels, and the ability to carry out day-to-day tasks.
- **Substance abuse disorder** describes the use of drugs or alcohol that leads to work, school, home, health, or legal problems. Individuals with substance abuse disorder continue using the substance despite knowing that use has negative consequences, leading to addiction. Rightly understood, addiction is a disease and not a "poor choice"

Common mental health symptoms that present challenges:

- Lack of energy; lack of motivation; tiredness
- Difficulty concentrating or making decisions
- Difficulty planning ahead or remembering
- Difficulty communicating
- Easily distracted
- Irritability
- Easily discouraged
- Impulsive decisions
- Jumping from one idea to another

When a person seems stressed, agitated or confused, they often feel better after feeling heard, even if the stressor is not resolved. It feels reassuring and validating to hear that someone else accepts and respects your feelings. We cannot resolve every problem, sometimes the most helpful response we have is one that shows we want to be present, seek to understand, and empathize.

Clarifying questions:

- Check for understanding by summarizing what you have heard
 - "It sounds like you are asking how get a food referral—is that right?"
- Show your genuine care
 - "I really want to understand what you need but I'm having a hard time; can you explain it in another way?"

Validating phrases:

- "That is so frustrating."
- "That sounds really stressful."
- "You're working hard to get this done but you are hitting a roadblock. I hate that."
- "I bet that feels so unfair."

Other responses: If deep listening and validating does not seem to de-escalate a situation or when it seems that a neighbor is unable to manage the social situation at your location:

- **Call the on-call staff (see Emergency Contacts) and explain what is happening**
- **Alternatively, call Josiah Daniels, Director of Outreach: 832-600-0551**
- **Only as a last resort,** call 911 if there seems to be danger for the neighbor or for others in your care.

Special Statement on LGBTQ Inclusion

In an effort to model Christ's hospitality for all people, our Room in the Inn program is open to neighbors of all sexual orientations, gender identities, and gender expressions. Particularly for people who identify as transgender or gender non-conforming, shelters like RITI can be difficult to navigate. Christ Church's policy is that we will allow transgender persons to be sheltered in accordance with the gender with which they identify. This policy is in keeping with the Federal Department of Housing and Urban Development guidelines that govern the services provided by the Urban Ministry Center, Men's Shelter of Charlotte, and the Salvation Army Center of Hope (Women's Shelter). (HUD § 5.106)

When it is time for bed, it can be difficult to know what to do. Below are some helpful tips for making Christ Church a safe, hospitable place for transgender neighbors seeking shelter during RITI.

- Remember that everyone wants to be treated like a human being. We should seek to celebrate and respect their unique experience.
- It is appropriate to allow those who identify as transgender to choose whether to sleep in the men's or women's area.
- It can also be helpful to respectfully ask something like, "Where would you be most comfortable sleeping?"
 - By asking this, we are affirming the person's full inclusion in our community.
 - Additionally, asking in this way bypasses the problematic situation of a stranger inquiring about another's gender identity.

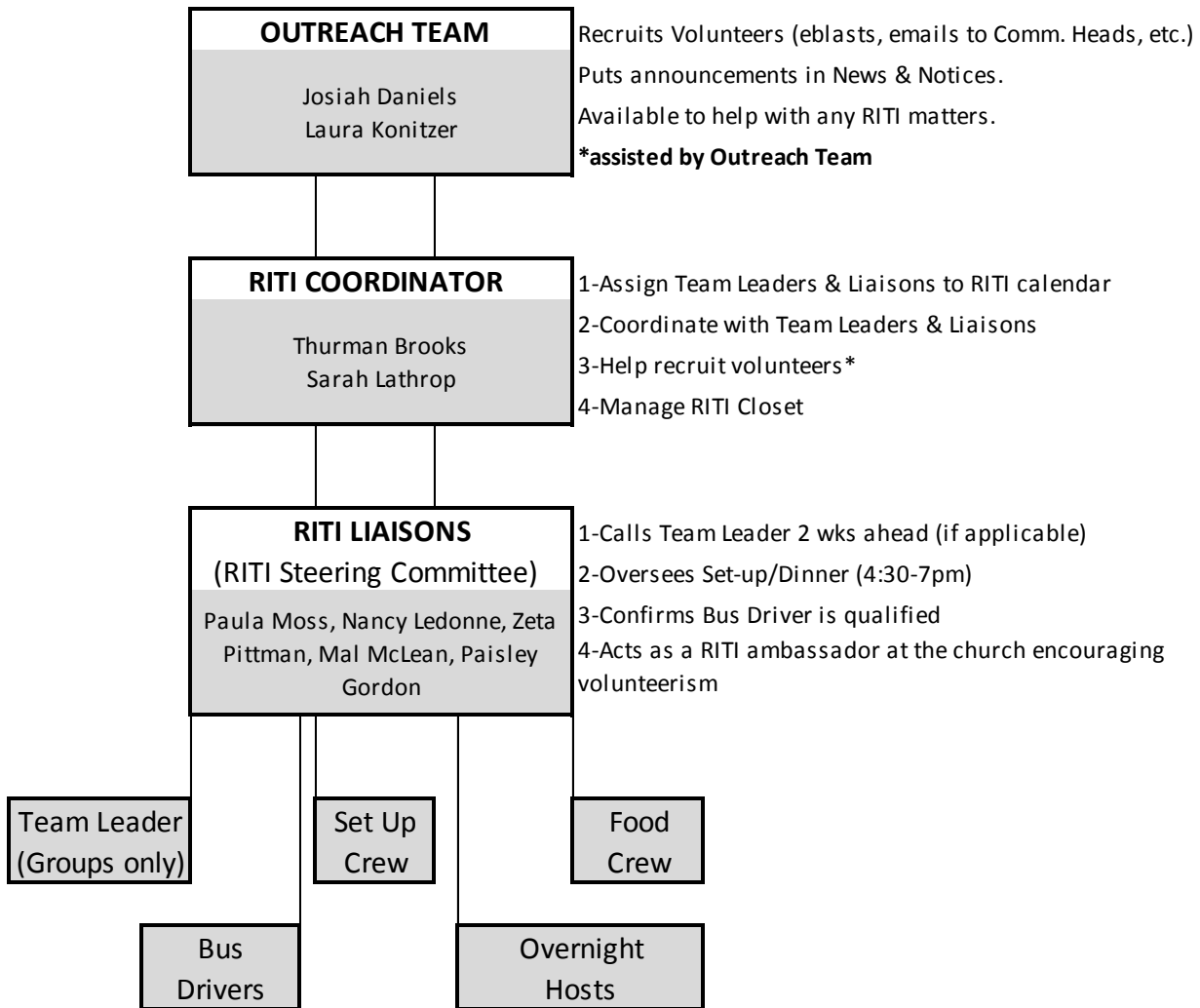
Occasionally, accommodating someone's stated gender preference may cause discomfort for other neighbors. These situations can also be difficult to deal with. Here are some helpful tips for resolving these situations effectively. **It is our policy that we do not encourage/make transgender persons sleep in a separate room.**

- If an issue arises, follow the tips outlined in the "**Helpful Tips for Difficult Situations**" section of this manual.
- In your interactions with other neighbors, remember that they may have their own experiences of trauma in similar scenarios.
- After acknowledging the person's discomfort, explain our policy as outlined above. Be sure to highlight that it is in keeping with the policies of the Urban Ministry Center.
- In addressing the situation, keep in mind that many transgender persons have experienced trauma regarding their gender identity.
 - Our top priorities are to not deepen that trauma and to create a place of healing and community for our sisters, brothers, and everyone in between.
- It is not acceptable for anyone to treat another neighbor poorly because of their gender identity.

For questions or concerns regarding this policy, please contact Josiah Daniels at danielsj@christchurchcharlotte.org or 704-714-6943

ROOM IN THE INN (RITI)

Organizational Chart



[see Job Descriptions for various volunteer jobs]

ROOM IN THE INN (RITI) ***Timeline of Events***

SUNDAY AFTERNOON/EVENING

4:30 PM – SET UP

You may start earlier depending on church schedule—check with RITI Coordinators or Outreach Team for earlier set up times. See “Set Up Crew Job Description” for detailed instructions.

- 16 roll away cots pulled from RITI closet—10 in Blue Room (men), 4 in Yellow Room (women) and 1 in each of the Parlor (Brides’ Room) and M204 for Overnight Hosts. Please remember to include the hospitality kits located in the bins under the bottom shelves of the RITI closet.
- Set a chair next to each bed with towels (hand, bath & washcloth) on it.
- Arrange for Bus Driver to call Liaison’s cell phone after picking up Neighbors to let you know the exact number of men and women (and possibly families & married couples). Adjust beds in rooms as necessary.
- Set tables in M207 for dinner with placemats, napkins and utensils. (Dinner will be served buffet style.) Put out nametags and markers.
- Make sure all food (check for food that is dropped off ahead of time) is ready to serve by 6:00pm, especially food needing heating and set up buffet style.
- Please put baskets of toiletries in M207 and bathrooms for Neighbors to use.
- Place Shower Sign-Up Clipboard on chair outside shower bathroom.

5:15 PM – BUS DEPARTS CHRIST CHURCH FOR UMC (take cell phone)

See “Bus Driver Job Description” for detailed instructions.

- Turn left out of parking lot onto Providence Rd., Turn right on Providence at Harris Teeter, Stay on Providence as it turns into 4th Street in Uptown, Turn right on College Street, Get in right lane after you cross over Highway and follow College St. into “dead-end,” Turn left into Urban Ministry Center (945 North College Street).

5:30 PM – BUS DRIVER PICKS UP NEIGHBORS & CALLS LIAISON AT CHURCH

- Urban Ministry checks Neighbors off of list as they get in van. You should not have to get out of van.
- Driver calls RITI Liaison at Church to let him/her know how many female and male Neighbors, Married Couples (if marked with an asterisk as such on list) and Families we are receiving for the night. If transgender neighbors [marked as TMF or TFM], let the RITI Liaison know as they have been instructed on how to shelter.

5:45-6:00 PM – NEIGHBORS ARRIVE AT CHURCH & DINNER SERVED

See “Food Crew Job Description” for detailed instructions.

- Bus should drop off Neighbors in circle in front of Church. Neighbors to enter Church near Gathering Space.
- Neighbors directed to rooms and select their beds.
- Dinner should be *hot* and ready to be served buffet style by 6pm. Food should be brought hot from home or brought early enough to heat in Christ Church kitchen.
- RITI Liaison should go over “House Rules” and say a prayer before eating (can ask Neighbors if one would like to lead the prayer).
- Dinner begins—let Neighbors go through line first. Socialize and eat with Neighbors.

6:30/6:45 PM – CLEAN UP M207

- Liaison, Dinner Hosts and other Christ Church volunteers will clean up M207 after dinner. Leave out desserts and drinks for snacking later. Send home leftovers with volunteers (unless Neighbors can pack in their bag lunch or eat for breakfast, such as ham or fruit).
- RITI Liaison/Team Leader should invite Neighbors to use shower facilities if they desire – shower across from Blue Room.
- Overnight Hosts may watch TV, play games and/or visit with interested Neighbors in M207.

7:00 PM – OVERNIGHTS HOSTS ARRIVE / RITI LIAISON LEAVES

See *“Overnight Host Job Description”* for detailed instructions.

8:00 PM – TURN DOWN LIGHTS IN BLUE & YELLOW ROOMS

- Turn down lights in Blue & Yellow Rooms for those who desire to go to bed early. (If all Neighbors want lights on, then leave on until 10pm).

10:00 PM – LIGHTS OUT IN BLUE & YELLOW ROOMS

- Overnight Hosts’ discretion – if movie or show is still going on, feel free to let Neighbors stay up longer, as long as they aren’t keeping others awake.

MONDAY MORNING

5:15 AM – OVERNIGHT HOSTS RISE

- Hosts prepare/set out breakfast
- Brew coffee from machine in RITI closet

5:20 AM – WAKE NEIGHBORS

- Turn on lights slowly on and wake Neighbors with “Good Morning!”
- Ask Neighbors to strip sheets, pillow case and blanket off beds and put in blue and red bins outside of the RITI closet. Make sure that the wet towels from bathroom are placed in the blue bin outside the RITI closet with linens for pick up.
- If time permits, ask Neighbors to fold up cots and roll into closet.

5:30 AM – SERVE BREAKFAST IN M207

5:50 AM – BEGIN LOADING CHRIST CHURCH BUS

6:00 AM – BUS DEPARTS FOR TRANSIT CENTER or URBAN MINISTRY CENTER/ CHURCH CLEAN UP

- Transit Center is at 4th Street and Brevard in Uptown (no other stops). Drop off at vacant lot just before the Transit Center.

Other Overnight Host should tidy up by moving cots back into closet, moving microwave cart back into closet, throwing away leftovers from breakfast, wipe down tables

ROOM IN THE INN (RITI)

Coordinator(s)

Job Description

- Works with **Outreach Team** (Josiah Daniels and Laura Konitzer)—contact with questions and issues.
- Serves in position for 2 years or serves as mentor to current Coordinator to help ensure continuity.
- Is familiar with Christ Church’s policy on LGBTQ inclusion and relays it to liaisons.
- Attends **Urban Ministry Center (UMC)** Orientation for RITI.
- Maintains organization of and adequate supplies in **RITI Closet**. Let Outreach Team know when you have needs for certain toiletry items. Keep linens folded on shelves & in bins (labeled).
- Responsible for keeping a **list of all volunteers** who serve through RITI (give to Laura Konitzer to input into **ACS Data System**).
- **Assists Outreach Team in recruiting Hosts** (for set-up, driving, food & overnight hosts) and **Volunteers** to the extent possible (invites friends or neighbors to participate in given nights).
 - By the end of October, **Outreach Team** sends **email through ACS** (Christ Church’s volunteer database) to all volunteers who have ever served homeless Neighbors. Volunteer’s responses will be sent to the Coordinator.
 - **Outreach Team** will also **help find volunteers for “holes” in the schedule**.
 - **Outreach Team** invites each **Commission to host the first night**. (Commission members are the Volunteers.)
 - Coordinators will ensure each RITI Steering Committee member (“**RITI Liaison**”) selects 3-4 nights. (If Liaisons need to switch nights during the season, they can switch and notify Coordinator.) RITI Liaisons help oversee set-up, answer questions and stay until Overnight Hosts have arrived.
- **Contacts Team Leaders (if applicable)**
 - Sends RITI Manual to Team Leader and ensures that Team Leader sends to Volunteers
 - Provides names of volunteers to Team Leaders and contacts Outreach Team if there are volunteer jobs to fill for their evening
 - Answers any questions for Team Leaders prior to assigned night
 - Give contact info for RITI Liaison to Team Leader
 - If no Team Leader, RITI Coordinator will assume role of Team Leader.
- **Contacts RITI Liaisons** (2 weeks prior to assigned date)
 - Ensures all responsibilities covered (see Liaison Job Description)
 - Sends RITI Manual to Liaisons
- Reports any issues (and good anecdotes!) to **Outreach Team** immediately.

ROOM IN THE INN (RITI)
Steering Committee Liaison
Job Description

- Works with **Outreach Team** (Josiah Daniels and Laura Konitzer), **RITI Coordinator(s)** and **RITI Team Leaders**
- Attends **RITI Orientation at Christ Church** before season begins to ensure knowledge in all areas
- Oversees 3-4 nights during the season (December-March) with **Team Leader**
 - Coordinates with **RITI Coordinator(s)** and **Team Leader (if applicable)** 2 weeks prior to assigned date to ensure all areas covered
 - Contacts **RITI Coordinator(s)** and **Outreach Team** if there are volunteer jobs left to fill
 - In conjunction with the RITI Coordinators, answers questions for **Team Leader** and volunteers (if no Team Leader) prior to assigned night
 - Arrives for set-up and stays through dinner clean-up on assigned night to ensure continuity and that Overnight Hosts arrive (**4:30-7:00pm, unless otherwise coordinated with Team Leader**)
 - **Welcomes Neighbors** and reads **RITI Christ Church Rules** to Neighbors before dinner
 - **Leads prayer** before dinner (unless one of the Neighbors or Volunteers wants to do it)
 - **Makes sure Bus Logbook gets from PM Driver to AM Driver** (leave with Overnight Host)
- Maintain a familiarity with the functions of the Christ Church Bus to be able to answer questions from the drivers on the nights you oversee
- Reports any issues to **Outreach Team/RITI Coordinators** immediately

ROOM IN THE INN (RITI)

Team Leader

Job Description

- Works with **Outreach Team** (Josiah Daniels and Laura Konitzer), RITI Steering Committee member (**RITI Liaison**) and **RITI Coordinator(s)**
- Reviews RITI Manual (should receive from **RITI Coordinator**)
 - Contacts **RITI Coordinator(s)** or **Liaison** to have questions answered
- Invites friends or neighbors to participate as **Volunteers** on given night (as possible)
- Talks with **RITI Liaison** (person appointed for given night who will help oversee, answer questions, and make sure **Overnight Hosts** have arrived) to make sure all responsibilities covered and questions answered. (Discuss your availability for the evening with **RITI Liaison**.)
- If Sign-Up Genius has *not* been used, fills out **Volunteer Assignment Sheet** and emails back to **RITI Coordinator(s)**
- Contacts **Volunteers** for evening (by email or phone) 2 weeks prior to evening to ensure they know their responsibilities (“form email” provided)
 - Contacts **Bus Drivers**
 - Confirms they have had “**driving lesson**” with approved Christ Church Bus trainer (Nikki Rushing 704-201-1640) and meet requirements (passes driving test and no moving violation in last 3 years, age between 25-70 years old, parishioner in good standing)
 - Confirms that they pick up key on Friday or Sunday evening and provide **copy of their Driver’s License** and **completed form** to Church Office
 - Contacts **Set Up Volunteers**
 - Confirms proper number of Volunteers arriving no later than **4:30pm** to set up beds and food space
 - Finds out how many Set Up Volunteers plan to stay for dinner
 - Confirms that **RITI Liaison** member will be present for Set-Up
 - Contacts **Food Volunteers**
 - Confirms each person bringing food arrives promptly on time (**hot and ready to serve at 6:00pm**)
 - If food dropped off, confirms that a **Set Up Volunteer** or **RITI Liaison** will put in oven to be ready for dinner at 6:00pm
 - Contacts **Dinner Hosts** (if needed)
 - At least **4 Volunteers** are needed to help welcome and visit with Neighbors during dinner. Often, Set Up or Food Volunteers will stay or Overnight Hosts will come early, in which case, you do not need additional hosts.
 - **Team Leader** should stay for dinner if possible (**RITI Liaison** must stay until Overnight Hosts arrive)
 - Contacts **Overnight Hosts**
 - Confirms time that they will arrive before or during dinner (**no later than 7:00pm**)
 - Confirms that one Overnight Host will **drive the Bus** in the morning (6:00am) unless a separate driver is assigned and the other one will **clean up** (put beds in RITI closet, dirty linens outside RITI closet, extra food in trash or back in refrigerator (only if it can be used the following week)
 - Contacts **RITI Coordinator(s)** if there are Volunteer jobs left to fill for the evening
 - Answers any questions for **Volunteers** prior to assigned night
- Reports any issues to **Outreach Team** immediately

ROOM IN THE INN (RITI)

Set Up Crew

Job Description

- Work with **RITI Liaison** (member of the RITI Steering Committee who will be at the church) and the **Team Leader** (if applicable)
- Invite friends or neighbors to participate in given night (as possible).
- Arrive at church **no later than 4:30pm** for set up responsibilities:
- **BED SET-UP**
 - **All RITI supplies are in the closet across from the Blue Room.** If closet is not open (push doors in addition to checking lock), ask a church sexton to open the RITI closet. If there are **black trash bags in the RITI closet** filled with stuff, these contain **CLEAN** sheets and towels, and you are welcome to open them and use them instead of taking other sheets and towels off the shelves. *(If time permits, please re-shelve clean sheets & towels in appropriate places on the shelves. THANK YOU!)*
 - **Roll out beds**—10 into **Blue Room (men)**, 4 into **Yellow Room (women)**, 1 into **Parlor/Bride's Room (Overnight Host)** and 1 into **M204 (Overnight Host)**. * Put fitted sheet, flat sheet, blanket and pillow (with pillow case) on each bed.)
 - Place folding chair next to each bed. Put **bath towel, hand towel, washcloth, and hospitality kit on the chair.**
 - Put chair outside of bathroom across from Blue Room and place **Shower Sign-up Clipboard** on the chair.
 - Put **baskets of toiletries in M207** (on a side table) **and in bathroom** (put shampoo, soap & razors in shower bathroom; put women's products in women's bathroom by Parlor) for Neighbors to use.
- **DINNER SET-UP**
 - **Set up M207**—Pull in cart with microwave and food supplies & set up food buffet, drink station.
 - Set table (placemats, napkins, plastic utensils). If uncertain, ask **RITI Liaison** how many will be eating dinner (14 Neighbors plus Volunteers) to ensure proper number of place settings. (Typically 19 place settings is enough.)
 - Put **nametags** & pens near drink station for Volunteers & Neighbors (first name only).
 - **Prepare/heat any food dropped off early** (check in kitchen & in RITI refrigerator), *if Food Crew not tending to it.* Set up buffet style in M207.
- Receive call from **Bus Driver** to find out how many males, females, and/or families we are hosting – then place beds accordingly in **Blue Room (men), Yellow Room (women)** and **other rooms if needed** (*married couples and families can go in classrooms down the hall from M207 (M205 & M206), however they can only occupy these rooms after 9:00 PM as they are used by groups prior to that time; hosts typically sleep in Parlor and M204).*
- Report any issues to **RITI Team Leader** or **Liaison** immediately.

**If the Blue Room is in use, RITI will move to the upstairs classrooms (U301-U306). Dinner and breakfast should still be served in M207 (or Gathering Space if M207 is not available.)*

ROOM IN THE INN (RITI)

Food Crew Job Description

Please note: Please do not use food service items from the Christ Church kitchen. This includes foil, saran wrap, and storage containers. Please ensure that all serving utensils and dishes used are cleaned in the dishwasher and that the food service area is clean and serviceable after use. Please observe the guidelines for use of the kitchen posted on the RITI fridge.

- Work with **RITI Team Leader or RITI Liaison** (person appointed for given night who will help line up volunteers and answer questions) to make sure all responsibilities covered and questions answered.
- Invite friends or neighbors to participate in given night (as possible).
- Food Crew **responsibilities:**
 - Let **Team Leader** know if you will be staying for dinner
 - Confirm **headcount** with **Team Leader** to ensure appropriate amount of food
 - Deliver assigned food to Church **by 5:45pm, ready to serve by 6:00pm**
 - **If you need to drop off food early, please ask another Food Volunteer or Team Leader to have your food ready to serve at 6:00pm**
 - Assist Set Up Crew with **setting up M207** for dinner (placemats, food, etc.)
 - Make sure all food (**check for food that is dropped off ahead of time**) is ready to serve by **6:00pm**, especially food needing heating
 - Any Food Crew who stay for dinner should assist with **cleanup** of food space
- Report any issues to **RITI Team Leader** or **Liaison** immediately

MEAL RECOMMENDATIONS

Dinner should feed approximately 20 people:

Remember that Neighbors may have poor dental hygiene – please consider as you select food to be made. Here are potential suggestions, but feel free to be creative.

Meat/Main Dish: Guests love honey baked ham/turkey, flank steak, pot roast, 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 Veggies/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 milk (dinner & breakfast), 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. Coffee is available to prepare at night and in the morning by the volunteers.

Breakfast should feed 14 people:

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

- 1 dozen hard boiled eggs (cooked the night before and served cold is fine)
- 24 microwavable sausage biscuits or 2 dozen pieces of bacon/sausage (already 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 6:00am.

Lunch bags should be prepared for 14:

Neighbors will not have refrigeration capabilities once they leave the Church, 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 snacks
- One piece of fruit (banana, orange or grapes work well)
- 1-2 cookies
- Canned or bottled drink (soda/Gatorade/water) is appreciated

ROOM IN THE INN (RITI)

Overnight Host

Job Description

- Works with **RITI Team Leader or Liaison** (person appointed for given night who will line up Volunteers and answer questions) to make sure all responsibilities covered and questions answered.
- Invites friend or neighbor to be the other Overnight Host (as possible).
- Overnight Host **responsibilities:**
 - Confirm **arrival time** at Church with **Team Leader** (encouraged to arrive just in time for dinner (6pm) or during dinner – no later than 7pm).
 - Wear **comfortable clothes** to sleep in.
 - **Bring your own pillow, alarm clock and personal items** (cot, sheets & towels provided)
 - Makes sure Neighbors have what they need for the evening – facilitate showers if needed (**Shower Sign-Up Sheet** outside bathroom across from Blue Room)
 - Make sure **lights are out in bedrooms by 10pm** (or earlier if Neighbors desire to go to sleep). Neighbors desiring to stay up later can hang out in M207.
 - Let Neighbors know where you are sleeping in case they have an emergency.
 - **Wake Neighbors at 5:20am** by sticking your head in room and saying “Good Morning!” and turn on all Hall Lights.
 - **Set out Breakfast** items buffet style to be ready to eat by **5:30am** and make sure **all lights in all rooms are turned on.**
 - Ask Neighbors to put their **dirty linens**—sheets, blankets (NOT pillows!)—**in the red bins** (in RITI closet) and **place bin in front of RITI closet by 5:50am. All wet towels should go in the blue bin (in the bathroom).**
 - *If time permits*, ask Neighbors to fold up beds and roll into RITI Closet.
 - **At 5:45am**, Bus Driver (one of the Overnight Hosts or other designated driver) should be pulled to circle and ready for loading.
 - **At 6:00am, Bus departs Christ Church**—Neighbors dropped off at **Transit Center (corner of 4th St. & Brevard)**—no other stops. [*see “Bus Driver Job Description”*]
 - **Return Bus** to Christ Church parking lot, lock, and put green **notebook** (with Bus key) on the front desk.
 - Other Overnight host should **tidy up** breakfast food, wipe down counters, move microwave cart back into RITI closet, and roll cots back into RITI closet. Make sure you get **wet towels & bath mat from bathroom** and put with dirty linens.
- See **“Instructions for Handling Emergencies”**
- Report any issues (as well as memorable anecdotes!) to **RITI Coordinators or Outreach Team.**

ROOM IN THE INN (RITI)

Bus Drivers

Job Description

- Work with **RITI Team Leader** (leader appointed for given night who coordinates Volunteers and answers questions) and **RITI Liaison** (member of RITI Steering Committee who will be at Church for set up and dinner, answers questions and can give Christ Church Bus training)
- Bus Driver **responsibilities by 4:30pm on Friday** (before assigned driving date):
 - **Complete “driving lesson” with approved trainer** (Nikki Rushing)
 - Provide **copy of Driver’s License** to Church office
 - Complete & Sign **driver information form** in Bus Logbook
- **Sunday 5pm Bus Driver** responsibilities:
 - Pick up **Bus Key & Logbook** located in left cupboard behind front desk.
 - Complete & Sign **driver information form** in Bus Logbook
 - **Leave Church no later than 5:15pm** to pick up (no more than) **14 Neighbors** at **Urban Ministry Center (945 N. College Street)**–5:30 is our standard pick-up time
 - Review parking & pick-up procedures at UMC with **RITI Liaison**.
 - Take cell phone **number of person at church you are going to call with breakdown of men/women**.
 - Urban Ministry Center should bring list and Neighbors to you in the Van (you should not have to get out). Please do a head count to make sure you are only bringing 14 Neighbors back with you.
 - Brings list of Neighbors back to church in Bus Logbook.
 - Driving back to church, **call Team Leader** or **Liaison** or someone at Church to let them know how many men, women, transgender and children we have for the night
 - Complete **travel log** in Bus Logbook.
 - **Give Bus Logbook (with Bus Key) to RITI Liaison** (who will give to Overnight Host/AM Bus Driver).
- **Monday 6am Bus Driver** responsibilities:
 - Drive Bus to circle in front of Church at 5:45am to load Neighbors and baggage.
 - **Leave church no later than 6:00am**
 - Drop off Neighbors at the vacant lot just before the Transit Center (4th St. between Caldwell & Brevard) and return to Church (no other stops). Park Bus in Christ Church parking lot (where it was originally parked).
 - Complete **travel log** in Bus Logbook.
 - **Put Key in Logbook and return to the front desk**.
- If an **emergency** arises and you cannot fulfill your responsibilities, **please contact Team Leader and Liaison ASAP** to see if one of them can drive or make arrangements for another driver.
- Report any issues to **RITI Team Leader, Liaison** or **Outreach Team** immediately.

For any issues or problems with the church bus, please reach out to a sexton for assistance.

DIRECTIONS TO URBAN MINISTRY CENTER (EVENING DRIVER): Left on Providence Rd. Stay on Providence/4th St into Uptown. Right on College St. Once you cross under highway, get in right lane and follow College St into dead end. UMC is on the left at the end.

DIRECTIONS TO TRANSIT CENTER (MORNING DRIVER): Left on Providence Rd. Stay on Providence/4th into Uptown. Once you cross Caldwell St, turn Right into the parking lot just before

the Transit Center to drop off neighbors safely. **Neighbors may also be dropped off at the Urban Ministry Center. See above directions.**

ROOM IN THE INN (RITI)

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/she 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 kitchen or hall outside Blue Room.
- If you are concerned for anyone’s safety or there is a medical emergency, call 911 immediately.

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 Neighbor to the hospital.***

- If you have questions about dealing with a problem (not a major emergency), contact your RITI Liaison for the night:
 - Paula Moss 704-763-0403
 - Nancy LeDonne 704-330-8337
 - Zeta Pittman 704-604-2764
 - Mal McLean 704-367-0034
 - Paisley Gordon 704-619-2063
- If you are unable to reach your RITI Liaison, call one of the RITI Coordinators
 - Thurman Brooks 704-756-7846
 - Sarah Lathrop 704-574-2246
- If you can’t reach one of them, call Josiah Daniels: 832-600-0551.

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 Outreach Team or RITI Coordinators 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. For emergency Backup, call the RITI coordinators or the Outreach Team or anyone you know with a 4WD vehicle.

If roads are still treacherous the following morning, bus tickets can be given to Neighbors for the return trip. Tickets are located in the bottom left hand drawer of the receptionist desk, first folder, marked "Bus Tickets."

Emergency Contacts

If you need to change or cancel your evening bed count:

- go to www.urbanministrycenter.org/helping-the-homeless/room-in-the-inn
 - Sign in, and make the change

AND

- **contact the evening coordinator for that night:**

Monday	Susan Walker	704-451-0270
Tuesday	Koren Cranford	704-604-1136
Wednesday	Mike Jamison	704-507-0611
Thursday	Jeff Hamrick	980-833-5365
Friday	Michelle Abney	704-654-9776
Saturday	Chris Rosbrook	704-451-6773
Sunday	Beth Trotter	704-506-9535

If you need to report a problem with picking up neighbors at the Center:

- **contact the evening coordinator for that night:**

Monday	Susan Walker	704-451-0270
Tuesday	Koren Cranford	704-604-1136
Wednesday	Mike Jamison	704-507-0611
Thursday	Jeff Hamrick	980-833-5365
Friday	Michelle Abney	704-654-9776
Saturday	Chris Rosbrook	704-451-6773
Sunday	Beth Trotter	704-506-9535

If you have a problem after returning to your host site:

- **contact RITI Steering committee OR**
- **contact the staff member on call for that night:**

Monday	Heather Bartlett	336-689-0629
Tuesday	Rich Hoard	704-778-1477
Wednesday	Danielle Arthur	540-797-0077
Thursday	Michella Palmer	717-315-3024
Friday	Vickie Craighead	704-713-2362
Saturday	Akeem McDuffee	704-608-5248
Sunday	Madeline Thomas	704-737-4746

If you are unable to reach any of these contacts, please contact:

Ashley Brown, RITI Director

980-823-5266 (c)

704-926-0606 (o)

innkeeper@urbanministrycenter.org

RITI Incident Report

This report is to be completed in all instances when a call is made to 911 or any injury.

Date: _____

Neighbor: _____

Time of Incident: _____

Nature of Incident:

Resolution or Action Taken:

Completed by: _____