

## SET UP PROCEDURES

Set up usually begins around 4:00 pm on Wednesday.

On arrival:

1. 14 beds will already be placed in the gym with a chair next to each bed
2. Make 12 beds with sheets, a blanket and a second folded blanket on top. Now that we are using many printed sheet sets, make sure that you place the **“printed sides” (or ‘right’ sides)** of the sheets together when making the bed. Thus when pulling back the top sheet and blanket, our guests will see the printed side of both the top and bottom sheet!! Motel trick that looks nice too!! 😊
3. You do not need to make the innkeeper’s two beds that are right by the gym door. Some Innkeepers bring their own bedding or sleeping bags - simply leave the linens and blankets on the innkeeper’s beds in case they do want to use them. All extra sheets, linens, towels, and blankets can be found in the RITI Linen Room.
4. From the RITI Supply Closet, place the 4 blue bins of small toiletries (Shampoo, conditioner, bath soap, lotion) on the Oak Cabinet by the side door. Do not leave individual toiletries at each chair.
5. Place Towels on Oak Cabinet: 3 stacks, one each of Bath towels, hand towels, and wash cloths are also placed nicely on the oak cabinet. Our guests can help themselves if they need to use one. This saves a tremendous amount of laundry each week as many of our guests don’t shower.
6. Orange baskets with shampoo, conditioner and body wash labeled Men’s and Women’s are placed by the shower in the men’s and women’s bathrooms (in the gym). These baskets and the product containers **should be left by the showers**
7. An additional round basket is placed in each of the bathrooms, that contain small containers of extra toiletry items, such as: combs, toothbrushes, toothpaste, razors etc. for our guest use.
8. A bathmat is placed on the floor outside of the shower in the men’s and women’s bathrooms. It is usually hanging over the rail going into the shower.
9. A couple extra pillows can be placed in a basket in front of the Oak Cabinet as well as a basket of a 3-4 extra blankets
10. Three or four empty Laundry Baskets are placed along the wall by the main gym door to collect the sheets, towels and sweats in the morning. **Be sure the plastic bags that you removed the sheet sets from are placed back in the bottom of one of the baskets, so whoever is cleaning the linen has the bags to put the linens back in.**  
We leave 4 empty baskets on the large rolling carts to collect the folded blankets each week.
11. Bring the Guest laundry basket, Guest Signup Sheets, detergent and net bags out to the foyer along with one additional empty laundry basket.

12. Setting Tables in the Dining Room.
  - a. 4 tables with 6 chairs per table will already be set up
  - b. Place tablecloths on each table.
  - c. On each table put out napkins, silverware, salt and pepper, and small bowls of butter (found in fridge in kitchen).
13. Set up the drink table with ice, lemonade, water, and tea. Set out a bowl with candy on the table. Note that we should only use about half of a bag of small candy bars at the very most! No matter how much we put out, the guests will eat or take it! Remember... they will be eating dinner about one hour after they arrive!
14. Pull the coffee cart out of the kitchen and make coffee. Make 1 regular and 1 decaf. Be sure that there is creamer, sugar and plenty of coffee cups on the cart.
15. On each table set out the following:
  - a. Set out a Guest schedule for the evening
  - b. Purple Prayer Request form (1/2 sheet)
  - c. Green Guest Clothing Order Form (1/2 sheet)
  - d. 5-6 Pens on each table. Can use the Blue ARPC pens
  - e. Place 3-4 Books of John on a side table
16. Place the buckets for cigarette butts outside away from the door, but still under the awning.
17. Set up the TV.
18. Check that there are eggs being defrosted in the fridge; if not, pull them out of the freezer and place them in the fridge.
19. Some of the Set-Up Team usually stays until at least one of the Evening Helpers arrive about 4:45.

**Thank you for serving and sharing you many talents with our guests!**

**We know that you are blessing them, and we hope you will feel blessed as well!**

# BREAKFAST PREPARATION

## Room In The Inn (RITI)

Timing is the key to preparing a good breakfast for our guests and having them ready to leave on the van at 6:15 am. The following schedule has been followed for several years and has worked well. If you arrive at 5:00 am sharp and follow this schedule, you can start serving the guests breakfast at 5:45 am and they should be ready to leave at 6:15 am. The guests should be awakened at 5:15 am. The breakfast will consist of the following items and the church will provide them:

Scrambled Eggs  
Bacon  
Grits  
Biscuits  
Coffee

Orange Juice  
Milk 2%  
Dry Cereal  
Butter  
Jelly

**Sunday**-The scrambled eggs are in a plastic bag in the freezer. The Sunday prior to the Thursday that you will prepare breakfast, you need to take one bag of eggs out of the freezer and place them in a pan in the refrigerator. This way, the eggs will be thawed when you arrive on Thursday morning. One bag of eggs should be sufficient to feed 15-16 people (12 guests & 3-4 helpers). The bacon is also in the freezer. At some point no later than Wednesday night, take approximately 40 to 50 slices of bacon from the freezer and place them in the refrigerator. We have started to use refrigerator biscuits, these should be delivered each week on Sunday, with the milk and juice.

**Thursday** - arrive at 5:00 am sharp. If two people are working in the kitchen, the process will go smoother if one person does the "cooking" and the other person does the "set-up." If one of the innkeepers wants to help in the kitchen, it is better to let them spend their time with the guests helping them to be ready to leave at 6:15 am.

**Scrambled Eggs** - To have the eggs ready by 5:45 am, the first thing you must do when you walk in the door is to turn on the hot water spigot to get hot water in the kitchen. When the water gets hot (not warm), place approximately one gallon of hot water in one of the large pots that is hanging above the kitchen sink and then place the pot on the stove.

While you are waiting for the water to start boiling, place the bag of eggs in the pan under the spigot and let the hot water slowly run on the bag of eggs —this will pre-heat the eggs and cut down on the cooking time. As soon as the water in the pot starts boiling, place the bag of eggs in the boiling water and keep them there until they are cooked.

Occasionally remove the bag of eggs from the boiling water, lay the bag on the table, and stir the eggs in the bag by pushing on the side of the bag. Just before the eggs have finished cooking, preheat your serving pan by pouring some hot water into a small metal pan from which you plan to serve the eggs.

When the eggs have been cooked, there will be some liquid in the bag. Pour the eggs into a metal strainer to remove the liquid. When the liquid has drained out, pour the eggs into the pan you have preheated (you have removed the preheat water!!) and cover it until you are ready to start serving breakfast.

**Grits** - After you have put the water on the stove for the scrambled eggs, pour 13 cups (measured) of water into the metal pot marked "grits", put the pot on the stove, and bring it to boiling. While the water is heating, stir approximately ½ teaspoon of salt into the water. When the water starts to boil, gradually stir in 3 cups of grits.

If you dump all the grits in at one time, rather than stirring them in, the grits will be "lumpy." After you have poured the grits in and they appear to be "bubbling" cut the heat way down and continue stirring them. After they start to become thick, you can turn the heat off. If they appear to be too thick, add about 1/2 cup of hot water. They should remain hot until serving time.

**Biscuits** - (24) After you get the water heating for the grits, turn the oven on to 375 degrees.

If you are using the refrigerator biscuits, place the biscuits on "oven paper" (pre-cut parchment sheets the size of the trays and usually stored on one of the shelves on the cart parked in front of the refrigerator on the big tray). Follow the directions on the biscuit package for cooking.

If you are using frozen biscuits: Remove the clear plastic cover from the packet of biscuits - leave them in their paper tray - then place them on one of the big trays stored over the "warmers". Before placing the biscuits in the oven, turn on the oven convection fan (switch located center just above the oven door). Put the biscuits in the oven about 5:35 am. Allow approximately 5-6 minutes for the biscuits to heat up- check to see how they are cooking. The bacon can also be placed in the oven for the last 2 minutes.

**Bacon** (pre-cooked) —Select one of the big trays stored over the "warmers" and cover the bottom with "oven paper" (pre-cut parchment sheets the size of the trays and usually stored on one of the shelves on the cart parked in front of the refrigerator). Allow for approximately 2 slices of bacon per 12 guests plus what is needed for innkeepers and anyone else wanting breakfast — bacon is a favorite of the guests so cook some extra! 😊 It will take only about 2 minutes for the bacon to cook with the convection fan on, so you probably do not want to place it in the oven until about 3 minutes before you start serving. Watch it, and don't burn it.

**Set Up** - There should be 12 lunches in the refrigerator, one for each guest. Take these out to the table that is in the hall just outside the main entrance door.

The orange juice, milk, butter and jelly are in the refrigerator —the jelly may be on a shelf in kitchen.

Fill one of the large metal bowls (on lower shelf behind door to the gym area) one-half full of ice. Place one gallon of orange juice and one gallon of milk in the ice and take them to the room in which the guests will eat.

Also take along the dry cereal which will be somewhere in the kitchen area. Along the way, pick up some of the small plastic cups, plastic bowls, plastic forks, knives, and spoons and the paper napkins in the storage room off the gym.

Place the butter, jelly, napkins, and forks, etc. on each of the tables where the guests will be sitting. (The innkeepers may have done parts of this the evening before!) Also place salt and pepper shakers on each table (the shakers are on a shelf under the serving window in the kitchen). The guests will usually drink all the orange juice but only part of the milk.

**Serving & Clean-up** - The eggs, bacon, grits, and biscuits are served from the serving window in the kitchen. Before you fill a plate, ask each person what they want and put only what they want on the plate. This provides you with the extra for serving more than 12 people and extra for those wanting more after you have served everyone.

Eggs - The bag should serve about  $1\frac{3}{4}$  eggs per person for 15 people.

Bacon - Give only 2 slices per person until you have served everyone.

Biscuits - You have only 24, so don't automatically give everyone 2 biscuits — ask each how many they would like

Grits - You will likely have extra left.

If you have any food left after serving everyone, take it to the room where they are eating and see if anyone wants seconds. The only unused food to save is possibly bacon or biscuits. Throw everything else away.

Let the Innkeepers clean up all areas except the kitchen.

Wash the utensils, clean up the working area, sweep the floor, and take the trash to the dumpster. If all goes smoothly, everyone (including the innkeepers) should be locked up and leaving between 6:30 and 6:45 am.

**THANKS FOR YOUR HELP!!**

## **DINNER PREPARATION VOLUNTEERS**

Thank you for volunteering to prepare and serve dinner.

1. The lead cook should contact the other cooks, at least one week prior to your RITI date, and decide upon a menu. Roof Above Ministry has asked us to consider preparing meals other than lasagna or spaghetti or soup and sandwiches. Many churches fix them so there is a lot of repetition. The meal should be nutritious and easy to eat, as some guests have poor dental health. A typical meal might be meat loaf, mashed potatoes, green beans, applesauce and a dessert.
2. You will be serving approximately 16-20 people. We have 12 guests each week, 2 Innkeepers, and 3-4 RITI Evening Helpers. This does NOT include you and/or your cooking team or second helpings.
3. Plan to serve dinner around 6:30. This is an approximate time. Occasionally the van is late because of traffic so this pushes everything back. Thank you for being flexible!
4. Four tables have been set up, ready for our guests, in the John Knox room by the RITI Set Up Team. Coffee, sweet tea, lemonade and water have also been prepared and should be located on the tables in the John Knox room prior to our guest arrival.
5. You may serve dinner on disposable plates. Please use the silverware in the kitchen. All dinnerware, napkins, cups and tea are provided by the church and can be found in the closet in the gym.
6. Please prepare the plates for the guests and serve from the kitchen window.
7. Invite the guest to have second portions if they are available. You can also place leftover food on a cart and take it into the dining room.
8. The guests are responsible for throwing away their trash after the meal. Please have a silverware pan, filled with soapy water, for their forks, spoons, & knives located on the table to the right of the door inside the John Knox Room.
9. Clean up the kitchen by washing all pots and pans and putting them away. Clean all counters and the stove top. Sweep the kitchen floor. Place all rags and kitchen towels in the laundry baskets.
10. MAKE SURE THE OVEN IS TURNED OFF!
11. Please take home any leftover food.

**IF YOU ARE UNABLE TO COOK ON YOUR ASSIGNED DAY, PLEASE CONTACT SOMEONE ON THE VOLUNTEER LIST AND ASK THEM TO SWITCH WITH YOU.**

Thank you so much for being part of this ministry!

## **EVENING HELPER PROCEDURES**

## **Room In the Inn (RITI)**

**Arrive between 4:30 and 5pm on Wednesday evening; usually leave between 7-7:30pm**

### **On arrival:**

- Check that all 14 beds (2 for our Innkeepers are by the double gym doors) are made with a blanket and a second folded blanket on top. Each bed should have a chair beside it. You do not need to make the innkeeper's beds as some innkeepers bring their own bedding – simply leave the linens and blankets on the innkeeper's beds, in case they do want to use them.
- Small Toiletries (Shampoo, conditioner, bath soap, lotion) are put in Blue Bins on the Oak Cabinet by the kitchen for guests to pick up.
- Orange baskets with shampoo, conditioner and body wash labeled Men's and Women's are placed by the shower in the men's and women's bathrooms (in the gym). These baskets and the product containers **should be left by the showers**. If our guests need any of these items to take with them, there are many small containers of product on the Oak cabinet by the kitchen door.
- An additional round basket is placed in each of the bathrooms, that contain small containers of extra toiletry items, combs, toothbrushes, toothpaste etc. for our guest use.
- A bathmat is placed on the floor outside of the shower in the men's and women's bathrooms.
- 3 stacks, one each of Bath towels, hand towels, and wash clothes are also placed nicely on the oak cabinet. Our guests can help themselves if they need to use one.
- A couple extra pillows can be placed in a basket in front of the oak cabinet as well as a basket of a 3-4 extra blankets.
- 3-4 Baskets are placed along the wall in the gym to collect the sheets, towels and sweats in the morning. We place four empty baskets on the large rolling carts to collect the folded blankets each week.
- 4 – 5 tables are set with napkins, silverware, salt and pepper
- Drinks are made and set out on the table – 2 of lemonade, 2 of water, and 2 of tea.
- A large bowl of ice is also placed on the table along with drink cups.
- 1 regular and 1 decaf coffee are made and there is creamer, sugar and coffee cups on the cart.
- The evening schedules, Clothing Request forms, Prayer Request forms, and pens are on each table.

- Buckets for cigarette butts have been placed outside, at the pillars away from the doors
- TV is set up and running.
- Basketballs are available in the locked Closet (next to the RITI Supply Closet) if any of the guests are interested. If we have youth helping with the dinner, this is often a good way to encourage interactions.
- Check the breakfast eggs are being defrosted in the fridge; if not, pull them out of the freezer and place them in the fridge. You may have to run some cold water on the eggs over a period of a couple of hours to expedite the defrost process before putting them in the fridge.
- Nametags are distributed to all volunteers.

### **When the guests arrive:**

- Greet the guests at the van. Assist with individuals getting off the van and with their bags.
- Have the guests go directly into the 1<sup>st</sup> classroom on the right (the dining room!). Leave the Gym doors closed until after we have been able to go over the evening procedures with the guests.
- Once all the guests are seated (you may have 1 or 2 guests run to the bathroom), either you or an innkeeper can welcome the guests and introduce yourselves. Share the following information:
  - Go over the evening schedule, and provide information such as: location of bathrooms, showers, smoking area, when dinner is served, when lights are out, and doors are locked.
  - Let our guests know that we would be honored to pray for them or their families. Purple Prayer Request forms are on the tables to complete. When completed, just give them to any of the volunteers who should make sure the Innkeepers for the evening get the forms. Please give any prayer requests that you receive to Pam, and she will put them in the MDWK news.
  - Point out the Wi-Fi Password: **#Faith@!** (taped to the wall above the drink table).
  - Explain that we provide our guests with one pair of socks, and one pair of underwear and one T-shirt. If they would like these items, they should fill out the green Clothing Request form on the table, be sure to indicate their sizes and their name. These forms can be given to any volunteer.
  - Share that we can do the guest's laundry, and if they would like to have their clothes cleaned, they should get a netted bag from the foyer. Stress that they need to get their clothes together as quickly as possible, before dinner, in order that the laundry can be finished before the laundromat closes.



- Some guests may need the clothes they are wearing to be washed. If so, we can provide them with sweatpants and a sweatshirt to wear for the evening, but they need to indicate this on the Clothing Request form. These need to be returned in the morning with their bed sheets. They are just loaners.
  - Once any questions from the guests have been answered, you can direct them to the gym. The van driver should have called and given you a heads up with regards to the number of men, women and/or if there is a family. The men and women should be separated (i.e., men on one side of the gym, women on the other side). If there is a married couple, they can place their beds together once they arrive. If there are any children, beds for that family should be moved into a classroom.
- Take the Clothing Request forms that have been completed and make up a clothing pile for each guest with their requested items. Deliver them to our guests. This needs to be done quickly as some may be waiting for this clothing in order to shower and get their laundry ready for pick-up.
  - When dinner is ready, gather everyone in the Gym and say the blessing. We encourage you to first ask if any of the guests would like to say the blessing. Stay and eat with the guests. Once you have finished dinner, check with the Innkeepers to see if there is anything else you can do for them, and if not – you can leave.
  - With extra time, you can straighten the Clothing Closet, the Linen Room, or the RITI Supply Closet as needed.

**Thank you for blessing others... and for opening your life to be blessed as well!!**

## Guest Personal Laundry

Arrive at Family Life Center (FLC) about 6:30pm on Wednesday evening

1. Prior to your arriving, the Evening Helpers will instruct and assist our guests who wish to have their laundry done in putting their laundry in a net laundry bag. Each bag has a number from 1 – 14. The guest's name will be placed on the Laundry Sign-Up list next to the number on their bag. There is also a space where comments can be left (see sample Laundry Sign-Up attached).
2. Before leaving, check all bags and numbers and verify that all seem correct. If you have a bag, but there is no number on the Laundry Sign-Up List, please ask the Evening Helpers or the Innkeepers for assistance in identifying whose bag is not listed and correct the listing. Conversely, if you have name on a line, and no bag to accompany that listing, research and solve the issue with assistance for the other RITI personnel before leaving to complete the washing.
3. There are several Laundromats located fairly close to the church that can be used:
  - a. **Carolina Laundromat** is located behind Chick-Fil-A at 9020 Albemarle Road, Charlotte, 28227.  
Only open until 9pm.
  - b. **Super Coin Laundry** near the Independence Shopping Center just off the Idlewild overpass.  
Address is 5704 Independence Blvd, Charlotte, 28212. This location is open until 10:00.
  - c. **Laundry Unlimited** – 4420 Monroe Road. The machines do not use coins, but they use a mobile payment app. This location is open until 10:00
4. The laundromat has a machine to change bills into quarters. Because we are now using the net laundry bags, you can wash and dry more than one guest's laundry in one machine if there is room. This should save money, but plan on spending \$35 to \$40. If you need assistance with money for the laundry, please talk to the Innkeepers as we do have some laundry money available if needed. We try not to wash footwear or heavy coats as they will not dry, but occasionally a guest will insist – with the knowledge that the items might not be dry by morning. We provide detergent and dryer sheets and baskets to move the laundry around.
5. Return the laundry to the FLC that evening. If it is after 9:00 when the main entrance is locked, either call the Innkeepers on the phone (get their cell number before leaving) or tap gently on the glass door with a key to alert the Innkeepers that you are back.

**Thank you for volunteering to wash the guest's laundry for RITI.**

## Innkeeper

The RITI Set-Up Team arrives by 4:00; followed by the Evening Helpers at 4:45. If you have any questions or concerns, they will be there to answer your questions.

### Innkeeper Arrival 5:45 PM

1. Please plan to arrive at Family Life Center (FLC) no later than 5:45 PM. If you are going to be later than this, please call Brenley Ogden. **There must always be at minimum 2 people with our guests.** If you are a choir member, please get coverage if you need to leave early for practice. Often one of the Dinner Preparers can stay a bit longer if needed while you practice.
2. You may want to bring a sleeping bag, bring your own sheets or you can simply plan to use the RITI linens and blankets that are provided for your bed.
3. You probably do not want to bring anything of value with you. If you do need to bring a purse or something else of value – lock it up in the clothing closet, the RITI closet, or in the kitchen overnight.
4. Put on a Name Tag!!
5. Unless you come earlier than 5:45, our guests have usually arrived and been greeted by the Evening Helpers. But if you come earlier (which is wonderful!), you certainly can meet and greet as our guests arrive. Usher our guests immediately into the Dining Room classroom on the right.
6. Introduce yourself and all available volunteers.
7. The Prayer Request Form (purple), the Guest Clothing Request Form (green), and the Guest Schedules are already placed on the tables. Make sure the guests are aware of the shower locations and rules about smoking (outside only). Go over the schedule for the evening and the morning routines and expectations. Let our guests know that they can talk with you in private if they have any special needs (diabetes, heart condition, seizures, etc.). We do have some OTC medicines in the RITI closet.
8. Introduce the Guest Laundry process. **THIS IS THE FIRST ACTIVITY TO BE DONE. WE NEED THEIR LAUNDRY QUICKLY.** The Laundromat closes early and we want to make sure all of their laundry gets finished. **EXPLAIN THAT NO SHOES OR HEAVY JACKETS CAN BE WASHED. THEY WILL NOT DRY IN THE TIME PROVIDED.**
9. Discuss the Clothing Order Form: We offer t-shirts, socks, and underwear for all guests. We have sweatpants and sweatshirts for guests that need a change of clothes, but these should be returned with the linens in the morning. Guest Clothing Request Forms (which includes sizing) are on the dining tables. Have them fill it out and give you the copy. Make sure they have printed their name on it.
8. If you have a family as guests, we can move all needed beds for the family into one of the classrooms, so they can have some privacy and family time.
10. Briefly explain the duties that our guests should be prepared to do in the morning before breakfast. This will be a huge help to you. These are also printed on the Guest Schedule sheets.
  - a. Put the sheets in the pillowcase and leave these in the laundry baskets that will be provided in front of the gym

- b. Place sweats and towels in the laundry baskets.
- c. Carry their AREOBEDS over to the RITI Linen Room... first room on your left as you enter the FLC. **DO NOT DEFLATE THE BEDS!**

### **Dinner 6:30 - 6:45 PM**

1. Check with the Dinner Crew, and when dinner is close to being ready, gather all the guests into the Gym, form a circle and say Grace. Ask if anyone would like to lead the dinner prayer, if not, please do so yourself.
2. Ask guests to pick up their meals at the kitchen window.
3. Please sit and eat with our guests.
4. Have the guests place their trash in the big trash can in the Dining Room. There should be a metal container filled with soapy water on the drink table for them to place silverware in.
5. **Make sure you have the building keys. Check with the Evening Helpers regarding the keys.**

### **Evening Activities 7 to 9 PM**

1. After dinner, let the guests know the type of activities that are available. **Make sure they realize all activities are optional. They are not required to participate.**
2. The TV should already be in the Dining Room for those who would like to watch. Consider putting in a movie if the TV reception is poor.
3. Guests can play basketball - but usually this is done before dinner as many of our guests go to bed immediately after dinner.
4. If we do have guests going to bed early, we usually shut off 2-3 banks of lights in the gym area following dinner.
5. If there are children, bring out the toy totes that are kept in the Clothing Closet.
6. Please let them know, if they need prayer time or have any questions about God and his story, that we would rejoice in meeting and praying with them. We don't have all the answers, but God does. Specific prayer requests can be made on the purple Prayer Request Forms found on the dining room table. Encourage the use of these. When you leave on Thursday morning, leave the prayer request forms for Pam (ARPC Administrator) to include in the Wed Prayer concerns.
7. Bathroom items that are in bins on the RITI Supply Closet shelves include: Razors, toothbrushes, toothpaste, combs, deodorant, medicines, etc. We have a limited supply of these items; therefore, you need to let the guests know that if they need something, they should ask. We also have an iron and hair dryer to use during their stay.

### **Preparing for Thursday am: 8 - 9 PM on Wednesday**

1. Clean up and remove any additional flatware, cups, etc. that might be left on the tables from dinner. Leave the salt and pepper on the table. Take any of the empty tea and lemonade containers to the kitchen and be sure that there is a pitcher of water with cups available for overnight. You will not have as many extra people for breakfast, so you can take one of the tables down and put it away if you like.
2. Reset the tables with clean napkins and plastic silverware (usually just forks and knives) for the breakfast meal.
3. Make sure you have received all 14 lunches. If you haven't received them by 8:30 P.M., call Brenley Ogden.
4. Pre-measure coffee for one pot of coffee ( $\frac{1}{4}$  -  $\frac{1}{2}$  cups PER POT). Fill one coffee pot and one pitcher with water and place them on the coffee stand – ready for the morning.
5. At 9:00 PM (or before, if guests are sleeping) turn the gym lights off. Before turning them off lock up the kitchen, the Clothing Closet, and the RITI Linen Room, and the RITI Supply Closet. Lock all outside doors.
6. Set an alarm clock for 4:50 AM.

## Thursday AM Breakfast

1. Get up between 4:50 and 4:55 and get yourself dressed. Make one pot of coffee.
2. Wake the guests at 5:10-5:15 AM to get dressed and have their beds and laundry put away BEFORE breakfast.
3. Help guide the guests with where they need to put their sheets, pillows and blankets.
4. Remind the guests to return any sweatshirts and sweatpants that they might have borrowed.
5. When breakfast is ready, advise guests to pick up their plates at the kitchen window.
6. Guests are responsible for throwing away their trash after the meal.

## Guest Departure 6:15 AM

1. Gather lunches from the refrigerator and hand them out to guests before they board the van.

## Cleanup

Please complete as many items as you can before you leave. Notify Brenley if everything is not completed.

1. As discussed earlier, before leaving, our guests should have stripped their beds and placed all linens in their pillowcases. Place the filled pillowcases into 3-4 laundry baskets at the gym door.
2. Make sure there are 14 large zip-lock bags in the bottom of one of the laundry baskets. We use these to place the clean sheets in following laundering to keep them clean.
3. When all laundry is gathered and after our guests have left, place the laundry baskets with the dirty linens and sweatshirts/pants outside by the front door for pick-up by the weekly linen laundry volunteers.
4. Bring 10 of the aero beds to the RITI Linen Room and the remaining four beds to the last classroom on the right. All beds should be placed on the floor, do not put them on top of anything. Guests may often offer to help with this, which is always wonderful. The beds should not be drug across the floor, carry them, or place them on the cart and pull the cart to the storage areas. If using the cart, you can get two beds on the cart at a time.  
**Do not deflate the beds.**
3. Have the guests fold the blankets and put them in the baskets on the cart in the middle of the gym floor. Pillows can go here as well.
4. The last thing to do is roll the big cart into the Linen Room
5. Throw away any the opened soap bars and small shampoo bottles.
6. Put the larger round orange and blue baskets of toiletries (in the bathrooms) back into the RITI Supply Closet.
7. Hang the floor mats over the shower rod to dry.
8. Check the toilet areas to be sure there is no trash, and the toilets are all flushed.
9. Please wipe off, fold and store the tablecloths from the dining room on the RITI shelves in the Supply Closet.
10. Return the salt and pepper shakers to the kitchen. Return any leftover butter and jellies to the fridge in the kitchen.
11. Put the tables and chairs away.
12. Vacuum the carpet if possible.
13. Empty the outside ashtray cans of cigarettes and put them in Linen Room on the floor just inside the door to the right.

14. Make sure all the bathroom lights in the gym and in the hallway are off and that all doors are locked – the clothing closet, the last classroom on the right, the Linen Room, the RITI Supply Closet, the kitchen doors and the gym doors.

### **Sick Guest**

1. If a guest is sick with a cold or general aches or pains, we have some medicines in the RITI Supply Closet in the drawer labeled medicine.
2. If the guest is very sick, treat only with above items and report to Roof Above that night or in the morning. They will help them get care.
3. If the guest is critically ill and it is an emergency (judge this as you would with yourself or your children), call 911.
4. There is a first aid kit on the shelf in the Supply Closet if you should have to perform any minor first aid. Please use the gloves provided on the shelves when performing any first aid. Most of the guests can take care of themselves if you provide them with the material from the kit.

### **Disorderly Conduct (information from RITI manual)**

1. Take whatever action is necessary to reduce conflict. Try to resolve differences peacefully but know your limits.
2. TELL THE GUEST YOU WILL CALL ROOF ABOVE MINISTRY TO HELP YOU RESOLVE THIS PROBLEM (they usually do not want us to call them). Our coordinator's number is on the RITI contact list posted in the RITI closet.
3. Never put hands on the guests.
4. Call 911 if the situation escalates.
5. Notify us of the incident and we will make sure the RITI coordinator is aware of what occurred.
6. Let us know if a guest has been more difficult than normal – we can request that this guest not come back to our facility.

Please know that in the 20 years we have participated in RITI, notifying officials has happened less 5 time. Our guests are usually very grateful for what they receive at ARPC!! God is so good!!

### **Snow Plan**

In the event of snow, a decision TO CANCEL will be made by NOON. We will contact you if we must cancel or have no power.

Welcome to Albemarle Road Presbyterian Church!

We are pleased to host you this evening!

Schedule:

Evening:

- 5:30-6:00 Welcome and review of schedule
- 6:00 6:30 Guest Laundry should be bagged and ready to be taken to the Laundromat; Showers can be taken
- 6:45-7:15 Dinner is served
- 7:15-9:30 Evening Activities; or Showers and Clean-up
- 9:00 Lights out in Gym; Doors are locked

Morning:

- 5:15 AM Wake up
- 5:45-6:15 Breakfast
- 6:15-6:30 Van leaves to the Transit Center

Please help us out by:

Smoking outside only to the left of the front door. Please place cigarette butts in cans by the front door. Use the front door only; opening the side doors lets cold air in the gym

Doors are locked at 9:00pm.

Pick up any trash around the dining room after meals.

Place wet towels in the laundry baskets at the main gym door.

When showering, we provide large bottles of shampoo, rinse and body wash in an orange basket by the shower, in both the men and women’s bathrooms. Please use these products for your showering needs, but DO NOT remove these large bottles as they will be needed by other guests. If you need additional soaps, shampoo, or toiletries, please help yourself to the small bottles in the blue supply baskets on the Oak cabinet Thank you!

In the morning, we ask that you strip the beds and place all of your sheets in your pillow case. Place the filled pillowcases into one of the four laundry baskets at the gym double doors. And if you have borrowed sweatpants or shirts, please place them in the front laundry baskets as well.

Please fold your blankets and put them in the blanket baskets.

Please let us know if you:

- Need any other toiletries.
- You are not feeling well. We might be able to help you.
- Have any other needs or concerns we can help you with.

We hope you feel welcome here! You are in our prayers.

## LINEN LAUNDRY PICK UP

## Single Laundry Volunteer

Thank you for volunteering to wash the sheets, towels, dish towels and sweat suits for RITI.

1. The laundry will be normally be in 3-4 laundry baskets. The baskets will be placed outside the FLC front door on Thursday morning by 7:00 A.M.

2. The laundry needs to be picked up on Thursday.

3. **Linens:**

Please wash the bed linens in warm or hot water. **DO NOT use bleach with any of the sheets.** We suggest using a scoop of OXI-Clean along with regular detergent for each load.

When clean and dry, fold the sheets and put a matching set in the plastic bags provided. Each plastic bag SET should contain a top sheet, bottom sheet, and a pillowcase. Please press out any extra air and seal the bags with the zip lock at the top.

4. **Sweat shirts or sweat pants:**

Do not wash the sweat pants or sweat shirts with the towels or the sheets; please wash them in their own load. When finished place together in a basket.

5. **Towels:**

If you have both light and dark colored towels, separate in separate loads. **DO NOT use bleach with any of the colored towels.** We suggest using a scoop of OXI-Clean along with regular detergent for each load.

To help keep the towel shelves orderly, **please fold the towels as follows:**

**Bath towels:** fold in thirds (1/3) the long way first, and then in thirds (1/3's) one more time to finish the fold.

**Hand towels:** fold in thirds (1/3's) the long way first and then in half (1/2) to finish the fold.

**Washcloths:** fold in quarters

**Dishtowels and cloths:** Towels can be folded the same way as the hand towels; and dish cloths in quarters.

6. When complete, place all towel items in a basket. No need to put them in any plastic bags. Return the laundry to the FLC no later than Tuesday evening the following week, as we will reuse most of the items for the next RITI night on Wednesday. You may need to go by the church office to have Pam (the church secretary), let you into the Family Life Center.

You may also leave the laundry with Pam, but **please notify Brenley Ogden if you do this.** ARPC covenant partners may want to return the laundry on Sunday.



## Lunch Preparation

Thank you for volunteering to prepare lunches.

If you have signed up with a partner, you are responsible for 6 lunches each. If not, please plan to bring 12 lunches.

1. The lunches should consist of:
  - a. 2 sandwiches
  - b. Chips
  - c. Fruit
  - d. Dessert
  - e. Bottled water or canned drink.
2. Pack the lunches in a Plastic Grocery Bag with handles as it is easier for the guests to carry. Some preparers purchase inexpensive reusable bags with handles to bring the lunches in.
3. Deliver the lunches to the Family Life Center (FLC) no later than 8:30 PM Wednesday night. Someone will be at the FLC by 4:00 PM.
4. If needed, you can leave your lunches in the refrigerator in Calvin Hall on Wednesday before 4 PM. If you do use this delivery option, please contact Brenley Ogden (704-236-3833) so arrangements can be made to take your lunches up to the FLC that evening.
5. Please let the innkeepers know when you have placed the lunches in the FLC refrigerator.

Thank you for serving the Room In the Inn Ministry in this capacity!  
We know you are a blessing to many and hope you feel blessed in return!