

Room In The Inn

General Policies

Attitude:

- The homeless often feel that they are *different* and *undesireable*. Please use this opportunity to show them respect as human beings - no matter what their situation.
- If you are present at dinner, please sit down and visit with the neighbors during the meal. Please don't stand around and watch them eat or talk among yourselves. We want them to feel welcome.
- As a precaution, purses should be left at home.

Disruptive Neighbors

- The neighbors will each be given a welcome letter when they arrive, which spells out our policies. The main rule for the neighbors is: *Respect yourself, respect one another, and respect this church and our volunteers.*
- Occasionally we have a disruptive neighbor. Our policy towards that person is as follows:
 1. Review the rules with them and explain what they did wrong.
 2. Tell them that if they do it again, the police will be called and they will be escorted off church property. Make sure they understand that they will be barred from RITI for the remainder of the season.
 3. If the behavior continues, call 911. Due to our location, we can't have them just leave the building on their own, as they would at the uptown churches. We must call the police. Call your Monthly Director or the RITI Coordinator, no matter what time of night (numbers in the folder in the closet).

Emergencies

- **For any emergency, call 911 (ambulance for medical, police for crime).** For **behavioral problems** during the night, call 24 Hour Behavioral Health Services Hotline at **704-444-2400**. Call your Monthly Director, no matter what time of night (numbers in front of this folder & in closet). You can also try **Officer Scott Jeffers**, who lives directly across the street and is a PPC member. He can help when he is not on duty.
- The first aid kit is located in the RITI closet in the lounge. Be sure to wear plastic gloves and, if you know how to administer CPR and it is required until the ambulance arrives, use a disposable Face Shield (found in a small paper envelope in the first aid kit).

Clothing Distribution:

- If the neighbors ask for clothing other than that listed in these instructions, tell them they can go to Crisis Assistance Ministry for help. Urban Ministries can give them more information. We can't give them clothing, because it is sometimes sold on the street.

Neighbor Screening:

- Neighbors are screened at Urban Ministries, uptown, where they must pass a Breathalyzer test and where basic information is collected.
- They must have either a photo ID or a half sheet ID paper with the Urban Ministries logo, their name, the date, and the signature of an UM director.

Snow Plan

- Snow Plan is posted on bulletin board in closet. Monthly Director will contact Host Leader if weather is threatening.
- If severe weather is forecasted before 4:00 pm on Wednesday, we will cancel RITI for that night.
- If the Charlotte-Mecklenberg School System cancels school due to severe weather, the van driver must take the neighbors to the bus stop located in the Harris Teeter parking lot at Lawyers Rd. & Hwy 51. **No exceptions.** The van driver can also take them to the bus stop anytime he feels uncomfortable with the weather. Bus Tokens or bus fare is located in the RITI closet, medical drawer.
- If the electricity is out, emergency breakfast supplies are located in the closet.

Closet Supplies for guests:

- Any medicine in the drawer is safe to give. The cough medicine is non-alcoholic. Keep track of when and how much you administer.
- Clothing, if the guest asks, can be provided as follows:
 - 1 underwear
 - 1 t-Shirt
 - 1 pair of socks
 - 1 hat or pair of gloves
 (These are the only clothes we can supply according to the RITI rules)
- Basketballs, BINGO, magazines, etc. Be sure to collect before lights go out and return to closet.