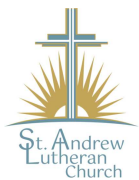


Overview



Each year from November through March we at St. Andrew Lutheran Church (SALC) host overnight “guests” from Room in the Inn’s (RITI) Winter Shelter Program. Several Fridays each month, we bring seven guests from RITI (Nashville) to our church. We offer them a warm meal, a bit of fellowship, a shower, basic supplies, and a warm safe place to sleep for the night. The following morning, we take them to breakfast at Waffle House and return them to RITI.

Most importantly we show them we care about them, engage them in conversation, learn their names, and show them Christian hospitality, love, and respect. Each night we host a group of men, a team of 9-10 volunteers is required. Volunteer tasks are broken into six rolls; an overview of each is listed below along with a link to a timeline and detailed responsibilities.

Setup:

On Friday one or two volunteers get the church ready for our guests. This normally takes one to two hours and consists of:

- Setting up and making beds for our guests and overnight hosts
- Setting out towels and supplies
- Arranging furniture and partitions

Dinner Hosts:

Friday evening from 4:00 to 7:00, one or two groups or families prepare and serve dinner to our guests and volunteers.

- Prepare food at home or the church for 12-15 people
- Set tables and serve our guests
- Eat and engage in conversation with our guests
- Clean up dishes and the kitchen

Driver:

Transport our guests to and from Room in the Inn, Nashville using a rental van.

- Pick up the rental van Friday afternoon
- Pick up our guests at RITI and arrive at church around 6:30
- Optional - have dinner with our guests Friday evening
- Treat our guests to Waffle House and return them to RITI Saturday morning between 6:00 and 6:45 to draw tickets for the next night.

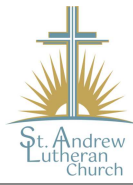
Overnight Hosts:

Room in the Inn 24 hour Emergency Contact
Dave Hess
Jim Adams

(615) 251-7064
(321) 698-4574
(615) 906-2912



Overview



Two men spend the night at the church.

- Dine with our guests and make them feel comfortable
- Oversee the use of the showers and other facilities
- Offer hygiene, comfort, and clothing items to our guests
- Clean and straighten up the church Saturday morning

Sack Lunches:

Prepare a sack lunch for each guest to take with them Saturday morning

Laundry:

Wash towels and linens from Friday night's stay

- Pick up laundry at the church Saturday or Sunday
- Return clean laundry to the church the next weekend

General Information:

Hospitality

All volunteers should show the level of hospitality and friendliness to our guests as though they were guests in your own home. Friendliness, respect, and genuine interest in the guests are key to their comfort in these new, temporary surroundings. The driver will place a guest roster on the kitchen counter - this is a great way to learn their names. Engage them - we usually find interesting, even incredible stories associated with many of these folks.

Oversight and Emergencies (Location of the First Aid Kit and AED)



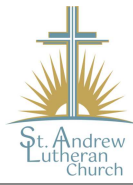
Volunteers should monitor the church and our guests for their well-being, comfort and safety. If issues arise that you are unsure how to resolve, don't hesitate to **call the Room in the Inn 24 hour number (posted on kitchen vent hood and below) or one of the RITI coordinators. For emergencies, dial 911.**

Room in the Inn 24 hour Emergency Contact
Dave Hess
Jim Adams

(615) 251-7064
(321) 698-4574
(615) 906-2912



Setup

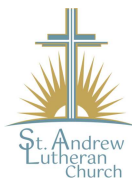


Setup should be complete by 5:00pm on winter shelter nights

- ☐ Coordinate church access with Sarah or the RITI team a day or two in advance
- ☐ Set up a table outside the kitchen and arrange personal items in bins stored in the RITI closet
- ☐ Roll out the clothing rack and place in a prominent place
- ☐ Place the towel bin and laundry basket downstairs in the hallway between the bathrooms; open the bin and remove the laundry bag
- ☐ Cots / sleeping:
 - ☐ Place hosts cots in the library and choir rooms
 - ☐ Arrange 7 cots on the 2 walls furthest from the entrance
 - ☐ Make up all 9 cots with mattress covers and two sheets
 - ☐ Place 2 pillows with cases on each cot (18 total)
 - ☐ Place a chair and extension cord by each cot for guest use
 - ☐ Cover the two ceiling security lights with the custom (black) light covers (Velcro). Use the ladder from downstairs at the bottom of the stairwell - ***if you are uncomfortable on a ladder, leave this for someone else.***
 - ☐ Use the 5 dividers to provide privacy between guest cots - note these must be tipped to get through doorways
- ☐ Set up tables appropriate for the meal. Try to arrange the setting to enhance dialog, conversation, and interaction with guests and volunteers



Diner Host



Suggestions / Information

- Coordinate church access with Sarah or the RITI team a day or two in advance
- Ask the driver if there are plans to go to Waffle House. If not you will need to leave breakfast - this can be juice, milk, bananas, cereal or something more elaborate if you choose.
- Please refrain from serving spicy or high sodium food
- Some guests have trouble chewing foods such as raw vegetables, apples, hard breads, and tough cuts of meat
- Fried chicken (a favorite), Stews, spaghetti, chili (not too spicy) and other comfort foods along with breads, salads, drinks and desserts are always a hit
- Drinks should include water, coffee, and some type of juice (lemonade, etc.)
- There should be enough food for 12-15 guests and volunteers
- Please serve our guests cafeteria style, not family or buffet style

~4:00 to 6:00:

- ☐ Dinner preparation and setup
- ☐ Make a pot of coffee and set it out before the guests arrive. Instructions can be found in the kitchen next to the coffee pot
- ☐ Close off access to administrative offices and the rest of the church with furniture located in the admin foyer

6:00 to 7:00:

- ☐ Arrange for someone to say a brief dinner prayer
- ☐ Serve dinner

7:00 to 8:00:

- ☐ Wash dishes and clean the kitchen
- ☐ Feel free to leave out some food - some men like a snack later in the evening
- ☐ Make sure overnight hosts know where breakfast food is located if applicable



Be sure to contact a RITI coordinator for a Waffle House gift card

4:45 - Pick up the van

- ☐ Pick up rental van at 455 Duke Drive, Franklin, TN, 37067 (far east end of the parking lot). You will receive an email on Friday with a link for the check-in process which will require you to take some pictures of the van on your phone. The lock box referred to is located on the driver's side window.
- ☐ Drive to Room in the Inn: 705 Drexel Street, Nashville, TN 37203
- ☐ Enter through the first gate - if it's not open, push the button on the intercom and announce yourself as St Andrew Lutheran Church.

5:30 - Pick up

- ☐ A worker will bring you seven guests, seven blankets, and a guest roster
- ☐ *Optional: text a picture of the roster to the other volunteers so they can learn their names before arriving to the church*
- ☐ Introduce yourself to the guests and and tell them where you're taking them and what to expect (dinner, shower, Waffle House, etc)
- ☐ Head to the church

6:00 to 6:30 - Arrive at Church

- ☐ Bring in blankets and leave roster on the kitchen counter
- ☐ Staying for dinner is encouraged but not required

Saturday 5:15 am, *Note, the men should be back by 6:45 am to get a ticket for the next night's shelter*

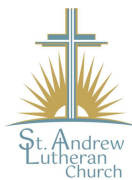
- ☐ Collect blankets and the roster
- ☐ Fill in (estimate) volunteer hours on the roster form
- ☐ Make sure each guest has a sack lunch
- ☐ **Head to Waffle House by 5:25** - tell the guests "breakfast is on us"
- ☐ Drop off the men, blankets, and roster at RITI
- ☐ Check under the seats for anything left behind

7:00 - Van drop off

- ☐ Fill up the gas tank
- ☐ Drop off the van in the same place it was picked up. "Check-in" with the same link used during pick-up.



Overnight Host



*Hosts usually prefer to sleep in one of the rooms adjacent to the fellowship hall. Cots, sheets, and pillows are provided - **be sure to bring a blanket***

6:00 - Welcome guests and provide them with basic information including:

- ☐ Restroom and water fountain locations
- ☐ Smoking location - outside admin entrance (prop door open as it will automatically lock)
- ☐ Showers are available after dinner
- ☐ Encourage them to help themselves to clothing and personal items
- ☐ Breakfast at Waffle House (if applicable)
- ☐ Adjust the temperature as needed using the thermostat outside the choir room

7:00 (after dinner)

- ☐ Offer showers to anyone who wants one
 - ☐ Clean towels and bath cloths are in the hallway outside the showers; used towels can be placed in the laundry basket
 - ☐ Soap, shampoo, razors, etc are on the shelves next to the showers
- ☐ Optional: Play a movie or have games and snacks available in the admin wing away from the men who want to go to bed early

8:00 to 9:00

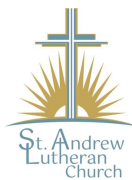
- ☐ Lock outside doors using the small round black button above the keypad
- ☐ Dim lights when guests begin to retire
- ☐ Turn off all lights when everyone is in bed

Saturday 5:00am

- ☐ Turn on lights and wake up guests - some need nudging
 - ☐ Tip: turn on Live TV to ABC 5am news - and turn up volume (will need to plug in and extend antenna on back of TV)
- ☐ Collect blankets in the plastic bag and give to the driver
- ☐ Make sure each guest has a sack lunch before leaving
- ☐ **Guests should leave by 5:25 am**
- ☐ If not going to Waffle House, make coffee and set out the breakfast food provided by the dinner host



Overnight Host



Saturday Cleanup

Upstairs:

- ☐ Restore access to the admin area
- ☐ Place mattress covers, sheets, and pillow cases in laundry bag marked "linens" and leave outside RITI closets
- ☐ Return TV cart to library
- ☐ Remove and stow security light covers and library window shade in the closet, put away the ladder
- ☐ Place all RITI supplies and bins in the RITI closet
- ☐ Put away "supplies" table outside kitchen
- ☐ Clean up used spaces including fellowship hall, restrooms, and kitchen (check ladies' rooms too, just in case)
- ☐ Replace paper products as needed which can be found in the sacristy utility room
- ☐ Collapse dividers and store against the wall between the music office and the classroom.
- ☐ Fold and stow the cots - 6 in the closets by the admin area and the larger ones behind the dividers
- ☐ Stow the clothing rack behind the dividers
- ☐ Set up the fellowship hall furniture per the photo on the wall
- ☐ Check outside for cigarette butts
- ☐ Put the trash in the dumpster and reline the trash cans
- ☐ Set the thermostat back to 67°

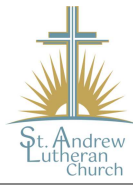
Downstairs:

- ☐ Straighten up shower areas and throw away empty / used items
- ☐ Note any supplies that are getting low and let Jim or Dave know
- ☐ Put used towels (including kitchen), wash cloths, and bath mats in the laundry bag marked "towels"
- ☐ Place laundry bag upstairs outside the RITI closet
- ☐ Put unused towel bin and laundry basket upstairs in the RITI closet

When leaving, lock the doors and set the alarm - tap the picture on the alarm panel then press the green unlock icon followed by "Arm Away". You will have 60 seconds to exit.



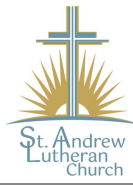
Sack Lunches



- Seven sack lunches are needed by Friday evening. **Please use plastic grocery bags** instead of paper bags as these are easier to carry.
- Recommendations include 2 sandwiches, fruit, dessert, chips, water, granola bar(s), etc. sufficient for a hungry man in the winter
- Feel free to add a personal touch (note, decorated bag, candy, etc)
- Lunches should be left in the storage room refrigerator, across the hall from the kitchen by Friday evening
- If you would like to join our guests for dinner, you can bring the lunches at that time. Just make sure to let the dinner host know you're coming.
- If dropping off lunches prior to Friday evening, be sure to coordinate church access with Sarah or the RITI team a day or two in advance



Laundry



- ☐ **Saturday or Sunday:** Pick up the two laundry bags outside the RITI closets. One bag contains wet towels and bath cloths and should get immediate attention. If needed, contact a RITI coordinator for access to the church
- ☐ Please wash, dry, fold, and return laundry by the following weekend if possible. We will need to use them again approximately two weeks later
- ☐ Kitchen laundry should be returned to the towel drawer(s) in the kitchen.
- ☐ Shower towels, bath cloths, hand towels, and bath mats should be placed in one bin along with the laundry bag
- ☐ Sheets and pillow cases should be placed in the second bin
- ☐ Mattress pads and the laundry bag should be placed in the third bin

