

## FACILITY COURTESIES

Libraries, churches, etc.

Be respectful of all church/site property & of each congregation/organization's Rules. This would include attitude and actions as well as avoiding inappropriate dress. Familiarize yourself with the Library rules.

Guests must stay in designated areas only. Ask. Don't make assumptions. *Always return to meeting room immediately following bathroom/smoke breaks.*

DO NOT wander around facility alone.

Leave premises in same, if not better condition than you found it.

Guests will be issued an ID badge to be worn at ALL Facilities for admission to same. If lost or stolen, report immediately. A replacement will be issued for \$10. They are to be returned to staff upon exit from the program.

No theft of property from facility, volunteers or other guests. Do not bring excess 'baggage' into facilities. Limit yourself to ONE backpack OR small duffel bag..

No Violating "quiet time" after lights out.

Personal laundry is to be kept clean. One of our church sponsors provides laundry tokens which may be secured from the Innkeeper. We expect you to do your own laundry on a regular basis outside of program hours (i.e. not between 5 pm and 6 a.m., whatever day is convenient for your schedule.)

If a guest leaves the premises **without prior written approval** at any point during the evening (or designated time frame), they are not allowed to return.

Guests are required to attend church functions held at the "host" church while staying with RITI.\* While attending site functions:

-We'll sit/stay together as a group.

-We'll find the center most location (or forward) in the service / sanctuary, etc..

-Assist new guests to the appropriate area.

-Use courtesy such as: be early, arriving prior to scheduled starting time, don't leave during the event, (i.e go to the bathroom before entering!), refrain from conversation, and from cell phone usage – both for conversations, texting, games, internet, etc. . be sure to SILENCE your phone during event times, speak to supporters and church goers, thanking them for allowing the use of their building, etc.

Any reported inappropriate activity by the facility will result in an automatic night out of the program. and/or permanent expulsion from site or program.

*\*see Innkeeper or STAFF for exceptions.*

## Labor Now

Our goal at Room in the Inn is to provide you with the basic needs of food and shelter while aiding you in the process of getting back on your feet. Once available, all Room in the Inn non-employed or under-employed guests will participate in the Bullitt County "Labor Now" on a daily basis until permanent, regular employment has been secured. The exception will be confirmed job interviews.

## ATTITUDE OF GRATITUDE

**Agree** to "pay it forward" by making yourself available to help other guests as needed, or staff & ministry related projects as well as community service opportunities. If guests are not employed or 'under-employed' you will be expected to "volunteer" as requested. All guests will 'volunteer' in some capacity. Guests Services Representatives will work with you to determine availability and opportunities.

**Agree** to work with Heart of My City staff to create an "exit strategy plan" and be accountable to weekly status updates

**Don't** ask the churches or volunteers for any more than what is being offered.

**Don't** be guilty of 'pan-handling' around the area where you're staying or guests are congregating. (i.e. Library)

If you need something, always discuss your needs with Heart of My City staff.

## EXCEPTIONS & CONSEQUENCES

**All exceptions are to be noted in writing and initialed by staff and guest. As per the input form, breaking any of the "Rules" may result in consequences RANGING from a suspension for a minimum of one (1) day up to permanent suspension from a specific congregation or expulsion from the program entirely.**

Room in the Inn -

**Bullitt County**

*A Heart of My City, Inc. Ministry*



**Structure + Accountability = Self-Sufficiency**

**Guest & Volunteer**

**Policies & Procedures**

## RESPECT

Show Respect to/for: Yourself, Other Guests, Volunteers, Church Property and Personnel. All disputes, disagreements, arguments, etc must be dealt with out of hearing range of other guests and volunteers. Altercations will result in immediate expulsion.

The Innkeeper has the full authority to enforce all rules. Please honor the 'chain of command'.

## SLEEPING ARRANGEMENTS AND SITE PROVISIONS

If single large room – men and women will be on separate sides with children next to chosen parent

If two rooms are available, men will be in one and women in the other. Again children will stay with parent of choice.

If legally married couples are present, we will **attempt** to accommodate in separate rooms (when available and practical)

Personal bags or luggage are currently limited to one backpack and one small storage container. Don't bring more than you can carry on a daily basis. All bags/storage containers must be marked with guest name. Bags/containers admitted are subject to search at any time. Any belongs left after guest departure will be subject to disposal or contribution.

Heart of My City, INC P O Box 508, Mt. Washington, KY  
40047 502-714-3742 [www.heartofmycity.org](http://www.heartofmycity.org)

Policies & procedures updated 4-5-18

## SLEEPING ARRANGEMENTS & SITE PROVISIONS Cont'd.

**Bedding.** Each person is assigned a bedding # and will have two sets of linens, one for use each week along with a bedding carry bag, pillow, and blanket. The Bedding bag is for storing bedding ONLY.

We have volunteers who wash the linens on a weekly basis for us. Wednesday mornings (or whenever it is requested), place sheets inside the pillow case and load up with cots. A fresh set will be waiting for you at Wednesday's church site.

If your bedding is soiled prior to the weekly washing, report it and turn it in for a new set to be assigned. When possible, make every attempt to rinse soil from bedding and allow to air dry before putting in plastic bag, or better still... launder bedding when you do your personal laundry.

**ALL** sleeping surfaces (cots, chairs, etc.) **MUST** be covered with a sheet and pillows **MUST** have a pillow case. Always use a top sheet between yourself and the blanket. This helps reduce the frequency for having to wash blankets and cots and makes them last longer!

Upon leaving the shelter, please put ALL linens in the bedding bag along with the blanket and pillow which will be laundered and prepared for use by the next guest.

**Parents must be responsible for their own children** at all times. Don't expect other guests or innkeeper to take charge of your children. It is not a baby-sitting service. This includes taking steps necessary to have children ready to be quiet and in bed by Lights Out time.

'Lights out' is at 10:00 p.m. Please respect the need for other guests to get adequate sleep and to rise early for work. Exceptions may be made by mutual agreement with the Innkeeper. (i.e. a later lights out on Friday night for a group movie, etc.)

**No electronics** permitted during program hours. Phones & computers are to be checked in each evening with the Innkeeper. Other exceptions may be discussed and noted in writing.

## SCHEDULES & TRANSPORTATION

**SCHEDULES.** Guests must post work schedules and any scheduled meetings. (see staff for location of calendar). We need at least two days' notice to properly notify our host churches of meal count. Meals are only prepared for the **guests who are in attendance at meal time.** If a guest has been **pre-approved** to arrive after meal time, the guest is responsible for asking the innkeeper to prepare a plate to be held.

Once committed to the program, nightly attendance, including mealtime and subsequent evening functions are **mandatory.** Exceptions **may be** made for **pre-approved and posted** schedule conflicts for jobs, or mandatory meetings/therapies, etc.

**TRANSPORTATION.** ~~Room In The Inn~~ provides transportation at no cost to the guests for travel from daily pick up site to church locations for the evening and again reversed in the morning. The RITI van will also, at no cost to the guest, make pick-ups or drop-offs at job sites **WHEN** it is within 5 minutes of the normal time frame for our routine schedule for timely arrival to ultimate destination. The guest must work with the innkeeper to determine if the schedules will coincide.

If the guest needs transportation outside our routine schedule it will be up to the guest to secure said transportation.

Transportation assistance may be available (during first two weeks at no cost). Guest must include request on nightly 'Transportation Needs' form. Ask for further information regarding transportation assistance opportunities.

**ALL EXCEPTIONS ARE TO BE NOTED IN WRITING AND INITIALED BY STAFF AND GUEST. THE STAFF RESERVES THE RIGHT TO MAKE CHANGES TO THE RULES AS NEEDED. See back pg.**

Inside center panel  
Updated 4-5-18

## BEHAVIOR and COMMON COURTESIES

Guests are expected to shower no less than once every three days. See Innkeeper for information on shower availability and passes along with a 'basic essentials' bag of hygiene items. If Innkeeper or another guest indicates you are in need of bathing, you are expected to at a minimum take a 'sponge' bath with the provisions we've made available.

**No weapons allowed.** (*or anything perceived as a weapon*)

**No violence or fighting, nor Verbal Abuse nor Argumentative Behaviors.** This includes 'couples'. Regardless of the issue, BOTH parties will be expelled.

**Parents,** you are responsible for maintaining order with your children. (i.e. keep food and drink confined to appropriate areas, no running inside the facility, using an 'inside voice')

**No unwanted touching or 'attention'. No sexual Harassment or Interaction. No discriminating actions.**

**No unprescribed drugs or alcohol.** Must not be under the influence of any controlled substance, nor alcohol. Random testing will occur and each guest will be expected to cover the cost of such testing, including follow-ups if required.

**No smoking or smoking products or substitutes allowed inside any facility or vehicle we occupy.**

**No Smoking,** smoking products or substitutes except in designated outside areas **if allowed.**

**Note:** each church has specific areas where smoking may be allowed. Do not leave any evidence that you were there, future privilege may be revoked.

Smoke breaks (**where allowed**) are limited to two per evening. One (seven minute) after dinner, and one (10 minute) before bed. **Both times will be under the direction of the Innkeeper.** Morning breaks will be determined by innkeeper based on time available.

**CHAIN OF COMMAND**

**Always take issues and questions to the next person above you in the chain of command.**

**STAFF** Board of Directors  
Guest Services Representative  
Guest Services Assistants

**ASSOCIATES:** Innkeeper (Guest)  
Innkeeper (Site)  
Innkeepers Assistants (drivers, monitors, etc)