



# Volunteer Handbook

“His Workmanship at Work”

April 2, 2013 (Version 2.0)

This Handbook has been designed to provide potential and existing Volunteers with information about serving with Red Bird Mission and Clinic. It complements the existing Red Bird Mission and Clinic (RBM/RBC) Manuals, policies and procedures. In any case where there appears to be any conflict between this Volunteer Handbook and RBM/RBC Manuals, policies or procedures, the Manuals, policies and procedures will take precedence.

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# Welcome

**Ephesian 2:10** Volunteers are indeed VIPs at Red Bird Mission and Clinic. The time, effort and expertise shared by volunteers, greatly enhances the ministries of Red Bird.

This pamphlet has been prepared to help make the stay and work of volunteer staff as comfortable and productive as possible. Staff persons and volunteers who have been at Red Bird Mission and Clinic for a time, stand ready to help in any way possible. If there is a question, be it a small matter or something major, volunteers should ask someone. No question is ever too insignificant to warrant an inquiry.

Please read and digest the material in this pamphlet.

It is important to do so before coming to the Red Bird Mission and Clinic campus; and bring it with you as it is an important resource while you are with us. This booklet and other important information about Red Bird Mission and Clinic may also be found on our website, [www.rbmission.org/volunteer](http://www.rbmission.org/volunteer).

Living the Life God has Given,

John W. Carwell  
Director of Human Resources  
and Information Systems  
Volunteer Coordinator

## Travel Suggestions

There are several routes by which volunteers may arrive at Queendale Center, where the Red Bird Mission and Clinic are located. Queendale is located on State Highway 66, about 26 miles north and east of Pineville, KY. Volunteers are asked to remember that travel in the mountains is slow. Double time should be allowed for normal calculations to travel mountain miles. For those unsure of driving on mountains roads, the recommended route is Route #1 below. This is definitely advised for those traveling with RV equipment.

### **Route #1 (Traveling North or South on I-75):**

Exit I-75 at London, KY (exit 41). Turn east on Hwy 80 and follow the signs for the Hal Rogers Parkway. Travel approximately 32 miles to Hwy 66 (exit 34). There will be Red Bird Mission signs at each turn. Turn left off the parkway. At the stop sign turn right (Hwy 66). Go about 6/10 of a mile to another stop sign. Turn right (this is 66/421). Go about 8/10 of a mile and turn left (heading toward Pineville) on Hwy 66. Travel approximately 16 miles on Hwy 66 and you will pass Red Bird Mission School on your right. Continue 4/10 of a mile and turn right onto the Red Bird Mission Campus at Queendale.

### **Route #2 (Traveling South on I-81 in Virginia to Tennessee):**

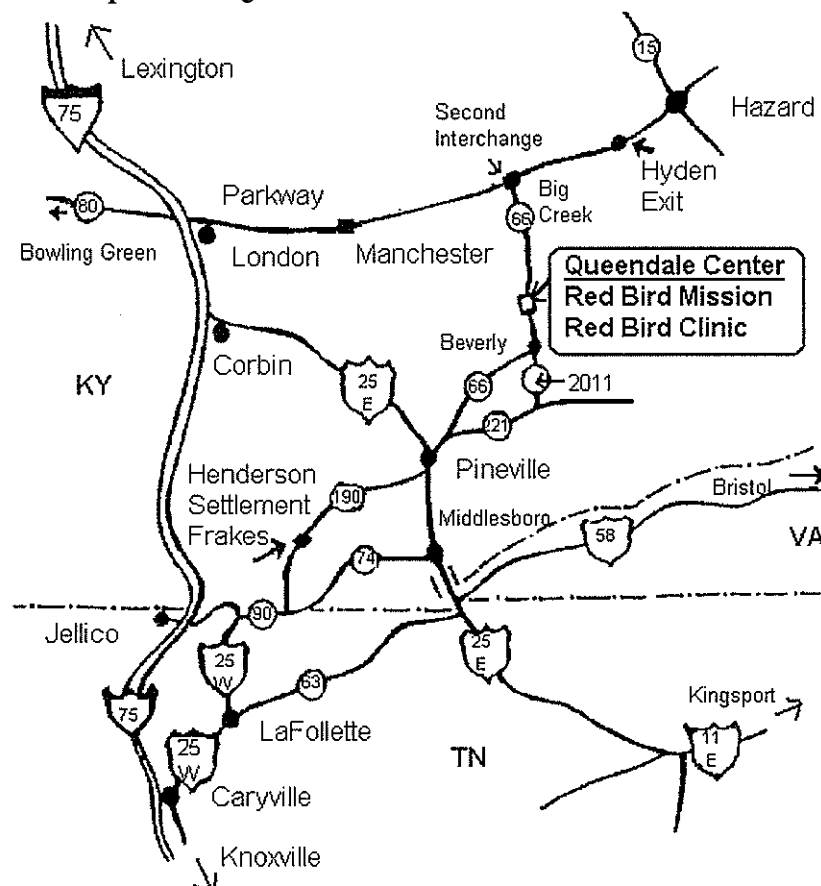
Volunteers traveling from the east on I-81 should take Exit 74 at Bristol, Tennessee on Hwy 11W. Head west toward Knoxville to junction of US 25E. Continue west on 25E/11W and travel approximately 3 miles to where 25E turns right toward Tazwell, TN. Turn right at the traffic light in Tazwell, and continue on 25E through Harrogate, the Cumberland Gap Tunnel, and Middlesboro, KY to Pineville (which is approximately 12 miles beyond Middlesboro). In Pineville take a right onto State Hwy 66 north (there is a sign for Red Bird Mission). Travel approximately 20 miles until you come to a "T." Turn left (staying on Hwy 66). Drive 6 miles then turn left onto the Red Bird Mission Campus at Queendale.

### Route #3: (An alternative to traveling over Red Bird Mountain on Route #2):

Following the directions in Route #2 through Pineville, turn onto State Hwy 66. Go about 1 ½ miles and turn right onto State Hwy 221. Travel about 8 miles toward Stoney Fork. After passing two sawmills on the right, there is a bridge and a sign saying “Red Bird Mission 15 miles.” Immediately after crossing the bridge, turn left onto Hwy 2011 (going under the railroad overpass). When you reach the “T” turn left (this is still Hwy 2011). This road will become Hwy 66. Drive 6 miles then turn left onto the Red Bird Mission Campus at Queendale.

### Route #4 (An alternative for those traveling North on I-75):

Volunteers from the south/southwest traveling on I-75 can take the Caryville, TN exit. Travel on Tennessee Hwy 63 through LaFollette to Harrogate, TN. Turn left onto Hwy 25E. Continue on 25E through Harrogate, the Cumberland Gap Tunnel, and Middlesboro, KY to Pineville (which is approximately 12 miles beyond Middlesboro). In Pineville take a right onto State Hwy 66 north (there is a sign for Red Bird Mission). Travel approximately 20 miles until you come to a “T.” Turn left (staying on Hwy 66). Drive 6 miles then turn left onto the Red Bird Mission Campus at Queendale.



Insert Queendale Campus Map Here

## Arrival on Campus and Housing

Housing is provided for all of our Volunteers. Most Volunteers will stay in the Volunteer Quarters unless they bring their own camper/trailer.

Once you cross the bridge onto our Queendale Campus, on your left you will see the Dental Clinic, Medical Clinic and Community Outreach building. On your right you will see the Red Bird Mission Administration Building (two story building). Travel between the two mentioned buildings curving left behind the building on your left. You will pass a residential house on your left. The next building is the Volunteer Quarters. Enter the Volunteer Quarters through the door closest to the “Volunteer Quarters” sign.

Please try to arrive at the Volunteer Quarters between 4:00pm – 5:30pm on the Sunday of your week of volunteering. There will be someone there to show you to your room and to help you get settled in for the week. We will serve supper at 5:30pm at the Cardinal House.

If you cannot arrive between 4:00pm and 5:30pm on Sunday, please contact the Volunteer Coordinator at (606) 598-3155 during the week or the Volunteer Quarters at (606) 598-1391 on Sunday. Please leave a message with your name and approximate arrive time. Please do your best to coordinate your travel to arrive in the specified time, we really want to enjoy our first evening together.

For those with recreational vehicles, there is small campground with full facilities located on the North end of the Queendale Campus. It is necessary to make advance requests for space. Hot showers are provided at the rest rooms adjacent to the campground.

## Guidelines for Living in the Volunteer Quarters

- Volunteers are asked to clean their rooms (see the room cleaning poster on your room door) and help with other areas of the Volunteer Quarters. A chore sign-up sheet is available on the bulletin board. Towels and bed linens are provided. When leaving, please wash all linens used and replace them in the designated area of your room.
- Please wash, dry and put away all dishes and cooking equipment immediately after use.
- There is a refrigerator and cabinet space designated for each room. The room numbers are posted on the doors.
- Cleaning supplies are in the laundry room and bathroom closets. Vacuums are in the closet down the hall from the laundry room.
- The Volunteer Quarters is a tobacco free area. No smoking or chewing tobacco is allowed within 50 feet of the building.
- Alcoholic beverages are not permitted in the Volunteer Quarters.
- Pets are not allowed in the Volunteer Quarters. Since there are so many Volunteers that stay in the building it is highly likely that some may have pet allergies.
- If you are the last one to leave the living room, kitchen, or any other room, please turn off the lights. Turn the television off and leave the air conditioners in the power-saver mode. Please help us conserve energy so that we can continue to provide valuable ministries to those in the Red Bird Valley area.
- Parking is available on the east side of the Volunteer Quarters (closest to the mountain) if garage space is available.
- Please be considerate of those that may go to bed early. Enjoy your time at Red Bird, but also keep other in mind if you keep late hours.



## **Employee Contact**

As a part of your service to Red Bird Mission and Clinic each Volunteer will be assigned an Employee Contact. This individual will get you started on the tasks planned for the week and will orient you to the ministry area you serve. If you have any questions, please feel free to talk with your Employee Contact or the Volunteer Coordinator.

## **Work Hours**

Hours vary in the different ministry areas at Red Bird. As a rule, Volunteers are expected to be on duty the same hours as those with whom they serve. No weekend work is expected. If for some reason you are unable to serve any of the time you are with us, please let your employee contact know.

Volunteers are encouraged to take advantage of special opportunities to learn about the area, even when those opportunities occur during the work week. However, please do not leave your assigned work place without informing your Employee Contact.

## Food and Meals

Cooking facilities, equipment and refrigerators are available in the Volunteer Quarters. It is best to bring your groceries with you on Sunday because of the distance you have to travel to get to a grocery store. Groceries can be obtained on your way to Red Bird in Middlesboro (50 minutes away – see Route #2, 3 & 4), Manchester (45 minutes away – see Route #1), and London (1 ¼ hour away – see Route #1). There are also plenty of dining options available in these towns.

There are also two small neighborhood convenience stores with limited food quantities and options:

Vernon Collett's Grocery located on Jack's Creek. When crossing the bridge leaving campus, turn left onto Hwy 66. Travel about 1 mile. Turn right onto Hwy 406. Vernon's will be on the left approximately **3 miles** up the road. Hours of operation are Monday through Saturday 8:30am to 9:00pm, Sundays from 1:30pm to 6:00pm. Vernon's also has a small grill that can prepare a number of different items. For more information, please see the menu in the Volunteer Quarters.

Osborne's Grocery located on Phillip's Fork. When crossing the bridge leaving campus, turn right onto Hwy 66. Travel about 1.2 mile and turn left onto Hwy 1850. Osborne's is a small cinder block building located on the right about a mile up 1850.

## On Campus Dining

During the Work Camp season (mid-March through mid-November) arrangements can be made to eat at the Cardinal House Cafeteria. These meals can be paid individually or for a full week. See the chart below for meal availability and costs:

Available Meals and Individual Meal Costs							
	Sun	Mon	Tues	Wed	Thurs	Fri	Sat
Breakfast	X	\$5	\$5	\$5	\$5	\$5	\$5
Lunch	X	\$5	\$5	X	\$5	\$5	X
Supper	X	\$6	\$6	X	\$6	\$6	X

An "X" indicates that no meal is available.

A full week work of meals can be purchased at a discounted cost of \$68 per person.

Lunch is served at the DeWall Senior Center on Tuesdays, Wednesdays, and Thursdays. Arrangements for eating meals at the Senior Center need to be made in advance so that the kitchen staff can be prepared. Please contact Community Outreach at (606) 598-0520 or stop by their office the day before you plan to dine with our Senior Citizens.

If you are volunteering at the School you may eat breakfast and/or lunch with the teachers at a small cost per meal. Breakfast (\$2.50) is served from 7:30am to 8:00am. Lunch (\$3.50) is served from 11:15am to 12 noon.

## Medical Aid

Every Volunteer is required to have some type of medical insurance while they are serving at Red Bird. Some health issues can be handled at the Red Bird Clinic. A doctor, physician's assistant, and dentist are on duty during regular clinic operating hours. After clinic hours, emergency treatment is available by calling 911. An ambulance service is available in our area for extreme emergencies.

Special arrangements have been made with the Dental Clinic to allow volunteers the same discounts available to employees when charges are paid at the time services are rendered. The discount applies to dentist's services only, not to laboratory or x-ray fees. If you obtain medical or dental care at the Red Bird Clinic, please tell the clinic office personnel that you are a volunteer. If an injury takes place while you are on our campus, please complete an "incident report" with your Employee Contact and notify the Volunteer Coordinator.

## Community Involvement Opportunities

Many Volunteers find contact with local residents through their assigned tasks. Others may not have the same opportunity. Those who have a special desire in this area should contact the Volunteer Coordinator for suggestions.

Some Volunteers may be interested in Senior Citizen's activities. There is a time for fellowship with this group at the DeWall Senior Center each Tuesday, Wednesday, and Thursday. Activities are planned and noon lunch is provided. Arrangements need to be made with the Community Outreach office a day or two in advance.

Frequently trips are planned through the Senior Center, and Volunteers may go, too, if proper arrangements are made in advance. Other areas of the Community Outreach may be available to a Volunteer. See the Director of Community Outreach for details.

## **Worship Opportunities**

Chapel services are held each Wednesday morning at 10:30am at the school and every Thursday at 8:15am in the Community Outreach Chapel. Services last no longer that 30 minutes.

A Bible Study for Volunteers is held each Wednesday night at 6:30pm in the living room of the Volunteer Quarters (unless otherwise posted). A number of churches have Bible Studies and fellowship times during the week. During the Work Camp season, Sunday evening worship is conducted at The Cardinal House.

Sunday services are held at nearby churches. The times of these services sometimes change, so please see the schedule posted in the Volunteer Quarters.

## **Local Evening Activities**

When Work Camp is in season, there are a few regular evening activities that Volunteers may be interested in:

- Mondays – Red Bird Mission Information Presentation at 7:30pm in the Cardinal House.
- Tuesdays – Craft Store is open and a mountain music presentation at 7:30 in the Craft Store.
- Thursdays – Talent/No Talent Night at 7:30pm in the Cardinal House.

For special School programs and other local events check out the bulletin board in the Volunteer Quarters or contact the Mission Office.

## **Clothing and Weather**

Weather conditions in the Red Bird area are hot and humid in the summer, cold in winter with some ice and snow, and delightful in the spring and fall with warm days and cool to cold nights. There are always exceptions, so plan accordingly. Fog is frequent, rain may be sudden showers, or all-day affairs during any season.

Dress for all events and work is informal, comfortable and modest. If you will be working in an office, dress casual business. If you will be working with the gardening or farming projects, dress to get dirty. If you have any questions or concerns, please contact the Volunteer Coordinator for assistance.

## **Laundry Facilities**

Laundry facilities are provided in the Volunteer Quarters for the use of all Volunteers. A community Laundromat is located between the Craft Store and the Cramer Room on the Queendale Campus. Facilities are open Monday – Saturday 8:30am to 10:00pm and closed on Sundays.

## **Check Cashing**

Generally speaking, checks of moderate size and traveler's checks may be cashed at the Mission Office, Community Store or the Craft Store. Out-of-town checks are generally not accepted in nearby stores and towns.

## **Gasoline and Diesel**

Osborne's and Collett's grocery stores (listed in the Food and Meals sections) have gas pumps. Most Volunteers make it a habit to fill their tanks before they arrive on campus. Middlesboro, Manchester, London and Pineville all have gas stations. Please do not leave these towns and head to Red Bird with less than a ¼ tank of gas.

## **Shopping**

Most needed services and products are obtainable in Pineville, Middlesboro, Manchester, and London. Each town has one or more banks, drug stores, garages, etc. Middlesboro has a dry cleaners/coin Laundromat. There is a theater at the Middlesboro Mall.

## **Newspapers, Radio and Television Stations**

Some FM stations may be found on the radio. The Hazard station, FM 101, carries school cancellations notices. No daily or Sunday newspapers are available for purchase on campus. A television is provided with basic cable service in the Volunteer Quarters.

## **Computer and Internet Access**

A computer is available in the living room area of the Volunteer Quarters. This computer is for the use of Volunteers to check email, surf the internet, and do any work that may be necessary. There is





There are two post offices available in the Red Bird area, Beverly Post Office (8 miles south of Red Bird Mission on Hwy 66) and the Roark Post Office (1.5 miles north of Red Bird Mission on Hwy 406).

## **Things To See And Do**

- Cumberland Falls State Park is located southwest of Corbin and features a 68 foot waterfall, hiking, and swimming.
- Cumberland Gap National Historic Park is just south of Middlesboro. There is a visitor center and a six mile drive to the Pinnacle Overlook which affords a view of parts of three states.
- Renfro Valley is north of London and has a country music show with a down-home theme. There are programs on weekends all year and nightly during the summer.
- Pine Mountain State Park, in Pineville, has beautiful mountain scenery and overlooks of the surrounding area. The Lodge there has a gift shop and restaurant.
- Big South Fork National Recreation Area has a scenic railway leading to a restored coal camp.
- Visits to Henderson Settlement, The Bennett Center of London, Camp O'Cumberlands, along with local churches and outreach centers can provide valuable insight into the spiritual life of the Red Bird Valley. Contact the Conference Office (606-598-5915) for more information and to schedule visits.

## **Preparing To Depart**

## Useful Phone Numbers

(Note: 598 numbers are local, there is no need to dial the area code while on campus.)

Mission Office	(606) 598-3155
Volunteer Quarters	(606) 598-1391
Medical Clinic Office	(606) 598-5135 ext. 1
Dental Clinic Office	(606) 598-5135 ext. 2
Community Outreach	(606) 598-0520
DeWall Senior Center	(606) 337-9169
Red Bird Mission School	(606) 598-2416
Vehicle Maintenance	(606) 598-8019
Work Camp Office	(606) 598-5133
Fire/Police Emergency	911
Manchester Memorial Hospital	(606) 598-5104
Pineville Community Hospital	(606) 337-0351
Baptist Regional Hospital	(606) 528-1212