

CHANGING LIVES

128 YEARS OF SERVICE



THE MINISTRY OF CUSTODIAL CARE

DENVER
RESCUE
MISSION

HOW WE PREPARE ROOMS FOR PROGRAM PARTICIPANTS

THE CROSSING'S HYGIENIC STANDARD SET BY 22-YEAR STAFF MEMBER

Dear Friends,

Every day, men, women and families come to Denver Rescue Mission for help. Coming to the Mission for the first time can be intimidating, and we want our first impression to be one of warmth and love. Shelters and transitional housing can often be associated with being dirty and run down. Our goal at the Mission is to provide a space for guests to feel welcome and comfortable, so that nothing hinders them from taking the steps to complete our programs and move on to live self-sufficient lives.

Our Operations team accomplishes this goal in a variety of different ways. We work hard to prepare the rooms where our program participants will stay by ensuring they are clean and presentable. While guests and participants stay at our facilities, our team works tirelessly to keep the space clean and address any issues in a timely manner. We work hard to mitigate bed bugs by employing a variety of techniques to prevent them. Finally, we collaborate with the community to apply best practices in order to continue improving the standards of our facilities.

In this newsletter, you'll get a glimpse into the world of our custodial team. Not only do they work with their hands, they work with their hearts. The Mission believes in the redemptive power of Jesus Christ and the value of every individual who comes to us for help. We want our facilities to be an extension of God's love, and keeping them clean is a part of doing that.

Thank you for partnering with us to welcome individuals and families in a way that reflects Christ's love.

Sincerely,



John Morarie
VP of Operations



SPRING HOUSEWARMING BOXES

Denver Rescue Mission recently launched a new Housewarming Box program, which is designed to serve families who are part of our Family Rescue Ministry and Family Refugee Services by providing basic household essentials when they move into a new home. Requested donations for the boxes include **cleaning supplies, hygiene items, food storage supplies, paper towels, toilet paper, linens, towels, and more.** These items will help take pressure off of the families and enable them to make their rent payments and purchase groceries.



WANT TO HELP FRESHEN UP A HOME THIS SPRING?

Visit DenverRescueMission.org/HousewarmingBox for more information.

ReFUND

[co][What matters to you.]

The POWER of Your Refund

Coloradans who receive a state tax refund now have a chance to donate all or some of it to a local nonprofit.

Through this new state program, you'll have the opportunity to directly support Denver Rescue Mission.

For more information, visit RefundWhatMatters.org.

THE MINISTRY OF CUSTODIAL CARE

Every day at 7:30 a.m., Denver Rescue Mission's custodial team gets together to have a Bible study. They've been studying the New Testament this year, reading a passage each day and discussing how to apply the Word of God to the duties set before them.

"We go through [the passage] and connect it to why we're all here," said Ryan Wickstrom, facilities director at the Mission. "We work to glorify God, so there's a certain way we're going to do things."

The custodial team is an unwavering example of going beyond studying the Word and actually living it out.



MEET DEDRICK

Dedrick is a New Life Program participant who works with the custodial team as part of the work readiness portion of the program. "When I got here, they weren't just preaching the Word of Christ, they were demonstrating it," he said. "It was like a ministry, truly a ministry."*

When Dedrick moved from Washington to Colorado to pursue a new beginning and reconnect with God, he had some rough stops at unclean shelters along the way. "I just felt alone," he said. "You look at the towel and you see yourself, all scarred up and useless, and I felt like that was what I deserved."

But when he moved into The Crossing in July of 2019, the Mission's residential program facility, he was in awe of the room that was waiting for him.

"I got here, and it was beautiful," he said. "It was clean. People were smiling. The staff was praying for me, and I knew this is where I was supposed to be. With so much negative self-talk and other stigmas, a clean towel made a world of difference."

The clean, welcoming ambiance at The Crossing is fundamentally due to the dedication of the Mission's custodial team, who work tirelessly to create a clean and inviting atmosphere for people joining the Mission's New Life Program and STAR Transitional Program.

The custodial department operates seven days a week, carrying out daily duties that include taking out the trash and cleaning the floors and bathrooms with Kaivac machines, which use a science-based hygienic system that protects the health of building occupants.

*The work readiness portion of the New Life Program assigns participants to various jobs around the Mission to instill a strong work ethic and valuable soft skills.



Every week, the team prepares rooms for new program participants. Silvia Ruiz, lead custodian, reads the profiles of incoming participants and families and places them in the most suitable rooms according to their sizes and needs. She asks about the kids' genders and ages and gets bedding and comforters for them at the Ministry Outreach Center (MOC), the Mission's warehouse that stores donated clothing, furniture and household items. She looks for decorative pillows, drapes and anything else that will make the room feel homey.

Dedrick said that seeing the care and effort that Silvia and the team take to diligently prepare the rooms has really ministered to him.

"Here I am, coming in broken and without anything, and literally just holding on to faith the size of a mustard seed, and she's pouring over our stuff—washing it, cleaning it and saying, 'we're going to get you new sheets,'" he said.

The Mission recently upgraded its laundry facilities with new commercial washing and drying machines, which enables Silvia to wash bedding and clothing more efficiently. New machines were also installed in the guest laundry area for participants to use during their time at The Crossing.

Once participants are settled in, the custodial team works hard to implement and maintain an exceptional hygienic standard in order to break the stigma of the unclean environment that often comes with living in shelters and transitional housing.





**"I BEGAN TO SEE THAT THE
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COMPASSION." - DEDRICK**

Participants are responsible for cleaning their own rooms, and the staff inspects the rooms each week to make sure they're meeting the standard.

"It knocks down a huge barrier for people coming into our programs and staying with us," Ryan said. "I don't want somebody to keep living in a van because they're scared of living in a facility that's filthy and not well taken care of. We want to remove any obstacle so that they can succeed beyond life at The Crossing."

Dedrick said working with the custodial team has taught him the importance of having a strong work ethic.



"I began to see that the ministry of custodial was a ministry of love and compassion," he said. "Everyone is showing up and being counted on to do what needs to be done. We all have a part in this."

Every time new participants arrive at The Crossing and Dedrick helps prepare their rooms, he is reminded of God's goodness in his life and in the lives of his Mission family.

"It makes you see Christ in a real way," Dedrick said, "not just in a book or an assembly at church, but every day, here, is seeing Christ. The cleanliness. The Godliness. The standard. It's unmatched." ■



THE SILVIA STANDARD

Silvia Ruiz starts most mornings in the laundry room, separating the lights from the darks before washing our new program participants' clothing. She then goes over to the heating truck, heating every single item before it makes its way into The Crossing to prevent bed bugs. If she accidentally drops a sheet on the floor, she rewashes it. If she sees a mattress with a stain or comes across a sheet that's ripped, she replaces it. It needs to meet the **Silvia standard**.

She has worked at The Crossing for 22 years, seven of which were before it was owned by the Mission. She knows every square inch of the facility—every room's size and layout—making her the expert for placing new participants in rooms that will best meet their needs. "She has such a heart for these people," Ryan said. "She takes care of each and every family that comes in here and makes sure they're getting the best that we have available."

She sets an extraordinary example for the rest of the custodial team and leaves Mission employees in awe of her tireless work ethic.

"Miss Silvia? She's got to be the hardest working person," Dedrick said. "She's going to finish. She's not going to leave anything for the next day."



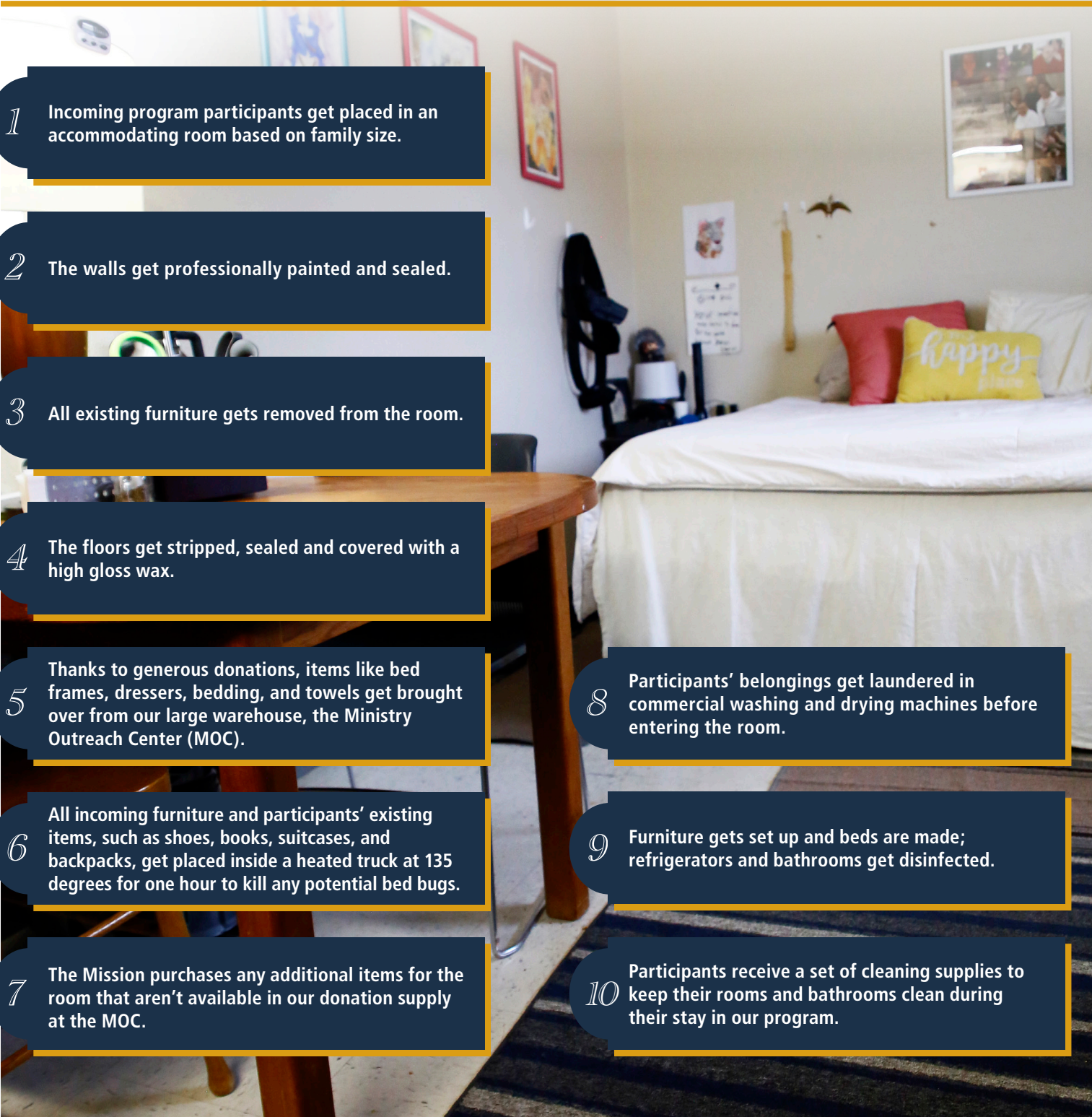
The Mission is so grateful for Silvia. She goes beyond just fulfilling her daily duties. Her heart for the people we serve shines brightly in the time and effort she dedicates to making The Crossing feel like a home. "You have to do a little bit extra," she said. "It has meaning for me."

A clean, presentable space is vital in making our program participants feel valued, and your donations make this possible. To partner with us in maintaining a positive, inviting environment at the Mission, give today at

[DENVERRESCUEMISSION.ORG/CHANGINGLIVES](https://denverrescuemission.org/changinglives)

A WARM WELCOME

When individuals and families move in to The Crossing, we want to make sure they are welcomed with a clean and presentable room that makes them feel special and valued. But what does this process look like? The Mission's custodial team explained what it takes to prepare each and every room.



1 Incoming program participants get placed in an accommodating room based on family size.

2 The walls get professionally painted and sealed.

3 All existing furniture gets removed from the room.

4 The floors get stripped, sealed and covered with a high gloss wax.

5 Thanks to generous donations, items like bed frames, dressers, bedding, and towels get brought over from our large warehouse, the Ministry Outreach Center (MOC).

6 All incoming furniture and participants' existing items, such as shoes, books, suitcases, and backpacks, get placed inside a heated truck at 135 degrees for one hour to kill any potential bed bugs.

7 The Mission purchases any additional items for the room that aren't available in our donation supply at the MOC.

8 Participants' belongings get laundered in commercial washing and drying machines before entering the room.

9 Furniture gets set up and beds are made; refrigerators and bathrooms get disinfected.

10 Participants receive a set of cleaning supplies to keep their rooms and bathrooms clean during their stay in our program.

LASTLY, THE PARTICIPANTS' FAMILY PICTURES AND PERSONAL ITEMS MAKE THEIR ROOMS FEEL LIKE HOME!

What inspired you to start the Too Many Humans, Not Enough Coats event?

One day, my wife and I took an afternoon drive, and we passed by the Mission. A seed got planted in my brain to get involved, but I wasn't exactly sure how to start. The band that I'm a part of, Too Many Humans, was starting to attract more people at shows, and I decided that I wanted to leverage a crowdfunding event to help people who are experiencing homelessness. When we announced the first holiday benefit show in December 2018 at Globe Hall, people who couldn't even make it to the show started reaching out to donate coats. That's when I knew I might be on to something.

Will you describe the event and coat drive?

The annual Too Many Humans, Not Enough Coats event takes place each December. In addition to Too Many Humans, we also recruit other bands to perform. Attendees can enter the concert for free if they bring a coat, and all coats are donated to the Mission to help keep the community warm and dry during the winter. We also set up a GoFundMe to let people donate who live outside of the city or can't make it to the show. We started partnering with businesses, including Superior Ink Printing, who sold us brand new, waterproof, three-layer coats at their wholesale cost with no markup or profit to them. We also work with Volleyball Of The Rockies to put donation boxes at their facilities.

How many coats did you collect the last two years?

Everyone has extra coats that they haven't worn in the back of their closets, and I genuinely believe that people want to give. The first year was a much bigger success than I ever could have dreamed of. We collected about 250 coats. People were stopping by with coats so that they could help, even if they couldn't stick around for the show. We didn't expect such an outpouring.

What are some long-term goals that you have for this event?

I want the event to grow. My goal is to not only help the homeless population of Denver, but also see other communities mirror our event to help their homeless populations. It's amazing what people will do to help when you just give them a chance, and this is a concept that doesn't have any limits. It's also a lot of fun to put together a concert that celebrates something positive.

Why is it important to you to support the Mission?

I think about how much it means to someone when you walk by and acknowledge them as a person and then actually show that you care through an act. Multiply that by hundreds of people showing random acts of giving and kindness, and we can really affect this city.



Kolby Dickens is a guitarist who plays for Too Many Humans, a four-piece Denver-based band that plays original, high-energy rock and roll music.

OUR CORE STRATEGIES



EMERGENCY SERVICES

People are invited inside, off the street where their immediate needs are met and critical relationships are built with Mission staff.



REHABILITATION

Men living with an addiction are equipped with work readiness skills, receive help to overcome destructive habits, find permanent housing, and begin a new life.



TRANSITIONAL PROGRAMS

Families and individuals in need receive case management, develop life skills and save for permanent housing.



COMMUNITY OUTREACH

People struggling in our community receive assistance with food, clothing, furniture, household items and holiday meals.

LOCATIONS

Lawrence Street Community Center:

Meals, restrooms, showers, laundry, clean drinking water, and access to Mission staff for encouragement and guidance



Lawrence Street Shelter: Overnight shelter for men and chapel



Holly Center: Overnight shelter for men assigned weekly and lockers for storage



The Crossing: Transitional program for families and rehabilitation program for men



Harvest Farm: Rural rehabilitation program near Fort Collins



Fort Collins Rescue Mission: Meals, shelter and programs toward achieving self-sufficiency



Ministry Outreach Center: Central warehouse facility including food, clothing and furniture distribution



Administration & Education: Entry point for Mission transitional programs and home to the Mission's administrative and development staff



48th Street Center: Overnight shelter for men, operated in partnership with the City of Denver

