

Welcome to The Still Place

Dear Guests,

Welcome to The Still Place and Mountain Life here in the Tusquittee Valley of Hayesville, North Carolina. Tusquittee means “where the waterdogs laughed” in the native Cherokee language. Legend has it that there was a sound of laughing coming from what looked like waterdogs in the river when the season was dry. These days it is believed that the sound emanated from a huge salamander also known as the Hellbender. Our creek, Compass Creek, is pristine enough to still provide home to these amazing creatures though they are much smaller little mudpuppies, so keep your eyes open.

Please take a look through this booklet to familiarize yourself a bit with the house and amenities. You will also find a notebook with some excursion ideas and

Dawn and Craig



charming nearby towns to visit. Hayesville is tiny but still has many places to explore. Ingles, the local grocery store is located about 20 minutes away in Hayesville. Please feel free to use any staples or condiments in the refrigerator or pantry.

We highly recommend a trip to Bell Mountain, Fires Creek and Lake Chatuge during your visit. Activities are endless and we have lots of favorite restaurants and vendors for gem mining, whitewater rafting, zip-lining and horseback riding if you need suggestions.

Thank you for choosing to stay with us and becoming a Still Place Pay-it-Forward family. Because of you we are able to provide free lodging to families with seriously ill children through The Still Place non-profit. Check it out at www.thestillplace.org. We have great Merch too if you need a T-shirt or hat to remember your stay.

Craig and Dawn live about a mile above on Julie Mountain, so if you need anything during your stay please do not hesitate to call. Dr. Craig is often more available than Dr. Dawn, his number is 352-316-2961. Dr. Dawn 352-316-2963 (text is best for her.)

We hope you have plenty of creek dippin', firefly chasin', marshmallow roastin' fun! Thank you again for your support of The Still Place by choosing to become a Pay-It-Forward family!

The Still Place is a 501(c)3 non-profit organization. Please visit our website www.thestillplace.org.

Important Information

HOUSE ADDRESS:

123 Compass Meadows Dr., Hayesville, NC, 28904

HOUSE LANDLINE:

1-828-389-0175

This phone is for your use for local and long distance calling and for the unlikely need to call 911 or other emergency needs.

WIFI:

Network name and password: thestillplace

GROCERY SHOPPING:

The closest grocery store is Ingles, 230 US 64 in Hayesville.

Ingles Preferred Customer #47804623216 (use this to get sale prices and discounts when you shop)

Note: Before buying condiments check The Still Place refrigerator. They tend to multiply!

Thanks so much!

CONTACT INFORMATION:

The Still Place Office- 1-828-209-8021 (please leave a message)

info@thestillplace.org

www.thestillplace.org

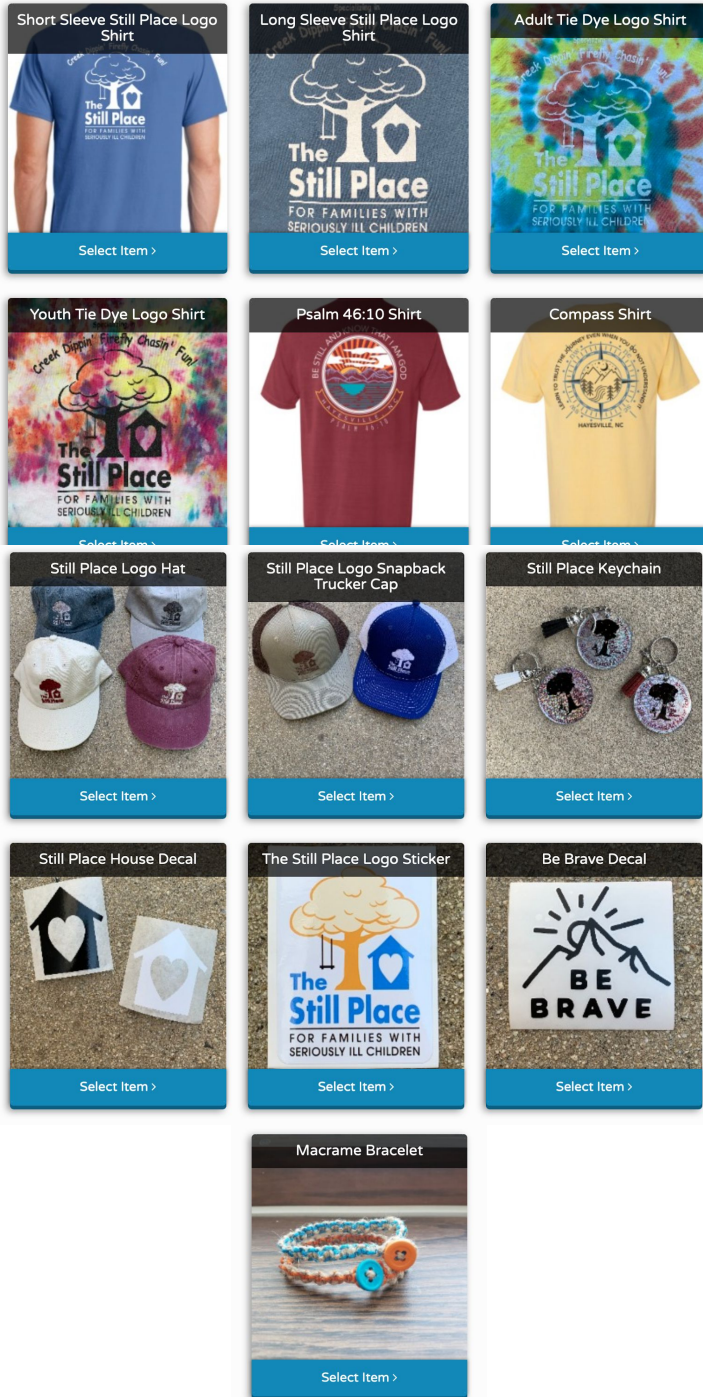
For emergencies with the house, no electricity, water leak, heat not working, etc. please contact one of our founders.

Dr. Craig Kitchens- 352-316-2961

Dr. Dawn Grinenko- 352-316-2963



Merchandise



PRICES

TSHIRTS

Blue Logo

Adult- \$15.00

Youth- \$10.00

Tye Dye- \$15.00

Psalms - \$20.00

Compass- \$20.00

HATS- \$15.00

KEY CHAIN- \$6.00

DECALS AND STICKERS

House Decal- \$3.00

Logo Sticker- \$3.00

Be Brave Decal- \$3.00

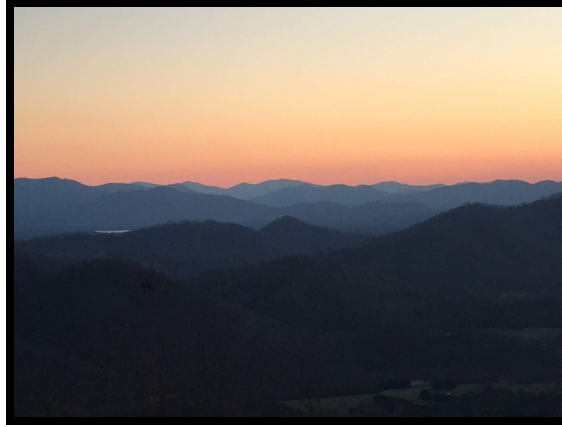
MACRAME BRACELET

Handmade- \$5.00

ORDER ONLINE, www.thestillplace.org, and let us know you are at the house (info@thestillplace) and we will deliver!

Check In

We realize that you just arrived and are ready to relax. That is why you are here! Before you settle in please take a moment to familiarize yourself with The Still Place house.



View from Julie Mountain

HOUSE KEYS: There is a set of house keys hanging to the left of the kitchen window above the sink. These are for your use while you are with us. Please return the lock box keys (if you used them) to the lock box. You do need to enter the code again to replace the box. There is also a key to lock the cabinets under the sink and in the laundry room on this key ring. A key to unlock bedroom doors is taped to the child proofing box, located in the laundry room cabinet.

LIGHTS AND FANS AND ELECTRICAL STUFF:

- Light switches and a few other items are labeled for your convenience.
- There is a powerstrip on the kitchen bar to charge cell phones, etc.
- Please be energy mindful in regards to temperature controls.
 - Heat on 70 degrees or lower in the winter
 - Air Conditioning set to 68 or higher in the summer
 - Thank you! This helps us be good stewards of the donations that make The Still Place Family Retreats possible.
- If you open a window, please turn off the air or heat. Remember to close the windows before you leave the house.

THE HOUSE

PETS: While we love our own furry family members and sometimes travel with them we cannot invite four-legged friends to The Still Place. Many of our guests have fragile medical conditions that don't allow pets and the dander, etc. they bring with them. Thank you for understanding. If it is discovered that you have had a pet on the property, you will forfeit your security deposit.

FURNACE: The primary source of heat and air is the furnace. The thermostat is on the stairs wall. Please keep the house temperature moderate and remember to close windows and doors when the furnace is on to help us control retreat costs. Thanks.

MAIN ROOM FIREPLACE: This is a gas fireplace for supplemental heat and ambience. The pilot light is on at all times and it is a ventless system. The control is on the wall to the right of the fireplace. Simply press the desired time and it will light. It will turn off when the time has passed. Please remember that no food should be in the fireplace and before lighting it, inspect it for stray toys that may have found their way inside.

SUNROOM FIREPLACE: This is also a gas fireplace. Do not touch any of the controls on this fireplace. The pilot light and thermostat are on all year. If you have any concerns please call us.

ATTENTION: FOR YOUR SAFETY DO NOT TAMPER WITH CONTROLS, LOGS OR SAFETY SCREEN ON EITHER FIREPLACE.

SUNROOM AIR CONDITIONER UNIT: There is a supplemental AC unit in the sunroom for use on warm days.

GAS GRILL: The grill is located on the back porch. Turn on the propane tank first followed by lighting the burners. THE GAS GRILL IS FOR USE OUTSIDE ONLY.

ATTIC ROOM IN THE LOFT: If you are a child who has enjoyed your time at The Still Place please write ONLY your name on the ceiling or walls in the Attic Room upstairs. BUT JUST YOUR NAME, it isn't a place to draw pictures or leave messages. You are welcome to draw pictures and leave us messages on paper, with the art supplies you'll find in the Mud Room.

THE KITCHEN

- The kitchen cabinets, pantry and refrigerator are stocked with all the things you need to cook and serve meals while you are here. (If you find something broken or not in good working order please let us know.)

TRASH AND RECYCLING

- Trash Can is in the kitchen cabinet to the right of the sink. Trash can liners are under the sink.
- Leave trash in the large trash cans behind the house. (please seal the trash can tightly)
- Please recycle aluminum cans and plastic bottles in the blue recycling container in the mud room.

STOVE AND OVEN

- We work hard to keep all of our appliances in good working order and clean and sanitary for all of our guests to use. We appreciate your help!

MICROWAVE

DO NOT PLACE ANY METAL INSIDE THE MICROWAVE. THIS CAN CAUSE A FIRE AND DAMAGE THE UNIT.

BATHROOMS

WE HAVE A VERY FRAGILE SEPTIC SYSTEM. Please flush only toilet paper. Please put feminine hygiene products, diapers, tissues, paper towels, etc. in the trash can.

HOUSEHOLD PRODUCTS: Body wash, shampoo, dish detergent, laundry soap, paper towels, toilet paper, dishwashing detergent, trash bags and other consumable conveniences have been provided for you. (As with kitchen items, if you use the last of something or find something that you need is missing please let us know at info@thestillplace.org.)

CHILD SAFETY: If you have young children please remember to check the cabinets and the house for anything you think may be a danger to them. With many different people using our house it is difficult to know that everything is in place all of the time. We try to keep child safety plugs in the outlets, dangerous items out of reach and use other precautions but **ultimately your child's safety is up to you.**

If you would like to lock the cabinets below the sink or in the laundry room, the key is on the key ring provided. You may also engage the toilet locks. The locking straps are in the vanity of each bathroom. There is also a child proofing box located in the left cabinet in the laundry room for additional supplies. A key to unlock bedroom doors is taped to the top of the child proofing box if needed.

TV, Internet, Telephone

TV, APPLE TV, DVD PLAYER, Wii

Satellite TV is not provided. Amazon, Hulu, Netflix apps are available. Please use your own login information and remember to log out before you leave.

DVDs are numerous and they are for your use. Help us keep them available by putting them in their cases and returning them to the TV cabinet. There is also a RedBox at Ingles if you'd like to rent a newer movie. Ingles is at 230 US 64 in Hayesville, NC.

DO NOT UNPLUG ANY OF THE DEVICES. If these items are tampered with there will be a \$50 charge to your invoice if these are not operational after your stay. Of course, if you have problems when you arrive or aren't able to use the TV, DVD player, etc. let us know!

info@thestillplace.org

INTERNET

Our provider is Frontier Communications. Due to the remote location of The Still Place our internet speed is only 3.0 mps, but is fully capable of streaming TV, Music and surfing the internet via WiFi. If you have trouble streaming check to be sure you only have one device at a time logged into the internet account.

Network name and password are: thestillplace

CELL SERVICE

In our area Verizon and AT&T are the most prominent providers. The mountains can and do block signal strength, and yes weather impacts it as well. Usually there is no cell phone service in the Tusquittee Valley. If your cell phone is able to connect through the internet you will have service while you are at the house via the provided internet.

LANDLINE

The landline is provided for you for local and long distance calls. It is also available for you in the unlikely case of an emergency. The phone number is: 828-389-0175. You must dial 1 for calls outside of the 828 area code.

ART SUPPLIES



We love for everyone to explore their inner artist. Our mudroom cabinets are well-stocked for our Still Place Retreats. We invite you to enjoy the supplies with the following guidelines:

- Adult supervision at all times
- Replenish or donate additional supplies via Amazon or leave a small donation to replenish supplies if you use a significant amount.
- Cover tables inside and outside. Use provided drop cloths (drawer #10) and paint shirts (drawer #7) in the mudroom art cabinet.
- Use the Sunroom, deck or outside tables for art projects, not the kitchen counter, bedrooms or main room area.
- No art supplies in the loft area or the attic area. (children may write their name ONLY on the ceiling or wall in the attic using a marker but THAT IS ALL.)

The art supplies in the bottom cabinet with the books and bears are for use with our Still Place Staff for the art elements of our retreats. If you feel you'd like to use a different medium, please talk to our program director before using supplies in this cabinet. We are happy to accommodate you but like to keep track of these supplies for art therapy, etc.

If you have an idea for a project or supplies you think should be available for our guests don't hesitate to let us know! Just email your ideas to info@thestillplace.org

OUTSIDE

ENJOY OUR OUTDOOR TOYS AND PLAY SPACES

ATTENTION: Parents should ALWAYS supervise children when outdoors (or indoors) at The Still Place and on the Still Place property.

TREEFORT: Use care on the steps. Turn off electricity inside when you are done. Check for critters and insects before settling in. Don't try to close the windows without adult supervision, they are very fragile. Please don't leave food in the treefort.

ENOS: Please return all eno equipment including bags, clips and straps to the mudroom playbox area. Be sure they are completely dry before repacking.

HOBBIT HOUSE AND GNORMAN: If the creek is high and the bridge is down please don't attempt to cross to the Hobbit House. If access is available Gnorman would love to have you visit if he is at home! Remember to check for insects and critters here too. Gnorman is heavy so be careful not to tip him over onto your toes or a smaller person! Take a selfie while you are visiting and post it on your social media page with #Gnormanthegnome #thestillplace HE LOVES THE ATTENTION!



TUBES: You can use the tubes under the porch for creek adventures. Children should always wear a life jacket when tubing. For excursions away from the house our volunteer staff will bring tubes, jackets, etc. for your use. At the house you can find life jackets in the mudroom. Note: It is best for families to bring life jackets for small children as we don't have many small sizes.

OUTDOOR TOYS: We do have some balls, etc. in the mudroom that you are welcome to play with outdoors. Please remember to return them.

BIKES: Bicycles are hanging under the deck for your use. Please return them when you are finished. Helmets are available in the mudroom.

Nerf guns, water balloons and silly string are not allowed due to the fragile ecosystem of our creek.

FIREPIT: Firewood is available in our wood piles, (remember to keep an eye out for snakes near the wood piles). There is also plenty of fallen wood from the trees. If it is dry it will burn well. **PRACTICE FIRE SAFETY:**

- Do not burn when it's windy and/or extremely dry
- Never leave the fire unattended.
- An adult **MUST** always be present by the fire.
- When you finish, douse the fire with water, stir the ashes, be sure it is completely out. The outside water hose and faucet are located on either side of the house for this purpose.
- A fire extinguisher and roasting skewers are on the piling under the deck.

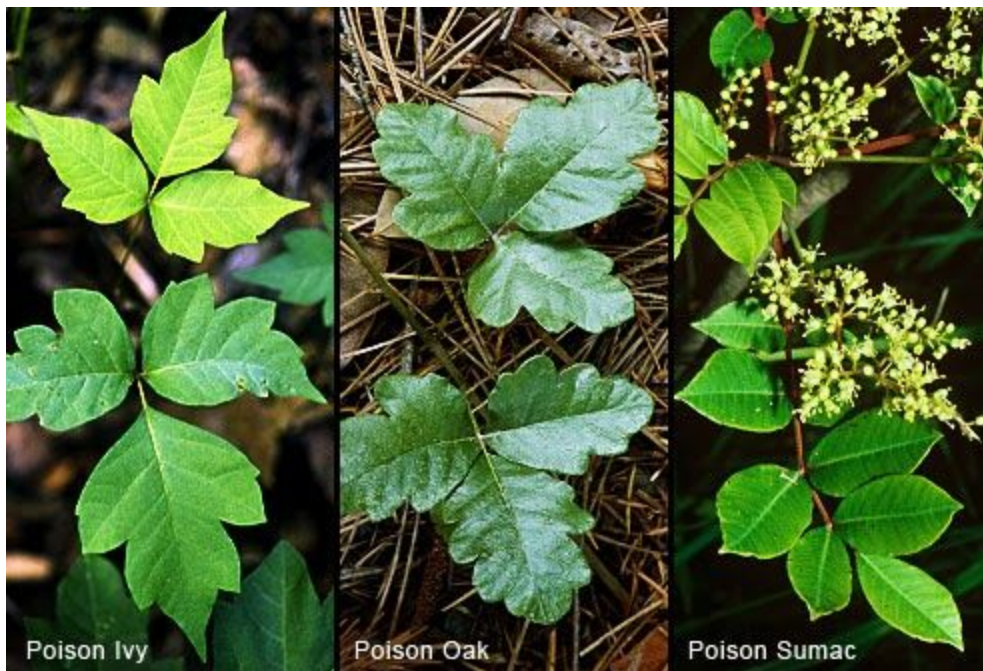
THE POND AND CREEK: Please be sure toddlers have a life vest on at all times near the creek. Enjoy creek dipping but use care as the rocks can be very slippery. Life vests are located in the mudroom. Note: It is best for families to bring life jackets for small children as we don't have many small sizes.

POISON OAK, POISON IVY, AND SUMAC

POISON IVY, POISON OAK, POISON SUMAC

You will encounter these in our mountains. Know what to look for. Wear long pants and long sleeves to be completely protected. You can also try a lotion that has bentoquatam. It acts as a barrier between *urushiol and your skin.

Fact. Poison ivy, poison oak, and poison sumac grow in wooded or marshy areas throughout North America. The plants aren't really poisonous. They have a sticky, long-lasting oil called *urushiol that causes an itchy, blistering rash after it touches your skin. Even slight contact, like brushing up against the leaves, can leave the oil behind. Poison ivy and poison oak grow as vines or shrubs. Poison sumac is a shrub or tree.



Note: Poison Oak and Poison Sumac CAN have more than 3 leaves.

WHAT TO DO IF YOU TOUCH ONE OF THESE PLANTS: Urushiol begins to stick within minutes. If you know you've made contact with poison ivy, oak, or sumac, wash the area with soap first, use a dishwashing detergent like Dawn, and then water. ASAP. If there's no water, rubbing alcohol or alcohol wipes can remove it if used within 10 minutes of exposure.

INSECTS

WASPS

The most common species of wasps you will see in North Carolina are yellow jackets and paper wasps.

YELLOW JACKETS

Yellowjackets are small wasps with distinct yellow and black markings. They construct small tan nests usually within lawns, the bases of trees or shrubs. In wooded areas, they are common in rotted logs or stumps.



PAPER WASPS

Paper wasps are long-legged, reddish-brown to black insects with slender, spindle-shaped abdomens. They will sting in defense of their nests.



Look for nests under the treefort and porches.

IF YOU ARE STUNG BY A WASP

Wasp venom can cause significant pain and irritation. It's also possible to have a serious reaction if you're allergic to the venom. Prompt treatment is important for alleviating symptoms and complications. **IF YOU HAVE A SERIOUS REACTION OR ARE SEVERELY ALLERGIC TO THE VENOM SEEK MEDICAL ATTENTION IMMEDIATELY.**

TREATING MILD REACTIONS: Wash the sting area with soap and water to remove as much of the venom as possible. Apply a cold pack to the wound site to reduce swelling and pain. Use hydrocortisone cream or calamine lotion if itching or skin irritation becomes bothersome. OTC pain relievers can manage pain. Antihistamine drugs can reduce itching as well. Take all medications as directed to avoid potential side effects.

SNAKES

COPPERHEAD SNAKES

When disturbed, copperheads will frequently vibrate their tail and release musk from glands at the base of their tail. If severely threatened, copperheads will usually bite to defend themselves. Fortunately, though their bite may be very painful, it is rarely fatal to humans.



Can you see the Copperhead? They are good at camouflage. They can be found in heavily wooded areas, hiding in dead leaves or under downed trees. Keep your eyes open around these areas and be careful around stacks of wood. Stay on the trail and look before you step.

TIMBER RATTTLERS

Timber rattlesnakes are large, heavy-bodied snakes characterized by dark crossbands or chevrons on a lighter background. This species usually has a black tail, but there is considerable variation in the overall color of individual snakes. In the mountains, timber rattlers are usually yellow, dark gray, or sometimes almost solid black. Most timber rattlers are reluctant to rattle or bite, and instead, rely on their excellent camouflage for protection. The venom of timber rattlers is very toxic, and deaths from their bites have been recorded.



BLACK BEARS

WHAT YOU NEED TO KNOW

If you see bear cubs stay away! Don't leave food out when you are finished with it. If you come upon a bear quietly and calmly walk away.

The black bear is the only species found in North Carolina or anywhere in the eastern United States and is an important part of North Carolina's cultural, historical and natural heritage. WE DO HAVE BEARS IN THE AREA. We don't always see them but they are here.



Typically a bear is afraid of humans. **If you ever see bear cubs, get out of the area immediately. Mama bears are very protective.** The average weight of a black bear is 300 pounds. Despite their size, black bears are very agile tree climbers. During times of danger or threat, bear cubs will take shelter in trees. Bears are opportunists by nature. In the wild, they will feed on whatever is readily available. Food odors and improperly stored garbage often attract bears. Although they are naturally afraid of humans, the animals lose this fear as they begin to associate human scents with the reward of food. **Protect yourself and protect the black bears by storing trash and food in safe locations and don't leave food out overnight or when you are not in the area.**

WHEN HIKING ON OUR TRAIL we take a backpack with pans and noise makers. Making noise while you hike will always keep the bears away. Remember, they are afraid of you!

MUSHROOMS



DO NOT TOUCH OR EAT ANY WILD MUSHROOMS

North Carolina State University identifies at least 14 varieties of poisonous mushrooms in the state. Officials advise not eating any wild mushroom unless it's been identified by an expert mycologist.

SLIPPERY STONES AND STUFF

Because of the moisture, moss and mold in the mountains the rocks and stones get slippery. Be careful around the creek and pond and on trails because you will slip. Use a walking stick (these can be found by the entrance to the mudroom) and wear hiking shoes or boots on the trails.

Even the porch and steps can become slippery so always be aware so you don't slip and fall. You are important to us!

CHECK OUT



CHECKING OUT: Often we have one family leaving and another family arriving the same day. In order to have our house clean and amazing for each family please honor this checkout time. If you can check out earlier please let the program director know. That way we can have even more time to prepare. Thank you.

SIMPLE AND QUICK CHECK OUT LIST

- Leave trash bags in the mudroom or in the large trash cans behind the house. (please seal the trash can tightly).
- Leave recycling in sealed trash bags in the mudroom next to the blue recycling container (so we know it is recycling.)
- Load and start the dishwasher.
- Strip the beds and put all bed linens and mattress covers in the laundry room.
- Put all used bath towels, dish towels, washcloths, etc. in the washing machine and start it. Wash with hot water.
- Close and lock any windows or doors that may be open.
- Turn off the oven and stove.
- Empty coffee grounds and coffee and be sure pot is turned off.
- Adjust the thermostat to 55 in the winter, 78 in the summer.
- Check drawers, shelves, under beds and furniture including around the cushions on the couch and chairs for personal items. Look outside too.
- Leave the house key on the counter. If you didn't already replace the key in the lock box return it to the box now.

REVIEW: You may receive a review request from the booking company you used, we would really appreciate it if you would complete the survey to let our future guests know what you liked about the Still Place and the area during your stay, and how we did as hosts. We all know how important reviews are when making decisions, thank you in advance.

We'd like to thank you once more for *Paying it Forward* by staying with us and we hope you will join us again.

THANK YOU FOR STAYING WITH US AT THE STILL PLACE!

LET US KNOW

Please take a moment to complete the following if there is anything we need to be aware of.

Date of your stay: _____

DAMAGE/BREAKAGES (stuff happens, please let us know about it so we can replace/repair broken or damaged items before our next guests arrive.)

FAULTY EQUIPMENT OR APPLIANCES (Let us know if anything wasn't working correctly.)

ANY ITEMS YOU WOULD HAVE LIKE TO HAVE BEEN PROVIDED (We do like to think we have thought of everything, please do not hesitate to let us know if we have forgotten something.)

Include emergency information here