



2010 Handbook

Rebuilding lives and neighborhoods...making homes safe, secure and weatherproof.

We cannot live only for ourselves. A thousand fibers connect us with our fellow-men; and along those fibers, as sympathetic threads, our actions run as causes, and they come back to us as effects.

~ Herman Melville

Team Information

Homeowner: _____ House#:

Phone: _____

Address: _____

Team Name: _____

Team Captain: _____

Phone: _____

Address: _____

E-mail: _____

Skill Captain: _____

Phone: _____

Address: _____

E-mail: _____

Area Director: _____

Phone: _____

Address: _____

E-mail: _____

Rebuilding Together:

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The Story...

Rebuilding Together, formerly named Christmas in April, originated in Midland, Texas in 1972. Bobby Trimble's Sunday school class adapted the old-fashioned barn raising tradition of neighbor helping neighbor to a home repair project dedicated to serving the elderly and disabled. One of the recipients exclaimed that it felt like "Christmas in April" and thus the project was named. In 1988, Christmas in April★USA was founded, and in 1992 the Oklahoma City affiliate took shape. The organization was renamed to Rebuilding Together to lend itself to year-round programs and include people of all faiths. Today these programs are rebuilding America with 250 affiliates serving more than 955 cities and towns.

Since the first Oklahoma City Work Day in 1992, we have repaired over 1,000 homes, 28 non-profit facilities, and 8 public school buildings with the help of over 40,000 volunteers, resulting in over \$10.5 million worth of donated goods and services.

The Mission...

Rebuilding lives and neighborhoods...making homes safe, secure and weatherproof.

The Philosophy...

Rebuilding Together, a 501(c) (3) nonprofit organization, improves the living conditions of low income elderly homeowners in the Oklahoma City metropolitan area by making repairs and modifications to homes. The objectives of the program are to make homes safe, secure and weatherproof; to improve neighborhoods and foster neighborhood improvement by other residents; and to engage volunteers in a "hands-on" community improvement project. Repairs are made at no cost to the homeowners.

The homeowners we serve often have great needs. Rebuilding Together has limited resources. We do our best to give the homeowner *reasonable expectations* about what we can do. We are fair to our volunteers and do not ask them to do more than they can in the time they have agreed to work. The programs benefit everyone involved. Repairs allow elderly homeowners to remain living independently and safely in their homes, volunteers from all walks of life unite to rebuild the community while witnessing the impact of their labor, and our community becomes a stronger and better place to live.

Rebuilding Together is Teamwork

Team Captains

...are responsible for communicating with the homeowners and assuring their satisfaction. They are responsible for recruiting, organizing, and supervising volunteers. After planning the project, they must inform the homeowner about what the team hopes to accomplish and what the team cannot accomplish. On Work Day, they communicate with the homeowner, manage volunteers and make sure the work is completed and the site is cleaned up. They are responsible for staying within their budget and returning any unused materials to the warehouse.

Skilled Captains

...are responsible for the technical aspect of the repairs undertaken by the team. Skilled Captains determine the scope of work to be undertaken and the materials needed. They coordinate the skilled volunteers necessary to complete the project. On Work Day, they provide technical and skilled advice to volunteers and ensure satisfactory completion of the project.

Team Volunteers

...are the primary asset of Rebuilding Together. Most volunteers are expected to work between 8:00 a.m. and 6:00 p.m. on Work Day. However, if the scope of work determined by their Team Captain cannot be completed on Work Day, volunteers may need to work before and/or after the scheduled event. These are the people ultimately responsible for the success of Rebuilding Together.

Area Directors

...act as liaisons between the Rebuilding Together staff and the Captains of three to four teams. Area Directors work with Team & Skill Captains to determine the scope of work to be undertaken and the materials to be purchased, keeping each project within the mission and budget of Rebuilding Together. On Work Day, they act as troubleshooters and communicate with Team Captains and staff.

Skilled Volunteers

...are small groups and individuals who volunteer their time independently from a team to supplement repair needs prior to or on Rebuilding Together Work Day. The staff coordinates these volunteers to assist teams who submit a request on the Volunteer Estimate Form.

The Staff

...organizes project selection, provides volunteer training and support, manages logistics, solicits and distributes resources, and coordinates Work Day.

Team Support

Board of Directors President

Kati Christ, President

Executive Director

Valerie Dick Aubert 607-0464 rebuildingtogether@coxinet.net

- Budgeting and allotment of funds
- Identification and solicitation of donations
- Creation of solicitation materials and grant requests
- Tracking of donations and acknowledgments
- Development and implementation of PR plan
- Liaison with media

Work Day Coordinator

Margaret West 607-0464 margaret@coxinet.net

- Team solicitations and information management
- Team and Skilled Captain training
- Team Liaison
- Homeowner solicitation and fall evaluations
- Liaison with elderly agencies
- Coordination of procurement and use of in-kind donations and services
- Coordination of waste removal

Technical Coordinator

Tim Reardon 607-0464 tim@coxinet.net

Jean Derry 607-0464 (assisting Tim) jean@coxinet.net

Jonathan Merrick (assisting Tim) jonathan@coxinet.net

- Recruitment, training and coordination of Area Directors
- Identification and solicitation of skilled volunteers
- Coordination of skilled volunteers
- Year-Round repairs
- RT owned supplies inventory control
- RT Warehouse access and security
- Coordination with City of Oklahoma City Exterior Maintenance Dept.
- Approval of scope and material requests
- Budgeting and Allotment of Funds

Area Directors

- Oversee 3-4 work sites throughout project
- Liaison with Skilled Captains & Team Captains
- Assist in initial work site review by teams
- Assist in determining scope of work for each work site
- Assist in preparation of materials list
- Provide technical resource for Skilled Captain

Timeline of Events: Dates to Remember

- February 8** **Area Directors** attend a meeting at 5:30 p.m. at the Rebuilding Together office 730 W. Wilshire Blvd., Suite 108.
- February 16** **Team Captains and Skilled Captains with 3 years or less experience** attend a 5:30 p.m. meeting at the Rebuilding Together office: 730 W. Wilshire Blvd., Suite 108.
- February 23** **Team Assignment Meeting** for Area Directors, Team Captains, and Skilled Captains at the Rebuilding Together office at 5:30 p.m. **Location:** Integris Baptist Medical Center, 3300 NW Expressway., Conf. Rms., F, G, and H.
- March 18** **Area Directors, Team Captains, and Skilled Captain** turn in: **Scope of Work, Logistics Information, Volunteer Estimate, and Team Information.**
- March 30** **Area Directors, Team Captains, Skilled Captains and Homeowners** attend Homeowners Meeting at 5:30 p.m. **Location:** Chesapeake Energy Corp., 6220 N. Western, Building 7 (Blue Room in basement).
- By March 31** **Team Captains and Skilled Captains** turn in: **Materials List and signed Homeowner Agreement.**
- By April 13** **Team Captains and Skilled Captains** provide information to volunteers:
- ★ Assignment (map to work site and homeowner profile)
 - ★ Tools needed (volunteer's name clearly marked)
 - ★ Lunch plans
 - ★ Distribute ***Volunteer Waiver Forms*** - get signed by each volunteer
 - ★ Letter to volunteers provided by Rebuilding Together
- April 19** **VIP Donor Night at Warehouse, 4:00-7:00 p.m. – Rebuilding Together Warehouse.**
- April 20-April 30** **Rebuilding Together Warehouse opens 9:00 a.m. – 6:00 p.m. Monday – Friday and Saturday, April 5 1-3 p.m. - 730 W. Wilshire Blvd., Suite 108.**
- April 12 – April 22** **Team Captains** call and remind all volunteers of April 12 Work Day and call homeowner to confirm plans and discuss any problems.
- May 1** **Rebuilding Together Work Day! 8:00 a.m. - ? p.m.**
At end of day - Return re-usable supplies, yard sign, all receipts, *Homeowner Agreement and Acceptance Form* to Rebuilding Together Warehouse.
Remember our annual cookout when you return your workday supplies to the RT warehouse.
- May 2** **Return re-usable supplies, yard sign, all receipts and *Homeowner Acceptance Form* to Rebuilding Together Warehouse 2 p.m.-5 p.m.**
- May 8** **Work Day Rain Date**
- By May 24** **Team Captains and Skilled Captains** return completed evaluations, record of volunteer hours and list of donated materials to Rebuilding Together office.

MATERIALS AND SUPPLIES . . .

Businesses donate store credit and the demand for a large amount of merchandise in a short period of time puts a considerable strain on their resources and employees. Please be patient, considerate and appreciative!

Team Leaders have the responsibility of ensuring that all materials and supplies are at the work site. It is extremely important to carefully complete the Materials List and obtain materials before Work Day. They may need a truck to pick up materials and supplies and a place to store them until Work Day.

REBUILDING TOGETHER WAREHOUSE

Location: 730 W. Wilshire Blvd., Suite 108

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	April 19 4-7 pm Donor Night	April 20 Close at 6 pm	April 21 Close at 6 pm	April 22 Close at 6 pm	April 23 Close at 6 pm	April 24 1-2:30 pm
April 25 Closed	April 26 Close at 6 pm	April 27 Close at 6 pm	April 28 Close at 6 pm	April 29 Close at 6 pm	April 30 Close at 6 pm	May 1 Work Day 8a.m-? pm
May 2 1-2:30 pm						

If access is necessary at other times, call the Rebuilding Together Office at 607-0464 to schedule an appointment.

Although inventory varies, items available to teams on a “first come, first serve” basis include:

- paint brushes buckets tape nails
- paint rollers trash bags lumber knobs & locks
- paint pans caulk & caulk guns cleaning supplies

CREDIT CARD

Beginning April 6, a Rebuilding Together Credit Card and a Debit Card for material purchases may be picked up at the Warehouse. Only the Team Captain and Skilled Captain are authorized to make purchases with these cards. Team Leaders must obtain as many materials as possible at the Warehouse-the cards are only used to purchase materials not available at the Warehouse. Credit limits will be clearly indicated and are based on the Materials List submitted by the Skilled Captain.

Rebuilding Together Credit Cards may be used only at the authorized stores listed on the face of the card. At checkout, purchases must be noted on the Cards to keep a running total of charges. Credit limits cannot be exceeded – ***do not expect to be reimbursed without prior approval!*** Debit Cards should be given to the Area Director first thing on Work Day morning.

Notice: Spectrum Paint is open until noon on Saturdays.

OKLAHOMA CITY EXTERIOR MAINTENANCE PROGRAM

Materials for the exterior repair of some Rebuilding Together homes may be provided through the City of Oklahoma City Exterior Maintenance Program (EM). If your site is participating in this program, you will be notified.

We work with EM to assist homeowners in applying for this program. Some homeowners are approved by EM with the understanding that our Team will provide the labor necessary to use the materials provided by EM for exterior repairs.

A list of materials being provided by EM will be available to the Skilled Captain for careful review. Contact our office if any materials listed will not be used for the planned scope of work or if the Team determines additional exterior needs not identified on the EM list. Adjustments to the list must be made as soon as possible to assure that materials will be ordered in time.

THE TEAM CAN HELP

We encourage teams to assist with the cost of materials by being a cash sponsor, obtaining in-kind donations of supplies or "passing the hat" to contribute to the purchase of materials.

EMERGENCY PURCHASES

Remember...if additional materials may not be available at the Rebuilding Together Warehouse. Team or Skilled Captains may obtain approval for emergency purchases from a staff member. Your Area Director has Lowe's cards and Forest Building Materials is an option. Keep all emergency purchase receipts and turn them in to your Area Director or the Warehouse at the end of the day.

****Important Note****

***If materials are purchased from another supplier,
The team is responsible for the cost.***

HOW TO HANDLE DIFFICULT SITUATIONS

UNFORESEEN PROBLEMS

Sometimes unforeseen problems occur while making repairs. Remember, the project should be complete by the end of the day, so there is not much time. Be creative and do the best you can. Rebuilding Together resources are limited. *Do not make promises to the homeowner that may be difficult to keep!*

NO SHOWS

Despite the best of efforts and intentions, volunteer “no shows” happen. If the Team can get by without them, do. If not, the Team Leaders may need to consider adjusting the Scope of Work or coordinating another day to complete repairs. You may contact an Area Director or Rebuilding Together staff for advice or assistance; however, they may not have volunteers to send on short notice.

TOO MANY VOLUNTEERS

If you find you have too many volunteers, contact the Rebuilding Together staff. There may be another Team that needs the additional help.

EMERGENCIES/INJURIES

Team Leaders or the Area Director should handle problems. This is not the responsibility of individual volunteers. Immediately report problems or injuries to staff and, if possible, seek guidance before taking action. Identify witnesses and write down their names & phone numbers. Write down your recollection of the incident and encourage others to do the same. Do not admit liability.

If contacted about information on a problem, defer to the Executive Director. Give only facts, not opinions. All media inquiries should be referred to the Executive Director.

WHEN TO PULL A TEAM

The safety of the homeowners and volunteers is paramount. If there is any serious threat to safety, the situation should be dealt with immediately. Threatening behavior, verbal assaults, sexual harassment, drug or alcohol abuse, or other inappropriate behavior by a homeowner or family member are all “just cause” for quitting the job and pulling the team.

Family members who do not offer to help may create a problem for some team members, but unless they are rude, demanding, or abusive of volunteers, this is probably not sufficient reason to pull the team – remember, the family members not willing to help should be told prior to Work Day not to be present while your team is working. Every effort should be made to change the behavior or encourage the offending person to leave. The homeowner should be made aware of the problem. If possible, the homeowner and the offending person should be given the opportunity to correct the problem before you pull the team. ***Do not pull your team without discussing it with the Executive Director.***

Team Captains

Team Captains are the primary link to homeowners and have the responsibility of assuring their satisfaction. They need patience and the ability to deal with sometimes uncertain and skeptical elderly homeowners. The Team Captain is responsible for recruiting, organizing and informing volunteers. **The time commitment for a Team Captain is approximately 30 hours minimum.**

Responsibilities

Planning and Preparation

- ✓ Attend two mandatory meetings: Assignment Night and Logistics Night.
- ✓ Visit work site several times prior to Work Day to plan and organize the project. The first visit must include your Area Director.
- ✓ Communicate with homeowner in regards to their priorities. Inform the homeowner of what repairs the team can and cannot accomplish – leave them with realistic expectations.
- ✓ Assist Skilled Captain in planning and coordinating Scope of Work and Materials List for Work Day.
- ✓ Recruit sufficient skilled and unskilled volunteers to complete the work.
- ✓ Appoint Ambassador to assist the homeowner, Clean-up Captain to ensure proper waste disposal, and Runner to obtain supplies on Work Day.
- ✓ Schedule and organize sufficient number of team volunteers, allowing for “no-shows”.
- ✓ Make arrangements for volunteers to bring the tools necessary to complete the repairs.
- ✓ Arrange for food and drinks to be available on Work Day.
- ✓ Inform volunteers about homeowner, work site, and logistics.
- ✓ Prepare proper paperwork for Rebuilding Together office.
- ✓ Make final call to homeowner and confirm plans.

Work Day

- ✓ Communicate with homeowner, Area Director and Skilled Captain throughout the day concerning progress of work and any unexpected problems.
- ✓ Introduce volunteers to homeowner.
- ✓ Supervise and manage volunteers.
- ✓ Be sure area is thoroughly cleaned up.

Follow-Up

- ✓ Ensure completion of any repairs not finished on Work Day.
- ✓ Complete and return proper paperwork to Rebuilding Together office.
- ✓ Inform office of donated items and number of volunteer hours spent on the house.
- ✓ Complete Team Captain Evaluation form and return it to office.

Getting Ready

Home rehabilitation is usually completed over several weeks, but Rebuilding Together is primarily accomplished in one day. The difference is planning and teamwork. Good preparation will help make the day go smoothly.

Develop Scope of Work

- ✓ At the Assignment Meeting you will receive a Home Evaluation Worksheet for your project. You are not limited to the items indicated, nor are you required to do all of the repairs. This is just a starting place for the development of the Scope of Work. You may discover repairs that are needed or you may decide that you do not have the volunteers to address every issue. Priority should be given to repairs that make homes safe, secure and weatherproof.
- ✓ Meet with your Skilled Captain and Area Director to evaluate the needs of the project. While each of you has specific responsibilities, the project will be easier, more effective, and more fun if Team Leaders plan together. As the Team Captain, you are responsible for recruiting the necessary volunteers.
- ✓ Find out what the homeowner's priorities are and try to accommodate them. Be sure to obtain permission from the homeowner on repairs you plan to make. Do not promise anything your team cannot accomplish.
- ✓ Plan according to the abilities of volunteers, the amount of time they are willing to spend and a limited budget. Please make wise decisions. Don't take on too many repair responsibilities.
- ✓ The Rebuilding Together office will notify you if your homeowner is participating in the OKC Exterior Maintenance Program. If applicable, consider what repairs EM identified when planning your work. Determine if you have volunteers to accomplish these repairs. Inform the homeowner that interior and exterior paint colors are "white" and "off-white" – refer to the paint chips available to you for standard options for exterior paint.
- ✓ Communicate with Homeowner
- ✓ Describe the work you plan to do and what you will not be able to do.
- ✓ Advise the homeowner that most volunteers will be unskilled. Indicate that things may be a little chaotic on Work Day and there will be a lot of people in their home.
- ✓ Have the Skilled Captain discuss any preliminary work and return visits that may be scheduled. Ask how much advance notice will be needed.
- ✓ If you feel the homeowner is able, ask him/her to store valuables and remove any wall hangings and breakables that will interfere with the work. Ask homeowner to label any items to be discarded during clean up.

- ✓ Determine if the homeowner will be present on Work Day. If so, arrange to introduce them to the Ambassador. Request that able-bodied family members participate in the project. If they are not willing, ask that those family members not be present while the team is working.

Recruit Volunteers

- ✓ After the Skilled Captain estimates the number of skilled and unskilled volunteers needed, the Team Captain will recruit the volunteers.
- ✓ Use Volunteer Inventory Form to determine skill levels, strengths, personalities and weaknesses of your volunteers. Inform the Skilled Captain of your inventory and determine any needs. If some volunteers are considered "fragile", assign them to less strenuous tasks such as Ambassador to the homeowner, Safety Officer, Runner for last minute material needs, or Photographer.

Recruit Ambassador, Clean-up Captain and Runner

- ✓ The Ambassador should be someone who would enjoy spending the day caring for and communicating with the homeowner. If the homeowner would like to be away from their home on Work Day, they should make appropriate arrangements. They should also see that the needs of the homeowner are taken care of throughout Work Day. When there are questions about household items or decisions to be made about repairs, the Ambassador should visit with the homeowner. It is very important that the homeowner feels they are a member of the Team.
- ✓ The Clean-up Captain must attend the Logistics Meeting. They are responsible for seeing that waste is removed properly and that the site is cleaned up at the end of the day. It is helpful to create a schedule and recruit volunteers to remove waste throughout the day. Loose items must be placed in trash bags. Large debris should be stacked neatly. Tree limbs must be cut to 6 feet or less. Trash should be placed inside dumpsters or at the curb for pick-up. If you have curb pick-up, be sure the site is free of parked cars so that trash trucks have access. Be sure trash is not placed near an obstacle such as a gas meter or fire hydrant. Be available to assist the driver of the trash truck if they arrive on Work Day. Determine if the amount of trash to be removed will warrant a dumpster and request one ahead of time. Consider the size of the work site, as dumpsters cannot be placed in the street. It is extremely important that dumpsters are loaded carefully. All boxes must be broken down and waste cannot be stacked above the top. Do not overfill a dumpster. Excess waste should be stacked neatly around the dumpster. Trucks are unable to pick up dumpsters that are overflowing. If porta-potties are available, they will be placed at sites where bathroom repairs are being made.
- ✓ The Runner will need to be available to pick up last minute items. They should be familiar with the type of materials and supplies at the Rebuilding Together Warehouse and know where it is located. They should be introduced to the Area Director and be informed about the Emergency Purchase Order process and the location of Forest Building Materials and the nearest Home Depot.

Team Leaders are expected to obtain the necessary skilled labor to complete the scope of work they have planned. If you have a need for volunteers with skills you cannot provide, ask around. You and the volunteers on your team have friends, relatives and coworkers that may have an unknown talent you can utilize. If you are still unable to recruit the volunteers needed, inform your Area Director and the Rebuilding Together office and as soon as possible.

Manage Volunteers

- ✓ Plan to spread a large number of volunteers around the house so you don't have people tripping over each other.

- ✓ Do the jobs that will require "waiting time" first. They can finish these jobs towards the end of the day. For example, paint takes time to dry. Do the first coat early. Towards the middle of the day, you can put on the next coat.
- ✓ Try to maximize your use of skilled volunteers. Make sure all materials are ready. Clear out areas they need to work in so they don't waste their time. Plan to have unskilled volunteers assist them if necessary.
- ✓ Prepare a time schedule. Determine how long each task should take, and coordinate the tasks so you can finish on time. If you have skilled volunteers for a limited time be sure to schedule their work to meet their schedules.
- ✓ Divide the scope of work into tasks, and divide your volunteers into groups assigned to complete each task. For example, you may divide the work by rooms, with a sub-captain in each room. Or you may divide the work by type, with carpenters, painters, and "clean up" crews each responsible to a sub-captain.
- ✓ Organize, delegate, and supervise. Even though you may be skilled, you should not do the work. Your job is to be sure the team is effective. You cannot do that if you are under the sink.
- ✓ Identify other areas you could work if you have volunteers with free time. Yard work, cleaning windows, planting, etc.
- ✓ Utilize any special talents.

Complete and Return Paperwork

- ✓ Homeowner(s) must sign the Homeowner Agreement before work begins. It lists a Limited Scope of Work agreed upon by the Team Leaders and the Area Director. List only priority tasks that the Team is committed to complete. This form will clarify to the homeowner as well as to the Team tasks that will be completed. Other home repair tasks may be undertaken as time and resources allow but should not be listed – they will be happy with any extra work, whereas they might be frustrated with things promised but left undone.
- ✓ Each volunteer must sign a Volunteer Liability Waiver form. No volunteer will get a T-shirt unless Rebuilding Together has possession of the signed form.
- ✓ The Medical Treatment Authorization form must be completed for all volunteers under the age of 18. It requires a parent's signature. The form is found on the reverse side of the Volunteer Liability Form.
- ✓ The Homeowner Acceptance Form must be signed upon completion of repairs. Return this form to the Rebuilding Together Warehouse at the end of Work Day.

Inform Volunteers

About two weeks before Rebuilding Together Work Day, set up a meeting with or send a packet of information to all volunteers who will be participating on your team.

Information to provide:

- ✓ Volunteer Letter provided by Rebuilding Together.
- ✓ Information about the homeowner. Include background and current situation, i.e. disabilities, family composition, health problems.
- ✓ Responsibilities of the Ambassador, Clean-up Captain and Runner.
- ✓ Date and time of Work Day, asking for assurance that volunteers will be there to participate.
- ✓ Homeowner's address and a map of how to get there. Emphasize the importance of carpooling (we suggest no more than 10 cars per site).
- ✓ Brief description of the work to be done.
- ✓ Plans for lunch. Advise team members to bring drinking water and extra food or snacks. Volunteers get hungry while working!! Remember – if they leave they might not return.
- ✓ List of tools that will be needed (such as paint brushes, rags, hammers, yard equipment, screwdrivers, brooms, etc.) asking the volunteers to bring items marked clearly with owner's name.
- ✓ List of suggested personal items to bring like work gloves, hats, etc.
- ✓ Volunteer Liability Waiver, reminding them to sign one if they haven't already. They must not be given a T-shirt unless they complete and return this form to you.
- ✓ The minimum age for volunteers is 14. Plan to have a ratio of at least one adult for every five teens.
- ✓ Reminder to wear the Rebuilding Together T-shirt and a nametag.
- ✓ Reminder to respect the homeowner. Check before throwing out things and check with Skilled Captain before agreeing to do any job requested by the homeowner.
- ✓ The Rebuilding Together Philosophy (See page 5).
- ✓ Importance of safety. Educate them about various safety procedures such as wearing hats and gloves for protection, etc.

Work Day

At the beginning of the day

- ✓ Meet your Skilled Captain at the work site before the volunteers arrive to make sure the homeowner is prepared.
- ✓ Meet with Area Director to obtain last minute information.
- ✓ Meet with Ambassador, Clean-up Captain and Runner.
- ✓ Take care of the homeowner. Introduce the homeowner to the Ambassador. Be sure the homeowner feels involved and understands that this day is also very important to you. Answer the homeowner's questions and let the homeowner know the plans for the day.
- ✓ Make sure the homeowner knows that family members are welcome if they plan to work, but must stay away if they do not.
- ✓ Post signs of safety procedures and repairs to be made.

When the volunteers arrive

- ✓ Meet as a group to introduce the homeowner
- ✓ Let the volunteers know the plan of the day and the role they will play.
- ✓ Ensure that all volunteers wear nametags and Rebuilding Together T-shirts.
- ✓ Provide a master list of jobs, in order of priority, with the assignments listed. Be sure that the sub-captains are aware of their responsibilities and the scope of work in their care.

During the day

- ✓ Handle all inquiries.
- ✓ Ensure safety. Do not allow volunteers to get into a dangerous situation. We do not want anyone hurt. We are required to give the insurance carrier immediate notice of any injury or property damage. If an accident occurs, contact the Executive Director or your Area Director immediately.
- ✓ Team Captains are responsible for interacting with media representatives. If a media crew arrives, ask the homeowner permission to show or discuss the home and ask permission for photos to be taken. If you are asked to help set up a photo, please try to be of assistance. Be prepared to share information about your Team, the sponsor of the project, what is being accomplished on Work Day, and the history of Rebuilding Together. (See page 5)
- ✓ Do not try to accomplish more than you have planned. Home repair is unpredictable, and trying to do work you have not planned may create problems that may grow and become more serious. You must be careful not to "open a can of worms" that the homeowner is unprepared for or cannot cope with. Your team may not be able to handle such problems.
- ✓ Maintain the flow and spirit of volunteers.
- ✓ Assist the Skilled Captain as needed.

- ✓ Communicate with the homeowner and the Area Director concerning the progress of the work and any unexpected problems. Stay in contact with the homeowner throughout the day. If anything unusual needs do occur, make sure you communicate it to the homeowner.

At the end of the day

- ✓ Clean up the area thoroughly. Leave opened cans of paint with the homeowner. Return unopened paint, tools owned by Rebuilding Together and leftover donated supplies to the Warehouse at the end of the day. Hazardous waste such as opened paint cans must not be brought to the Warehouse. Thoroughly clean paint brushes, rollers and pans. All paint is water soluble, so buckets, brushes, and pans can be easily cleaned with a garden hose.
- ✓ Return unused purchased materials to the appropriate supplier. Obtain a credit receipt and return it to the Warehouse.
- ✓ Finish all work that volunteers started. Walk through the home with the homeowner and discuss what has been accomplished and what may not have been accomplished. Your team is responsible for the assigned house. Remember not to make promises about doing additional work after Work Day besides returning to complete work not finished on Work Day.
- ✓ Take Care of Paperwork. After the work is complete, obtain the signature(s) of all homeowners on the Homeowner Acceptance Form. If there is more than one homeowner, all must sign. Return the signed form to your Area Director or the Warehouse at the end of the day, along with all receipts for all material purchases and credits.

Follow-Up

- ✓ Make arrangements to complete any unfinished work.
- ✓ Complete and return the Evaluation to the Rebuilding Together office.

Skilled Captains

Skilled Captains are responsible for the technical aspect of the repairs undertaken by their team. They should have sufficient knowledge to know what their team can and cannot do. They are responsible for developing a Scope of Work that reflects the resources of the team and completing a detailed Materials List. **The time commitment for a Skill Captain is approximately 30 hours minimum.**

Responsibilities

Planning and Preparation

- ✓ Attend two mandatory Team Meetings: Assignment Night and Logistics Night
- ✓ Visit work site several times prior to Work Day to plan and coordinate repair activities. The first visit must include the Area Director assigned to your project.
- ✓ Work with your Team Captain to develop and prioritize the Scope of Work, taking into account the needs of the homeowner and the abilities of the team.
- ✓ Consult with Area Director regarding Scope of Work, Materials List and skilled volunteer needs.
- ✓ Determine number of volunteers and skills needed on Work Day and complete Volunteer Estimate Form. Copy information to Team Captain.
- ✓ Coordinate with roofing contractor, if applicable.
- ✓ Review Exterior Maintenance repair and materials list, if applicable. Inform your Area Director if your team will not be able to meet Exterior Maintenance requirements.
- ✓ Complete Scope of Work and Materials List and deliver to your Area Director by deadline.
- ✓ Notify Area Director of any repairs to be made prior to Work Day.
- ✓ Obtain donated supplies from Rebuilding Together Warehouse.
- ✓ Purchase materials at locations where Credit Card can be used.
- ✓ Arrange for storage of materials as needed.

Work Day

- ✓ Communicate with Team Captain and Area Director about problems, needs, and progress of work.
- ✓ Provide technical advice to volunteers.
- ✓ Supervise and manage projects being undertaken.
- ✓ Identify unanticipated material needs and obtain Emergency Purchase Order from staff member.
- ✓ Send Runner to pick up materials.
- ✓ Ensure completion of all work.
- ✓ Return all purchase receipts, credit receipts, and Credit Card to Area Director and unused/reusable materials to Warehouse.

Follow-Up

- ✓ Ensure completion of any repairs not finished on Work Day.
- ✓ Return supplies not used or borrowed from Warehouse.
- ✓ Evaluate project after work is complete.

Getting Ready

Home renovation is usually completed over several weeks, but Rebuilding Together occurs primarily on one day. The difference is planning and team work. Good preparation and coordination of volunteers will help the day go smoothly.

Develop Scope of Work

- ✓ At the Assignment Meeting you will receive a Home Evaluation Worksheet for your project. You are not limited to the items indicated, nor are you required to do all the repairs. This is just a starting place for development of the Scope of Work. You may discover repairs that are needed or decide that you do not have the volunteers to address every issue. Priority should be given to repairs that make homes safe, secure and weatherproof.
- ✓ Meet with your Team Captain and Area Director to review the needs of the home and become familiar with the project. While each of you has specific responsibilities, the project will be easier, more effective, and more fun if the team leaders plan together. However, as Skilled Captain, you are responsible for determining the Scope of Work that can realistically be accomplished by your team and the materials required to do that work. The Team Captain is responsible for recruiting the volunteers needed.
- ✓ Plan to spend several hours assessing the needs of the house and completing a prioritized Scope of Work and a detailed Materials List. Take the appropriate tools to plan the work (tape measure, flashlight, paper, clipboard, etc.)
- ✓ Find out the homeowner's priorities and try to accommodate them if mission-appropriate. Be sure to obtain permission from the homeowner on repairs you plan to make. Do not promise anything your team cannot accomplish.
- ✓ Consult with your Area Director to ensure that your Scope of Work and Materials List is within Rebuilding Together guidelines (with emphasis on safe, secure, and weatherproof).
- ✓ If applicable, consider the repairs cited by Exterior Maintenance. You will be notified by the office if your homeowner is participating in the OKC Exterior Maintenance Program. Review the list of materials to be provided. Determine if the team will use all the materials and if they are able to complete the scope of work described by EM.
- ✓ Submit Scope of Work and Materials List by deadline. Also submit any revisions to the EM repair and materials list, if applicable.
- ✓ Complete a Job Analysis Form for each task to be undertaken to assist in planning. It may seem tedious, but experience has shown it makes Work Day easier and less hectic. It prioritizes the jobs, giving your volunteers directions as to what are the most important tasks to accomplish. They can be posted during the day as instructions or used at the end of the day for evaluation.

- ✓ Make final plans according to the availability and abilities of your volunteers. Plan according to the amount of time they are willing to spend and a limited budget. Make wise decisions and plan well. Don't take on too many repairs.
- ✓ Divide the scope of work into tasks and assign a group of volunteers to complete each task. For example, you can divide the work by rooms, with a sub-captain in each room. Or you can divide the work by type, with carpenters, painters, and clean up crews each responsible to a sub-captain. Work with the Team Captain to make assignments.

Obtain Material and Supplies

- ✓ Prepare a detailed and complete list of materials and supplies needed to complete the planned work. Buy quality items, yet not the most expensive. Our objective is to make the home safe, secure, and weatherproof. Stay within your budget – you will not be reimbursed without prior approval of a staff member.
- ✓ The Skilled Captain is responsible for obtaining all materials and supplies needed for the Scope of Work and Materials List.
- ✓ Team Leaders must first obtain donated materials and supplies from the Rebuilding Together Warehouse before getting a Credit Card to purchase additional materials. Items at the Warehouse are available on a "first come, first serve" basis. The credit limit for each card is determined by the Materials List submitted by the Skilled Captain. Credit Cards, along with all receipts, must be returned to the Area Director at the beginning of Work Day and may not be used on Work Day.
- ✓ Consider the repairs that may have been cited by Exterior Maintenance for your work site, if applicable. Review the list of materials to be provided and determine if your team will be able to complete the repairs. Inform the Area Director if your team does not plan to use some of the materials provided by EM. Make the revisions and keep a copy for your files.
- ✓ We encourage teams to assist with the purchase of materials for their project by making a financial commitment to sponsor their home or by obtaining in-kind donations of supplies for their work site.
- ✓ Team Leaders must arrange to store items until Work Day.
- ✓ If materials are needed on Work Day, Team Leaders can either obtain items from the Rebuilding Together Warehouse or request an Emergency Purchase Order from a staff member.

Determine the Volunteer Support Needed

- ✓ Estimate the number of skilled and unskilled volunteers needed (see Volunteer Estimate Form). Discuss these needs with the Team Captain who is responsible for recruiting volunteers. Team Leaders are expected to obtain the necessary skilled labor to complete the Scope of Work they have planned. If you have a need for skills you cannot provide, ask around. You and the volunteers on your team have friends, relatives and coworkers that may have an unknown talent you can utilize. If you are still unable to recruit the volunteers needed, inform your Area Director.
- ✓ After the Team Captain has recruited the volunteers, determine the skill levels, strengths, personalities, and weaknesses of volunteers. Assign any fragile volunteers to meaningful but less strenuous tasks such as Safety Supervisor, Photographer, Runner, or Ambassador to homeowner.
- ✓ Assign co-captains to the identified work projects.

- ✓ Coordinate Work to Be Done Prior to Work Day
- ✓ Discuss any preliminary work and anticipated return visits with Homeowner, Team Captain and Area Director.
- ✓ Obtain materials and supplies needed to complete any repairs scheduled prior to Work Day.
- ✓ Anticipate the need for outside professional services, such as roofers, plumbers, and electricians. If there are such needs, notify your Area Director as soon as possible so arrangements can be made.

Communicate with the Homeowner

- ✓ Work with your Team Captain to obtain permission from the homeowner for all repairs. Make sure the homeowner understands and is comfortable with your Scope of Work. Be sure the homeowner knows that you cannot promise that all work on their list will be completed.
- ✓ Discuss any preliminary work and/or return visits that may be scheduled outside of Work Day with the homeowner. Ask how much advance notice will be needed.

Supervise skilled volunteers

- ✓ Organize, delegate, and supervise. Even though you have the skills, you should not do the work. Your job is to be sure the team is effective. You cannot do that if you are under the sink!
- ✓ Do the jobs that will require "waiting time" first. It allows you to finish them towards the end of the day.
- ✓ Try to maximize your use of skilled volunteers. Make sure all materials are ready. Clear out spaces they need to work in. Plan to have unskilled volunteers assist them if necessary.
- ✓ Prepare a time schedule. Determine how long each task should take, and coordinate the tasks so that you can finish on time. If you have skilled volunteers for a limited time, be sure to schedule their work at the time they will be available to you.
- ✓ Utilize any special talents.

Complete and Return Paperwork

- ✓ The Scope of Work and Materials List is used to prioritize and describe in detail the repairs you plan to make and the materials needed to complete the work. Develop the Scope of Work and Materials List according to the abilities of volunteers, the amount of time they are willing to spend, and a limited budget. The Scope of Work and Materials List must be submitted to and approved by the staff before the Homeowner Agreement is signed.
- ✓ The Volunteer Estimate Form is used to evaluate the abilities of volunteers on your team. It is also the form to submit if you need additional volunteers to complete the Scope of Work. The Volunteer Estimate Form must be turned in to your Area Director by March 11.
- ✓ The Job Analysis Form will assist you in planning the details of each task to be undertaken. It helps you prioritize the jobs and gives your volunteers directions as to what are the most important tasks to accomplish. They can be posted during the day as instructions or used at the end of the day for evaluation.

Work Day

At the beginning of the day

- ✓ Meet your Team Captain at the site before the volunteers arrive to make sure the homeowner is prepared and informed.
- ✓ Meet with Area Director to obtain any last minute information and turn in Credit Cards/receipts.
- ✓ Answer any questions from the homeowner and let the homeowner know the plans for the day.
- ✓ Post signs of safety procedures and repairs to be made.
- ✓ Assign volunteers to specific tasks.

When the volunteers arrive

- ✓ Meet as a group to introduce the homeowner.
- ✓ Let the volunteers know the plan of the day and the role they will play.
- ✓ Ensure that all volunteers wear nametags and Rebuilding Together T-shirts.
- ✓ Provide a master list of jobs, in order of priority, with assignments listed. Be sure that sub-captains are aware of their responsibilities and the scope of work in their area.

During the day

- ✓ Provide technical and skilled advice to volunteers.
- ✓ Supervise and manage the projects.
- ✓ Assist Team Captain as needed.
- ✓ Identify and discuss repair needs discovered on Work Day with Team Captain and Area Director.
- ✓ Obtain additional materials needed at the Rebuilding Together Warehouse or call your Area Director and staff member for an Emergency Purchase Order. Keep all receipts and turn them in to your Area Director at the end of Work Day.
- ✓ Communicate with Homeowner, Team Captain and Area Director about the progress of the work and any unexpected problems.
- ✓ Ensure safety. Do not allow volunteers to get into a dangerous situation. We are required to give the insurance carrier immediate notice of any injury or property damage. If an accident occurs, contact the Executive Director or your Area Director immediately.

At the end of the day

- ✓ Clean-up the area thoroughly. Leave opened cans of paint with the homeowner. Hazardous waste such as opened paint cans must not be brought to the Warehouse. Thoroughly clean paint brushes, rollers and pans. All paint is water soluble so buckets, brushes, and pans can be easily cleaned with a garden hose.

- ✓ Return unopened paint, tools owned by Rebuilding Together, and leftover donated supplies to the Warehouse at the end of the day.
- ✓ Return unused purchased materials to the appropriate supplier. Obtain a credit receipt and return it to the Warehouse.
- ✓ Finish all work that volunteers started. Walk through the home with the homeowner and discuss what has been accomplished and what may not have been accomplished. Rebuilding Together does not have the resources to deal with unfinished work. Your team is responsible for the assigned house. Remember not to make promises about returning to complete work that was never started or not previously agreed to.
- ✓ Be sure to keep track of all receipts. Turn in all purchase receipts, return credit receipts, and Credit Card to the Warehouse or Area Director.

Follow Up

- ✓ Make arrangements to complete any unfinished work.
- ✓ Complete the Skilled Captain Evaluation Form and return it to the Rebuilding Together office. Your feedback will help us to improve the process for years to come.

Area Directors

Each Area Director oversees the work of three or four Rebuilding Together homes in a specific geographic area or a community facility. Their primary responsibility is to act as liaison between the office and the Team Leaders. They also have the responsibility of assisting the Skilled Captain develop the Scope of Work and Materials List and advising the Team Captain on volunteer issues. **The time commitment for being an Area Director is approximately 30 hours minimum.**

Responsibilities

Planning and Preparation

- ✓ Attend all Area Director meetings and Team meetings.
- ✓ Inspect work sites with Team and Skilled Captains and lead the team in developing the Scope of Work and Materials List. At the Assignment Meeting, you and your Teams will receive Home Evaluation Worksheets for each project. Advise them on what repair work should and should not be done considering their volunteers, a limited budget, and time limitations. A priority of repairs should be discussed with and approved by the homeowner. The team is not limited to the repairs indicated on the worksheet; nor are they required to make all of them. The worksheet is a guide and starting place. Teams may discover repairs that are needed or may decide that they cannot recruit volunteers to address every issue. Priority should be given to repairs that make the homes safe, secure and weatherproof. Take the appropriate tools to evaluate the needed repairs (tape measure, flashlight, paper, clipboard, etc.).
- ✓ Instruct Team Leaders to find out the homeowner's priorities and try to accommodate them as long as they are reasonable and within our mission. When the Scope of Work has been developed, instruct the Team Leaders to go over the list with the homeowner and obtain permission on repairs. Be sure the homeowner knows the Team cannot promise that all work on the list will be completed and that some of the homeowner's requests may not be accomplished.
- ✓ Advise Team Captain on volunteer management issues. The Skilled Captain will estimate the number of skilled and unskilled volunteers needed to complete the scope of work they have planned. The Team Captain will recruit the volunteers. If they have a need for volunteers with skills they cannot provide, encourage them to ask around. The volunteers may have friends, relatives and coworkers that have talents that can be utilized. If they are still unable to recruit the volunteers needed, inform the Rebuilding Together office as soon as possible of any needs, such as electricians, plumbers, and carpenters whom the Team Leaders cannot attain. Encourage Team Leaders to: do the jobs that will require "waiting time" first; spread volunteers around the house; prepare a time schedule; divide the scope of work into tasks; divide volunteers into groups assigned to complete tasks; identify other work they could do if volunteers have free time; and utilize any special talents. Encourage Team Leaders to maximize use of skilled volunteers' time. Suggest they schedule work according to their availability, have all materials ready, clear out work areas and plan to have unskilled volunteers assist them if necessary.
- ✓ Oversee work to be done prior to Work Day. Discuss any preliminary work and anticipated return visits. Communicate with the Rebuilding Together office about work to be accomplished prior to Work Day by the team or by other volunteers and keep staff advised of problems, needs, and progress of preparation.
- ✓ Even though you are skilled, you should not do the work. As an Area Director, your job is to be sure the Team is effective.
- ✓ Encourage Team Leaders to provide information and instructions to volunteers about Rebuilding Together, the work site, lunch plans, suggested items to bring, and their responsibilities.

- ✓ Stress the importance of safety. Appoint a Safety Captain to educate the Team about various safety procedures such as wearing hats and gloves for protection, etc. They should also oversee all work during the day and remind volunteers of safe work practices. Do not allow volunteers to get into dangerous situations. We are required to give the insurance carrier immediate notice of any injury or property damage. If an accident occurs, contact the Executive Director immediately.
- ✓ See that the Team Captain has recruited the Ambassador, Clean-up Captain, and Runner.
- ✓ Check the Scope of Work to see that it is detailed and prioritized, see that the Materials List is complete, and sign-off on both forms.

Work Day

- ✓ Meet Rebuilding Together coordinators at office first thing in the morning to receive last minute information.
- ✓ Meet Team Leaders at the sites to distribute last minute information and collect Credit Cards to share among your teams as needed during the day.
- ✓ Supervise work sites and act as an advisor and "trouble shooter". Advise the team about unexpected needs discovered on Work Day. Decide what work should and should not be done in the time allowed. Communicate with Rebuilding Together staff to keep them advised of problems, needs, and progress of work at home sites.
- ✓ Approve repair work discovered that day and authorize material purchases after approval of staff member.

At the end of the day

- ✓ See that Teams clean up their site thoroughly. This includes leaving trash according to instructions from the Logistics Meeting and cleaning the supplies before returning them to the warehouse (paint brushes, pan, etc.).
- ✓ Instruct Team Leaders to return any unused materials they purchased to the appropriate suppliers and obtain credit receipts. They should leave opened cans of paint and scrap lumber with the homeowner. Unopened paint, Rebuilding Together tools and leftover donated supplies should be returned to the Warehouse.
- ✓ Make sure Teams finish what they began. Rebuilding Together does not have the resources to deal with unfinished work. The Team is responsible for all completion of repairs.
- ✓ Remind the Team Captain to obtain the signature(s) of all homeowners on the Homeowner Acceptance Form. Sign-off on completed work on Homeowner Agreement.
- ✓ Turn in any receipts, credit receipts and credit cards you have to the Warehouse at the end of the day with indication of which project they came from.

Ensure that Paperwork is Completed and Returned

- ✓ Team Captains are responsible for: Homeowner Agreement, Volunteer Skills Inventory, Volunteer Liability Waivers and Acceptance Form.

- ✓ Skilled Captains are responsible for: Volunteer Estimate Form, Job Analysis Form, Scope of Work and Materials List.
- ✓ Team Captains and Skilled Captains are responsible for the Credit Cards and returning all purchase receipts.

Follow-Up

Please complete the Evaluation. Your feedback will help us to improve future Work Days.

Checklists

Team Captain Checklist

Getting Ready

- ✓ Make an appointment to visit the assigned work site with Skilled Captain and Area Director.
- ✓ Discuss the repairs needed with the homeowner, making note of the homeowner's priorities.
- ✓ Work with Skilled Captain and Area Director to plan the scope of work and determine materials and volunteers needed.
- ✓ Coordinate scope of work with the Exterior Maintenance list of repairs, if applicable.
- ✓ After getting Scope & Materials Lis approved, obtain signed Homeowner Agreement.
- ✓ Prepare "homeowner profile" to include in volunteer packet that introduces the volunteer to the home situation before they arrive.
- ✓ Recruit volunteers and obtain information on special skills they may have.
- ✓ Recruit skilled volunteers needed to complete work. Submit request for skilled assistance to Area Director (if you are unsuccessful in recruiting for a particular skilled need).
- ✓ Plan the details of Rebuilding Together Work Day with the Skilled Captain and Area Director.
- ✓ Meet with volunteers or mail information packets to them.
- ✓ Obtain Volunteer Liability Waiver form from all volunteers.
- ✓ Turn in waivers in exchange for a T-shirt for each volunteer at the Rebuilding Together Warehouse.
- ✓ Contact homeowner a week before Work Day and inform of plans.
- ✓ Determine with input from your team a plan for lunch.
- ✓ Call volunteers for a final reminder of Work Day.

Work Day

- ✓ Thank the volunteers for coming.
- ✓ Introduce and explain the roles of yourself and other coordinators.
- ✓ Introduce the homeowners to your volunteers.
- ✓ Provide an overview of work to be done at the house.
- ✓ Tell volunteers location of supplies and have them contact you if they need a supply they can't find.
- ✓ Explain the lunch schedule, location of food/drink, restrooms, etc.
- ✓ Emphasize safety. Point out the location of the first aid kit in case of injury.
- ✓ Be sure all volunteers have signed a Volunteer Liability Waiver. No waiver = No T-shirt.
- ✓ Assign volunteers to their tasks if any have not been assigned previously.
- ✓ Pump them up for a great day of hard and rewarding work!
- ✓ At the end of the day, review with the homeowner all the work that has been completed and go over any necessary instructions. Make homeowner aware of any repairs that were not made.
- ✓ Clean up all traces of your labor. Leave opened cans of paint with the homeowner.
- ✓ Get homeowner's signature on Homeowner Acceptance Form.

- ✓ Collect all unused materials and Rebuilding Together owned supplies. Return unused purchased materials to the appropriate supplier and obtain a credit receipt. Return all other supplies to the Warehouse.
- ✓ Return all purchase receipts, credit receipts, Credit Card, and Homeowner Acceptance Form to the Warehouse or Area Director.
- ✓ Make plans with volunteers to complete any unfinished work. Make arrangements with the homeowner for work to be completed.

Skilled Captain Checklist

Getting Ready

- ✓ Make an appointment to visit the assigned house with Team Captain and Area Director.
- ✓ Discuss and prioritize the repair needs with Homeowner.
- ✓ Use the Job Analysis Form to organize the planned repair work.
- ✓ Complete a prioritized Scope of Work and a detailed Materials List.
- ✓ Turn in Scope of Work and Materials List to your Area Director by Feb. 25.
- ✓ Determine how many volunteers will be needed for the Team Captain to recruit.
- ✓ Assist Team Captain in finding skilled volunteers.
- ✓ Submit request for skilled assistance to Area Directors (if you are unsuccessful in recruiting).
- ✓ Discuss with Homeowner any work to be done prior to Work Day.
- ✓ Notify Area Director and Rebuilding Together office of work to be done prior to Work Day.
- ✓ Coordinate volunteers to work prior to Work Day as needed.
- ✓ Plan Rebuilding Together Work Day - projects, schedules, tasks, etc.
- ✓ Pick up donated materials and supplies at the Warehouse.
- ✓ Check delivery schedule for Exterior Maintenance materials, if applicable.
- ✓ Purchase materials using the Rebuilding Together Credit Card.
- ✓ Get team members to assist in obtaining material donations.
- ✓ Make plans to store materials and supplies prior to Work Day.

Work Day

- ✓ Meet with Team Captain and Area Director to discuss last minute information.
- ✓ Thank the volunteers for coming
- ✓ Introduce and explain the roles of other coordinators.
- ✓ Provide an overview of work to be done at the house.
- ✓ Tell volunteers where supplies are located and who to contact if they need a supply they can't find
– remind them not to expect to be reimbursed without prior approval from staff.
- ✓ Emphasize safety. Point out the location of the first aid kit in case of injury.
- ✓ Be sure all volunteers have signed a waiver form. No waiver = no T-shirt.
- ✓ Assign volunteers to tasks if they have not been previously assigned.
- ✓ Keep the homeowner informed.
- ✓ Delegate and supervise. Don't do it all yourself.
- ✓ Clean up all traces of your labor. Leave opened cans of paint with the homeowner.
- ✓ Collect all unused materials and supplies owned by Rebuilding Together. Return unused purchased materials to appropriate supplier and obtain a credit receipt. Return all other supplies to the Warehouse.

- ✓ Return all purchase receipts, credit receipts, Credit Card, and Homeowner Acceptance Form to the Warehouse or the Area Director.
- ✓ At the end of the day, review with homeowner all work that has been completed and go over any necessary instructions.
- ✓ Discuss plans for completing any unfinished work

Area Director Checklist

Getting Ready

- ✓ Make an appointment to visit the work site with the Team Leaders.
- ✓ Work with the Team Leaders to plan the Scope of Work and Materials List and determine volunteers needed.
- ✓ See that Team Leaders discuss and prioritize repairs with the homeowner and obtain signed permission.
- ✓ Review Exterior Maintenance list of repairs and materials and compare to Scope of Work and Materials List, if applicable.
- ✓ Turn in the Scope of Work and Materials List to the Rebuilding Together Office by the deadline.
- ✓ See that the Team Captain obtains signed Homeowner Agreement.
- ✓ See that the Team Captain has recruited all volunteers including the Ambassador, Clean-Up Captain, and Runner.
- ✓ Submit request for skilled assistance to Rebuilding Together office (if the team is unsuccessful in recruiting for a particular skilled need).
- ✓ Instruct the Skilled Captain on obtaining materials and supplies.
- ✓ Plan the details of Rebuilding Together Work Day with the Team Leaders.
- ✓ Notify Rebuilding Together office of work to be done prior to or after Work Day.

Work Day

- ✓ Meet with Rebuilding Together coordinators to receive last minute information.
- ✓ Meet with Team Leaders and give them the last minute information.
- ✓ Emphasize safety.
- ✓ Be available to Teams throughout Work Day, making stops at each work site several times during the day to assist with problems.
- ✓ At end of the day, review with Team Leaders all work that has been completed and go over any necessary instructions.
- ✓ See that Team Captain gets homeowner's signature on Homeowner Acceptance Form and return document to the Warehouse.
- ✓ See that Team Leaders collect all unused materials and Rebuilding Together supplies. They should return unused purchased materials to the appropriate supplier and obtain credit, leave opened cans of paint with the homeowner and return all other supplies to Warehouse.
- ✓ Return all purchase receipts, credit receipts, and Credit Card to Rebuilding Together Warehouse.
- ✓ See that Team has cleaned up all traces of their labor.
- ✓ Discuss plans for completing any unfinished work.

Forms and Paperwork



Homeowner Agreement and Acceptance Form

To be completed by RBT representative and signed by homeowner prior to work beginning

Homeowner Name: _____

Address: _____

House #: _____

Team: _____

TASK	DESCRIPTION (Be Specific)	HOME OWNER INITIAL	SKILL/TEAM CAPTAIN INITIAL	AREA DIRECTOR INITIAL At Completion

I understand that Rebuilding Together OKC has selected my home to be included in its home repair and improvement Work Day to be held May 1, 2010. I understand that the repairs and improvements will be performed entirely by a team of volunteers and will be free of charge.

I have spoken with representatives from the team assigned to repair my home and we have agreed on the scope of work listed above. I understand it may be necessary to do some preparation, repairs, improvements, and clean up prior to and after Work Day. I understand that while the team plans to complete the listed tasks, the team members are volunteers and that neither Rebuilding Together nor the team make any guarantee that any or all of the work listed will be completed, either before, during, or after Work Day.

I agree that I will cooperate with the Team Captain, Skill Captain, and volunteers who work on my home. I assure that all able-bodied members of my family will either participate or be absent from

my home while the work is being done. If they are present and not working a Rebuilding Together volunteer may ask them to leave.

I understand that Rebuilding Together and its volunteers, licensed professionals (including without limitation architects and engineers) disclaim all warranties, express or implied, concerning the work. In consideration of the repairs and improvements, I further release and forever discharge from all claims (known or unknown) and hold Rebuilding Together its officers, directors, employees, agents, donors, volunteers, and other affiliates, collectively and individually, harmless from any claims and liabilities arising at any time as a result of the repairs, including, without limitation, any rights or causes of action resulting from personal injury, death, or damage to property, directly or indirectly arising from any improperly performed repairs or improvements or defects in material or workmanship, design, inspection or supervision.

I also grant to Rebuilding Together permission to take or have taken, still and moving photographs and films including television pictures of my home. I consent and authorize Rebuilding Together its advertising agencies, news media and any other persons interested in Rebuilding Together and its work, to use and reproduce the photographs, films, and pictures and to circulate and publicize the same by all means including, without limiting the generality of the foregoing, newspapers, television media, brochures, pamphlets, instructional materials, books and clinical material.

No inducements or promises have been made to me to secure my signature to this release other than the intention of Rebuilding Together to perform the repairs and improvements and to use such photographs, films and pictures for the primary purpose of promoting and aiding its program and its works.

Signed this _____ day of _____, 2010.

Homeowner

Homeowner

Witness _____

Homeowner Acceptance of Completed Work

To be completed by RBT representative and signed by homeowner after work is completed

To: Rebuilding Together OKC and its Volunteers

I (We) acknowledge entire satisfaction with the repairs and improvements performed on my (our) home without charge by volunteers organized by Rebuilding Together. I (we) release Rebuilding Together and each of its officers, directors, employers, agents, donors, volunteers, and other affiliates, collectively and individually, and hold them harmless from any claims and liabilities arising at any time as a result of the repairs and improvements, including, without limitation, any rights or causes of action resulting from personal injury or death or damage to my property directly or indirectly arising from improperly performed repairs or improvements or defects in material or workmanship.

SIGNED this _____ day of May, 2010.

Homeowner

Homeowner

Witness _____

Volunteer Skills Inventory

Thank you for volunteering for Rebuilding Together Work Day, May 1, 2010. Your efforts will help a neighbor in need live in warmth, safety and independence.

We have work for everyone. Please complete this skills inventory form and return it as soon as possible. If you have any questions, please call me. More information will follow regarding our site.

I look forward to working with you. Thanks again!

Team Captain _____

Cell #: _____ Work #: _____ Home #: _____ Email: _____

Volunteer Information

Please print:

Name: _____

Cell #: _____ Work #: _____ Home #: _____ Email: _____

Home Address: _____

_____ I am able to work from _____ to _____.

_____ I am available all day on May 1, 2010.

_____ Other (please provide details)

Please check your skills:

_____ Carpentry

_____ Electrical

_____ Plumbing

_____ Cleaning

_____ Glazing Windows

_____ Yard work

_____ Drywall /taping

_____ Roofing

_____ Painting

_____ Other _____

Volunteer's Agreement and Release from Liability

1. Voluntary Participation: I have applied to participate as a volunteer in the Rebuilding Together OKC home repair project (the "Project"), in which the homes of disadvantaged persons will be repaired by volunteers. I understand that as a volunteer I will not be paid for my services, that I will not be covered by or eligible for any insurance coverage (if any) provided by Rebuilding Together, other Project volunteers or sponsors, or Project homeowners, including but not limited to medical, property and liability insurance, and workers compensation benefits. I further agree that my participation in the project may be terminated at any time by Rebuilding Together or by me. This release covers my participation any day I work for Rebuilding Together.

2. Assumption of Risks: I AM AWARE THAT, BY PARTICIPATING IN THE PROJECT, I MAY BE EXPOSED TO PERSONAL INJURY OR DEATH OR DAMAGE TO MY PROPERTY AS A RESULT OF MY ACTIVITIES, THE ACTIVITIES OF OTHER VOLUNTEERS, OR THE CONDITIONS UNDER WHICH MY VOLUNTEER SERVICES ARE PERFORMED. WITH KNOWLEDGE OF THESE RISKS, I AGREE TO ACCEPT ANY AND ALL RISKS OF PERSONAL INJURY OR DEATH OR DAMAGE TO MY PROPERTY, AND I VERIFY THIS STATEMENT BY PLACING MY INITIALS HERE:_____.

3. Release: In consideration of the opportunity afforded me to participate in the Project, I hereby agree that I, my successors, assignees, heirs, guardians and legal representatives, will not make any claim against Rebuilding Together or any of its affiliated organizations, or their officers, directors, employees, agents, or donors, or the suppliers of any materials or equipment that are used during the Project, any of the Project volunteers or sponsors, or any homeowner participating in the Project, for injury, death or damage resulting from the acts or omissions of any person or entity, however caused, arising from my participation in the Project. Without limiting the generality of the foregoing, I hereby waive and release any rights, actions, or causes of action resulting from personal injury to me or my death, or damage to my property, sustained in connection with my participation in the Project; provided, however, that the injury, death or damage was not caused by an act or omission of another person that was reckless, wanton, intentional, or grossly negligent. I further consent to the unrestricted use by Rebuilding Together and/or any person authorized by it of any photographs, recording, interview, videotapes, motion pictures or similar visual or auditory recording of me created in connection with the Project.

4. Knowing and Voluntary Execution: I HAVE CAREFULLY READ THIS AGREEMENT AND FULLY UNDERSTAND ITS CONTENTS. I AM AWARE THAT THIS IS A CONTRACT BETWEEN MYSELF AND Rebuilding Together OKC AND A RELEASE OF LIABILITY, AND I SIGN IT OF MY OWN FREE WILL. BY SIGNING THIS AGREEMENT, I CERTIFY THAT I AM EIGHTEEN YEARS OF AGE OR OLDER OR HAVE DELIVERED THE CONSENT OF MY PARENT OR GUARDIAN TO Rebuilding Together OKC.

Executed at (city)_____Oklahoma, date_____

Team_____House_____

Name of Volunteer (please print)_____

Volunteer (signature)_____

Address (please print)_____

Cell #:_____Work #:_____Home #:_____Email:_____

Signature of parent or legal guardian if volunteer is not eighteen years of age or older

I certify that _____(volunteer) acknowledged in my presence that he/she has read and fully understands the meaning and consequences of the foregoing AGREEMENT and signed it in my presence.

Name of witness (please print)_____

Signature of witness_____

Medical Treatment Authorization for Participation of a Minor

I represent and warrant to Rebuilding Together OKC that I am the parent or legal guardian of the minor named above. The above named minor has my permission to participate in the Rebuilding Together project (the "Project"). On behalf of such minor and myself, I have signed a Volunteer's Agreement and Release from Liability (the "Release") and hereby agree to all of the terms and conditions of the Release.

In case of medical or dental emergency, I request that Rebuilding Together attempt to contact me at the telephone number set forth below. However, I hereby give permission to the physician or dentist selected by Rebuilding Together to hospitalize, treat, secure proper treatment for, and order injection, anesthesia or surgery for the minor named above. A copy of the permission form may be accepted by and treated by the physician or dentist as equivalent to the original permission form.

Signature of Parent/Guardian_____

Telephone_____

PLEASE COMPLETE THE FOLLOWING:

Medical Insurance Carrier:_____

Policy Number:_____

Family Doctor:_____

Address:_____

Phone:_____

Family Dentist:_____

Address:_____

Phone:_____

Any drug or food allergies:_____

Limitation on activities:_____

If I cannot be reached, please contact:_____

Telephone:_____

Volunteer Estimate Form

Homeowner: _____ House # _____

Team Name: _____

Skilled Captain: _____ Phone: _____

Area Director: _____ Phone: _____

Number of Unskilled Volunteers to Be Provided by Team: _____

Number of Skilled Volunteers to Be Provided by Team: _____

Carpenter	Number _____	Hours _____
Plumber	Number _____	Hours _____
Electrician	Number _____	Hours _____
Roofer	Number _____	Hours _____
HVAC	Number _____	Hours _____
Plasterer/Drywall	Number _____	Hours _____
Window Glazer	Number _____	Hours _____
Other _____	Number _____	Hours _____

Do you need Rebuilding Together to provide any skilled volunteers? Yes _____ No _____

Explain in detail the scope of work to be completed by skilled volunteer:

*Rebuilding Together has a limited number of skilled volunteers. Try to find your own skilled workers or expect to share them with other houses. Do not tell the homeowner that work will be completed unless you have the necessary volunteers.

Job Analysis Form for Team Use Only

This is to be prepared for each project in the Scope of Work. Make copies as needed. Keep for team reference.

Job to be done: _____

Priority #: _____

#Skilled Volunteers Needed: _____ Semi-Skilled Needed: _____

Other Volunteers: _____

Total Expected Time Required: _____

Materials Required: _____

Tools Required: _____

Procedure:

- _____
- _____
- _____
- _____
- _____
- _____
- _____

Notes

FASTENERS

ITEM	QUANTITY	SIZE	TYPE
NAILS:			
4 FINISH			
6 FINISH			
8 FINISH			
10 FINISH			
8 BOX			
12 BOX			
16 BOX			
GALVANIZED			
6 COMMON			
8 COMMON			
GALVANIZED BOX			
6 CASING			
8 CASING			
WOOD SCREWS			
DRYWALL SCREWS			
WALL ANCHORS			
CONCRETE			
JOIST HANGERS			
MISCELLANEOUS			

Area Director's Initials _____

FINISH PRODUCTS (FROM ICI DULUX)

ITEM	QUANTITY	SIZE	TYPE
DRYWALL MUD (50#)			
DRYWALL TAPE			
ACOUSTIC SPRAY			
INTERIOR PAINT*			
EXTERIOR PAINT*			
CAULK - 25 YR.			
CAULK GUNS			
TUB & TILE CAULK			
QUICKSET PATCHING			
SPACKLE COMPOUND			
KILZ SPRAY			
SANDPAPER			
MISCELLANEOUS			
RAZOR BLADES			
SCRAPERS			
CAULK GUNS			
PAINT BRUSHES			
MASKING TAPE			
DROP CLOTHS - VISQUEEN			
OTHER			

***Please use Paint Estimating Form when figuring quantity needed. Remember – Spectrum Paint is open on Saturdays until noon.**

Area Director's Initials_____

PAINTING INFORMATION

INTERIOR

CEILINGS LENGTH X WIDTH=SF
WALLS -LENGTH X HEIGHT=SF

10x12 room w/8' tall

10x12=120sf for ceiling

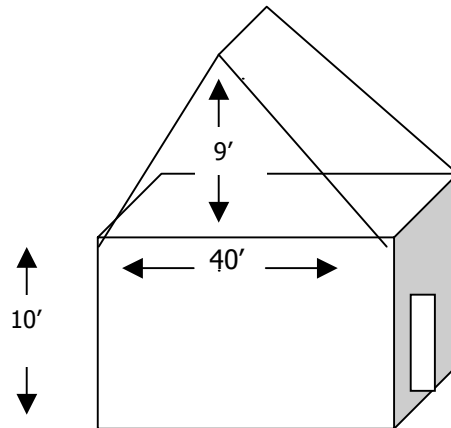
(10x8)x2=160sf

(12x8)X2=192sf

Total sf for room=472

2 gallons of paint will cover

EXTERIOR



SURFACE COVERAGE – 275 SF PER GALLON, PER COAT.

CEILINGS & WALLS – FLAT PAINT
KITCHENS, BATHROOMS AND TRIM USE SEMI-GLOSS.

DO NOT USE OIL BASE PAINT.

USE SILCONE CAULK ONLY IN THE KITCHEN AND
BATHROOM IT IS OK FOR SOME WINDOWS AND DOORS.
REMEMBER, SILCONE CAULK IS NOT PAINTABLE

WINDOW GLAZING – IT IS EASIER TO USE DAP GLAZING
FROM THE CAN INSTEAD OF THE TUBE.

IF YOU ARE GOING TO USE KILZ AS A STAIN SEALER USE
THE WATER BORNE PRODUCT. IT IS EASIER TO CLEAN UP.
SOME VERY SPECIFIC CIRCUMSTANCES REQUIRE OIL
BASED PRODUCTS (i.e. NICOTINE STAINS) CALL ICI FOR
ADVICE.

STAY AWAY FROM COLOR MATCHES AS MUCH AS
POSSIBLE. UNLESS YOU ARE TRYING TO TOUCH-UP SMALL
PORTIONS ONLY USE READY MIX WHITE OR ANTIQUE
WHITE.

EXTERIOR PAINT IS AVAILABLE IN 6 READY-MIX
TRIM/ACCENT COLORS. USE THESE. ANY OVERAGES THAT
ARE UNOPENED CAN BE RETURNED FOR CREDIT. USE FLAT
EXTERIOR FOR SIDING (WHITE ONLY). DOORS AND TRIM
USE SATIN OR SEMI-GLOSS. USE A SILICONIZED ACRYLIC
CAULK THAT IS PAINTABLE ON SIDING AND TRIM.
WHEN BUYING PAINT AT HOME DEPOT USE ONLY THE
GLIDDEN ULTRA LINE.

GABLE

Base x Height/2=SF

WALLS – WIDTH X HEIGHT=SF

40x9/2=180sf

40x10=400sf

Sf one side=580

Don't worry about deducting for
doors and windows unless they
are abundant

SIDING

ITEM	QUANTITY	SIZE	TYPE
HARDBOARD			
HARDBOARD			
WOOD SHEET			
WOOD LAP			
MISCELLANEOUS			

Area Director's Initials _____

DOORS & WINDOWS

ITEM	QUANTITY	SIZE	TYPE
INTERIOR SLABS			
INTERIOR PRE-HUNG (INCLUDE HAND OF DOOR)			
INTERIOR JAMBS			
EXTERIOR SLABS			
EXTERIOR PRE-HUNG			
EXTERIOR STEEL PRE-HUNG (INCLUDE HAND OF DOOR)			
WEATHERSTRIP			
STORMDOORS (INCLUDE HAND OF DOOR)			
CLOSERS			
LATCHES			
STORM WINDOWS			
WINDOWS			
SCREEN MATERIAL			
RUBBER CORD			
GLASS			
GLAZING POINTS			
GLAZING COMPOUND			

Area Director's Initials _____

PANELING & TRIM

ITEM	QUANTITY	SIZE	TYPE
PRE-FINISHED PANELING			
INSIDE CORNERS			
OUTSIDE CORNERS			
BASE			
CASE			
STOP			
MOULDING			
BASE SHOE			
QUARTER ROUND			
COLORED NAILS			
LIQUID NAILS			
MISCELLANEOUS			

Area Director's Initials _____

ROOFING & GUTTERING

ITEM	QUANTITY	SIZE	TYPE
SHINGLES - COMP.			
WOOD SHINGLES			
FELT			
METAL EDGE			
ROOF CEMENT			
FLASHING			
GALV. ROOF NAILS			
10' GUTTERING			
DOWNSPOUTS			
45 ELL			
ACCESSORIES			
GUTTER CAULK			
SPLASH BLOCKS			
MISCELLANEOUS			

- WE WILL NOT HANG NEW GUTTERING.

Area Director's Initials _____

CARPET & FLOORING

ITEM	QUANTITY	SIZE	TYPE
CARPET			
(ORDER BY ROOM SIZE)			
CARPET PAD			
(ORDER BY ROOM SIZE)			
VINYL SHEET GOODS			
(ORDER BY ROOM SIZE)			
VINYL TILES			
(ORDER BY ROOM SIZE)			
VINYL TILES - STICKY BACK			
ADHESIVE			
FLOOR LEVELER			
TACK STRIP			
METAL FINISH STRIP			
FLAT TRANSITION STRIP			
INDOOR/OUTDOOR CARPET			
CERAMIC TILE			
GROUT			

Area Director's Initials _____

ELECTRICAL

ITEM	QUANTITY	SIZE	TYPE
ROMEX 12-2			
CIRCUIT LOAD CENTER			
FUSES			
CUT-IN BOXES			
ELECTRIC BOXES			
RECEPTACLES			
SWITCHES			
WIRE NUTS			
COVER PLATES			
LIGHT FIXTURES			
CEILING FANS			
LIGHT KITS			
LIGHT BULBS			
MISCELLANEOUS			

Area Director's Initials _____

