

# House Captain Manual



1899 L STREET, NW • SUITE 1000 • WASHINGTON, DC 20036  
800.473.4229 • FAX 202.483.9081

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## Introduction

This manual will be useful to the House Captain before, on and after a Rebuilding Together work day/ week. Rebuilding Together National has provided essential information on how to run a smooth project, including a detailed list of all possible job descriptions that the house captain may wish to assign to volunteers. Additionally, you will find a comprehensive listing of all materials and supplies that may be needed or ordered.

Please also view the Rebuilding Together Safety Manual before project day and call the National Office with any and all questions.

## The House Captain

As a House Captain you are the *key player* in the Rebuilding Together operation. The House Captain is the one person in charge on Rebuilding Together work day and is responsible for **planning and managing a safe, quality project** that will be a meaningful and enjoyable experience for volunteers and homeowners alike.

Equally as important, the House Captain often sets the tone at the house. During this day of hard work, it is important that people have fun, feel part of a team and in general feel appreciated. Being a House Captain requires a commitment of time and energy.

### Team Approach:

Some House Captains have found it *extremely* helpful to assign two additional people as members of the Rebuilding Together project team to act as **Volunteer Coordinator** and **Homeowner Companion**. The **Volunteer Coordinator** is responsible for assisting the House Captain in all aspects of the project. The **Homeowner Companion** focuses on the needs of the homeowner during the Rebuilding Together project.

Both the **Volunteer Coordinator** and **Homeowner Companion** share project responsibilities, free up the House Captain to attend to the overall project, and keep the volunteers focused and busy throughout the day. **We strongly recommend that you follow this format to maximize volunteer efforts and to insure a safe and quality job.**

### Dual Team Approach

Another approach is to expand the team concept and delegate project responsibilities to a larger number of volunteers. The model for this approach consists of two separate teams: a **Project Team** and **Volunteer Team**. (*Please bear in mind this format requires a high degree of coordination between team members.*)

**Project Team** members are responsible for the physical “hands on” approach to the Rebuilding Together project. Some of the job descriptions under the Project Team format could be: House Captain, Co-Captain, Skilled Labor Coordinator, Materials Coordinator, Quality Control/Safety coordinator and Clean-up Coordinator.

**Volunteer Team** members are responsible for the needs of the homeowner and volunteers, as well as handling some of the administrative details for the Rebuilding Together project. Some of the job descriptions under the Volunteer Team format could be: House Ambassador, Co-Ambassador/Family Representative, Volunteer Coordinator, Neighborhood Representative, Food Coordinator, House Historian/Photographer.

**Job descriptions for the positions mentioned above can be found on (pages 17-68).**

## House Captain Responsibilities

### **Before Rebuilding Events:**

- Choose a Volunteer Coordinator and Homeowner Companion
- Attend mandatory House Captain meetings
- Visit your assigned site. Get to know the family and the house ahead of time. Determine the scope of work to be done and keep it simple!
- Prioritize and organize the work in advance of the work days.
- Look for safety improvements that can be made in and around the house
- Deal with homeowner's expectations
- Avoid promises to the homeowner
- Determine the materials and supplies you need for your site.
- Submit material and supply order forms to Rebuilding Together by the due date
- Assist in getting large items donated (i.e.: doors, windows, etc.)
- Pick up remaining supplies at \_\_\_\_\_ in advance of work days.
- Coordinate and/or perform necessary prep work at the house

### **On Work Days:**

- Conduct an orientation meeting (and pep rally) with your volunteers first thing on Rebuilding Day
- Clearly assign all jobs to volunteers
- Be a leader, not a worker. Direct the work of volunteers, stressing safety and a quality project
- Conduct a final walk-through with the homeowner at the end of the day explaining what was and what was not completed
- Have the homeowner sign the Homeowner Satisfaction Form

### **After Rebuilding Events:**

- Complete the House Captain Evaluation form.

## Safety\*

Safety is our No. 1 priority. Work should be geared toward making the worksite safe for volunteers and the home safe, warm and dry for homeowners. Cosmetic work is a bonus.

Address safety concerns during your opening remarks to volunteers. All volunteers should be briefed at the start of the day that they are working on a construction site and should take all necessary and reasonable precautions to maintain adequate safety standards. Make sure your volunteers don't get themselves into dangerous situations or situations that could be dangerous for the homeowner.

Remember that many of our homeowners are elderly with vision and mobility limitations. They are more likely than we are to trip over scraps of lumber, hurt themselves lifting trash bags or moving furniture. If for some reason something is left undone when you leave, please make sure the homeowner is aware of this.

### Safety Guidelines for Volunteers

**Require that all volunteers wear name tags (front & back).** One person should be assigned as a "safety captain." He/she should know where the telephone is, where the first aid kit is, and how to get help.

Place **safety posters** throughout the job site. Keep the job neat, cords and hoses out of the way, sawdust swept away, and debris cleaned up. Spilled paint or liquids should be taken care of immediately. Railings or banisters should be erected immediately.

### A few more helpful safety hints:

- Do not drive expensive or flashy cars to your jobsite.
- Get to know co-workers by name. If you run into trouble, it is easier to get someone's attention by calling their name rather than "hey you".
- Encourage volunteers to use safety glasses, work gloves, and dust masks.
- Make certain all ladders are held and secure at the bottom. Before the ladder holder leaves, come down! Don't overreach or use ladders that are too long or too short for the job. Always keep two feet on the rung.
- Lift and carry slowly, carefully! Get help if need be! 1-2-3 lift; 1-2-3 go. Sounds silly and slow, but it saves your back and toes (and hospital bills).
- Professionals and people who have been trained in their proper use should use power tools.
- Always wear safety glasses. Never wear loose-fitting clothing that could be pulled into the blade.
- Remember that most power tool accidents happen after the material has been cut and the tool is in "wind down."
- Use caution around electricity and plumbing. Reserve skilled jobs for the appropriate tradesperson. Don't work on appliances, lights, etc. with the power, water or gas on! Turn off the main power supply and label the electrical box so it won't be turned on accidentally.
- Watch out for overhead power lines. If possible, have the local utility install "protective sleeves" on power lines prior to the work day.
- Use tools properly. The most dangerous tool is the screwdriver because it is used incorrectly so often.
- Report any injury immediately.
- Accidents sometimes happen because of anger or criticism. Be considerate and stay cool.

*\*Please see the Rebuilding Together Safety Manual for more information on safety during the work day.*

## Guidelines on Achieving a Quality Job\*

**Quality is job No. 2.** We want to leave our homeowners with the satisfaction of knowing that we are dedicated to doing a quality job for those in need.

- **Quality** is a commitment to give your best. It is the sum total of the effort going into every task by every worker throughout the project.
- **Stress** your commitment to a quality job to your volunteer crew. Making quality a priority issue may account for at least 50 percent of the end result.
- **When** you first meet your family, after hearing their concerns, discuss the job with them. Explain each and every step. Walk through the house, point, gesture, talk about details — don't assume they understand what is about to happen to their home. Listen for concerns and ask questions — reassure them that their concerns are important and that they will get a quality job.
- **During** your morning meeting with the volunteers, tell them what to expect and what concerns the homeowner has. Tell them specifically you are looking for a quality job. Ask them to evaluate their work by their *own* standards of quality.
- **Walk** through the job while work is in progress. Look for quality details to point out to both client and crew. Compliment your volunteers.
- **Final** clean up is *so important* to a quality job. An extra 10 minutes in sweeping or wiping down dust goes a long way to communicating that a quality job has been done.

\* *Adapted from: Jim Mannix, San Francisco Restorations*

## Job Descriptions

### House Captain

#### Responsibilities

Selection of an appropriate House Captain is the key to success in any rehabilitation project. It is recommended that a highly skilled and experienced person be selected to lead the extremely difficult endeavor of completing all repairs in one day using a large number of both skilled and unskilled volunteers.

#### Qualifications

- Substantial construction experience
- Project supervision experience
- Strong organizational skills
- Ability to handle stress
- Motivational skills

#### Before Rebuilding Day

- Attend the Orientation and Home Selection Meeting. With the sponsor and Ambassador, select the home to be rehabilitated.
- Work closely with the Ambassador in a team approach to the project.
- Attend project meetings.
- Attend the Team Leader home site preview with Sponsor and Ambassador. Perform initial inspection of house. Prepare rough estimates of the scope of work, list of materials, skilled labor, and volunteers required.
- Prioritize and organize project work.
- - Select Project Team members
    - -Assign areas of responsibility
    - -Train Project Team members
    - -Encourage all members of the project team to work together
    - -Coordinate activity between project areas of responsibility
- Supervise Project Team meetings
- Approve the Homeowner Agreement and scope of work. Authorize additional work to be performed with team resources. Have homeowner sign agreement.
- Review all estimates, lists, and forms prepared by the Project Team. Ensure that they are submitted to the appropriate committee on time.
- Coordinate work with committees.
- Ensure work performed and materials used are within budget for the home.
- Attend the Volunteer Orientation. Provide project overview
- Verify acquisition and delivery of project materials and supplies.
- Verify staffing (both skilled and unskilled) is sufficient to perform rehabilitation.
- Supervise any advance work performed in preparation for the event.

#### On Rebuilding Day:

- *The house captain should not leave the home site for any reason while the event is in progress or volunteers are on site.*
- Arrive early, before the Project Team, and note any differences at the home site that might conflict with prior arrangements.
- Conduct the home site Pep Rally prior to commencing work.

- Ensure completion of the home site project.
- The Logistics Committee will schedule fire hazard inspections after the work days. Some homes may have such unsafe conditions that they could be condemned. If there are any conditions that you believe are unsafe and cannot be corrected by Rebuilding Together, contact the logistics Committee so that special arrangements can be made
- Conduct a final walk-through with the homeowner, family representative, and Ambassador at the end of the day.
- Have the homeowner sign the Homeowner Satisfaction form.
- Be the last to leave when repairs are done. Congratulate the homeowner and thank them for the opportunity to help.

### **After Work Days**

- Supervise any post-event work performed.
- Review the House Captain job description. Make suggestions and comments for submission in the Home site Notebook.
- Review and evaluate Project Team efforts.
- Fill out project evaluation form.
- Ensure that the home site Notebook is completed and that it is submitted to the Quality Review Committee on time.
- Participate in the House Captain/Ambassador Evaluation meeting.
- Begin planning for next year!

## Co-Captain

### **Responsibilities**

The Co-Captain is responsible for performing any duties that the House Captain delegates or is unable to perform. In this capacity, the Co-Captain assists with the completion of all duties required of the House Captain.

### **Qualifications**

It is recommended that a skilled and experienced person be selected to perform this function. The Co-Captain may be a House Captain in training, becoming familiar with the process and preparing to lead a home site project later in the year. The same qualifications required of the House Captain should be available in the Co-Captain.

### **Before the Work Day**

- Attend the joint Project/Volunteer team meeting.
- Attend the Team home site walk-through.
- Assist Project Team leaders with preparation of forms and documents.
- Attend all project meetings when House Captain cannot.
- Perform any tasks delegated by the House Captain.
- Participate in Project Team meetings.
- Supervise Project Team meetings.

### **On Work Day**

- Participate in the Home site Pep Rally.
- Assist the House Captain in all duties.
- Help motivate Team members.
- Assist in supervision of Team members.
- Facilitate completion of the work.
- Work with the Area Coordinator assigned to your home site to dispatch information between the home site and headquarters.

### **After the Work Day**

- Review the Co-Captains' job description. Make suggestions and comments for submission in the Home site Notebook.
- Review and Evaluate Project Team efforts.
- Attend Project Team/Volunteer Team evaluation meeting.
- Ensure that the home site Notebook is completed and that it is submitted to the Quality Review Committee on time.
- Participate in the House Captain/Ambassador evaluation meeting.
- Begin planning for next time!

## **Project Supervisors**

### **Responsibilities:**

The Project Supervisors are responsible for supervising the rehabilitation work being performed on the home site. Project Supervisors can be organized in different ways, depending on the House Captains managerial style, e.g. by area (kitchen, bedroom, and bathroom) or by task (moving, painting, yard work).

### **Qualifications**

Like the House Captain and Co-Captain, the Project Supervisors should be skilled in the field of construction in order to ensure that the work plan is completed successfully. They should have previous experience in supervising work crews.

### **Before Rebuilding Day:**

- Attend the joint Project/Volunteer team meeting.
- Attend the Team home site walk-through
- With the House Captain, prepare the final Scope of Work and Activity Work Plan.
- With the Materials Coordinator, prepare the Materials List
- With the Skilled Labor Coordinator, prepare the Skilled Labor Estimate
- With the Volunteer Recruiter, prepare the Unskilled Labor Volunteer Estimate.
- Participate in Project Team meetings
- Work with the Project and Volunteer Coordinators to prepare for the workday.
- Supervise the preparations made by area or task, to ensure that the project activities are thoroughly planned and supported
- Prepare the various forms required for the project

Completing these forms may seem tedious, but experience has shown it makes rebuilding events much easier and less hectic. It also helps to prioritize the jobs and to give your volunteers direction as to the most important tasks. Such a list can also be used at the end of the day as an evaluation device.

### **On Rebuilding Day**

- Participate in the home site Pep Rally.
- Supervise work being performed on the home site by the area or task volunteers.
- Ensure that the Area or Task Coordinators tasks are completed.
- Convey any problems requiring assistance from headquarters or other home sites to the Co-Captain for dispatch by the Area Coordinator assigned to your house.

### **After Rebuilding Day**

- Review and evaluate the supervisory effort. Make suggestions and comments for submission in the home site Notebook.
- Attend Project Team/Volunteer Team Evaluation meeting.
- Fill out the Project Evaluation form.

## **Area Supervisors**

### ***Kitchen Supervisor***

#### **Responsibilities**

The Kitchen Supervisor oversees all work performed in the kitchen, including cabinets, appliances, painting, plumbing and electrical.

#### **Qualifications**

This person should have experience in areas associated with the rehab of kitchens.

### ***Bedroom Supervisor***

#### **Responsibilities**

The Bedroom Supervisor oversees all work performed in the bedroom(s), including closets, painting, carpeting and electrical.

#### **Qualifications**

This person should have experience in areas associated with the rehab of interior rooms.

### ***Bathroom Supervisor***

#### **Responsibilities**

The Bathroom Supervisor oversees all work performed in the bathroom(s), including plumbing and electrical.

#### **Qualifications**

This person should have experience in areas associated with the rehab of bathrooms.

## **Task Supervisors**

### ***Moving Supervisor***

#### **Responsibilities**

The Moving Supervisor oversees all work performed in the moving of furniture and other household items.

#### **Qualifications**

This person should have experience in areas associated with moving furniture and other items safely and efficiently.

### ***Painting Supervisor***

#### **Responsibilities**

The Painting Supervisor oversees all preparation and paintwork, ensuring household items are protected.

#### **Qualifications**

This supervisor should be knowledgeable in painting and have strong organizational skills.

### ***Yard Work Supervisor***

#### **Responsibilities**

The Yard Work Supervisor oversees all outside yard work performed at the home site.

#### **Qualifications**

This supervisor should be knowledgeable in landscaping and plant materials.

## Clean Up Coordinator

### **Responsibilities**

The Clean-Up Coordinator ensures that the home site is clean throughout the workday and ready for the Homeowner and family to return when the rehabilitation is completed.

### **Qualifications**

This person should be knowledgeable about the proper disposal of materials, including hazardous waste and large items.

### **Before Event Day**

- Attend the Team home site walk-through.
- Determine the size and volume of trash that will result from the repairs planned in the scope of work. Contact the Logistics Committee to arrange for the proper size trash receptacle at the home site.
- Work with the Logistics Committee to arrange for the disposal of hazardous waste, etc.
- A separate receptacle should be provided for tires, which will be recycled. Tires have to be removed from the rim.
- All discarded refrigerators have to be made environmentally safe by a licensed person. The Logistics Committee will make arrangements and pick-up old refrigerators by mid-afternoon
- If junked cars need to be removed from the property, contact the Logistics committee well in advance to make the proper arrangements
- Estimate the types and amounts of cleaning supplies that will be required to complete the project. Provide this information to the Materials Coordinator for incorporation into the Materials list.
- Recyclables may be picked up separately from the rest of the trash. The Logistics Committee will let you know how to handle this.
- Project the number of unskilled volunteers needed to keep the work site clean throughout the day, and the number required to do the finishing work. Provide the task descriptions and numbers of volunteers required to the Volunteer Recruiter.
- Participate in Project Team meetings.
- Ensure that all cleaning supplies are obtained and stored prior to the event.

### **On the Work Day**

- Participate in the home site Pep Rally.
- Supervise the clean up in an organized manner, separating leftover materials, etc.
- Paint brushes rollers and pans should be washed out for use again next year. If paint is water soluble, brushes, rollers, pans, and buckets can be washed in a garage sink or with a garden hose and bucket (dispose of the contaminated water inside). Assign specific volunteers to this task. Otherwise it won't get done.
- Work with the Materials Coordinator to arrange to pick up left over supplies.
- If possible, open paint can be left with the neighborhood association so that it may be used to cover up graffiti. Coordinate this with the Volunteer Team's neighborhood representative, if available.

### **After the work is done**

- Review and evaluate the clean-up effort. Make suggestions and comments on the Clean-Up Coordinator's job description for submission in the home site notebook.
- Attend Project Team/Volunteer Team evaluation meeting.
- Fill out the Project Evaluation form.

## Materials Coordinator

### Responsibilities

The Materials Coordinator is responsible for identifying and obtaining all materials required for the repairs that will be performed on the home site.

**Waiting until the last minute to purchase supplies at home supply retailers will affect their ability to properly serve you.**

### Qualifications

This person should have some construction knowledge and be very well organized. They should have experience in obtaining donations from a wide range of resources. Record keeping ability is also very important.

### Before Rebuilding Day

- Attend all Project Team Meetings.
- Participate in the Team home site walk-through.
- Create a list of materials and supplies required for completing the scope of work. Complete the Materials and Supplies forms found in Appendix D. After review by the House Captain, submit these forms to the Materials Committee.
- Material should be picked up from the warehouse, or other designated location, during the week before the event. In most cases, you will need a truck to pick up the supplies.
- Work with the Skilled Donations Coordinator to see if any required materials can be donated.
- Purchase materials not donated by suppliers or provided by the committees.
- Monitor costs in order to stay within the home site budget.
- Work within your budget and keep an accurate account of your expenditures. Donations of major materials will eliminate any potential need to exceed the budget. If it appears the budget is in jeopardy, talk to the House Captain. Authorization for larger expenditures *must* be obtained from the executive director or board president prior to commitment of funds.
- Make arrangements to store materials obtained prior to the event. Inventory all materials delivered. Ensure materials are delivered to the home site. **Please note** our experience with leaving materials at your home site for any length of time is that they may disappear. Make sure they are carefully stored.
- Make sure your name and the house number are on all sales receipts. Keep a complete record of ALL purchases for incorporation into the home site notebook.
- Become familiar with the procedure for obtaining materials on the event days.
- Participate in Project Team meetings.

### On Rebuilding Day

- Participate in the home site Pep Rally.
- Be prepared, within the budget, to acquire materials not obtained prior to the event.

**When going for last-minute items, remind the designated runner of a few rules.**

- You must use the rebuilding Together I.D. card at designated hardware stores.
- If you need to spend more than the budget allows, call headquarters for authorization. Be prepared to describe the problem fully.
- A list of designated hardware stores where you can charge supplies will be provided. If

you need to go to a store not on this list, call headquarters for authorization and save all receipts, as you will need to be reimbursed.

- Accumulate any records regarding donations or purchases that occur unexpectedly on the event day.

**After the work is finished**

- Compile all records related to materials used in the rehabilitation project. Submit these to the Skilled Records Coordinator for incorporation into the home site Notebook.
- Review and evaluate materials effort. Make suggestions and comments on the Material Coordinator's job description for submission to the home site Notebook.
- Attend Project Team/Volunteer Team evaluation meeting.
- Fill out and submit the project evaluation form.

## Quality Control Coordinator

### Responsibilities

The Quality Control Coordinator ensures that the work performed on the home site project meets Rebuilding Together standards.

### Qualifications

This person should have construction knowledge and experience.

### Before Rebuilding Day

- Attend the joint Project/Volunteer Team meeting.
- Attend the Team home site walk-through.
- Review the scope of work with the House Captain, and determine any special actions needed to ensure a quality job.
- Read *Quality is Job No. 2!* (page 1-12) in the House Captain Handbook.
- Project the number of volunteers that will be necessary to oversee quality control throughout and at the end of the workday. Provide the task descriptions and number of volunteers required to the Volunteer Recruiter.
- Work with the various project and volunteer coordinators to prepare for the workday events.

### On Rebuilding Day

- Participate in the Home site Pep Rally.
- Supervise work being performed.
- Ensure that the Area or Task Coordinators' tasks are completed.
- Convey any problems requiring assistance from headquarters or other home sites to the Co-Captain for dispatch by the Area Coordinator assigned to your house.

### After the Event

- Review and evaluate the supervisory effort. Make suggestions and comments for submission in the home site Notebook.
- Attend Project Team/Volunteer Team evaluation meeting.
- Fill out the project evaluation form.

## Safety Coordinator

### Responsibilities

It is the responsibility of the Safety Captain to ensure that all work performed at the home site is done in a safe manner. This person must take preventive measures, watch for tripping and falling hazards, etc.

### Qualifications

This person should have some knowledge of construction tools and their proper use.

### Before the event

- Attend the joint Project/Volunteer Team meeting.
- Attend the Team home site walk-through.
- Review the scope of work with the House Captain, and determine any special actions needed to ensure a safe job site.
- Read the *Safety Guidelines* (pages 1-9 to 1-11) in the House Captain Handbook.
- Project the number of volunteers necessary to oversee safety throughout the workday. Provide the task descriptions and number of volunteers required to the Volunteer Recruiter.
- Participate in Project Team meetings, incorporating safety concerns into the work plan.
- Provide safety coordination for any advance work performed by the team.
- **Obtain safety posters to place around the work site on the event day.**
- Participate in the volunteer orientation meeting, providing an overview of safety rules.

### On the work day

- Participate in the home site Pep Rally.
- **Place safety posters throughout the home site.**
- Ensure that all volunteers wear nametags (front and back). Get to know co-workers by name. If you run into trouble, it is easier to get someone's attention by calling their name.
- Keep the job site neat. Ensure work is performed to safety standards.
- Make sure tools are used properly. The most dangerous tool is the screwdriver because it is used incorrectly so often.
- Report any injury to headquarters immediately. Work with the First Aid Coordinator to provide care for the injured person.

### After the event

- Review and evaluate safety efforts. Make suggestions and comments on the Safety Coordinator's job description for submission in the home site Notebook.
- Attend Project Team/Volunteer Team evaluation meeting.
- Fill out the project evaluation form.

*Please See additional information in the Rebuilding Together Safety Manual*

## Skilled Donations Coordinator

### **Responsibilities**

The Skilled Donations Coordinator contacts potential donors to obtain materials needed for the repairs required by the home. This person is also responsible for keeping accurate records of all material donations in order to reflect their value accurately to the home site and to Rebuilding Together.

### **Qualifications**

This person should have some knowledge of construction materials and their value. They should have experience in obtaining donations from a wide range of sources. Record keeping ability is also important.

### **Before the event**

- Attend the joint Project/Volunteer Team meeting.
- Attend the Team home site walk-through.
- Review scope of work and materials list to clearly identify what items may be obtained through donations.
- Discuss needs with all project and volunteer team leaders and get information from the Materials Committee regarding past donors to create a list of potential donors. Enthusiastically pursue donations.
- Keep records of donations generated for submission to the Skilled Records Coordinator for inclusion in the Home site Notebook.
- Arrange for pick-up and storage of all donated materials.
- Work with Materials Coordinator to ensure that all resources required for the project are available on event day.
- Participate in Project Team meetings.

### **On the work day**

- Participate in the home site Pep Rally.
- Coordinate the donation of any materials. Work with the Materials Coordinator to incorporate them into the rehabilitation work.

### **After the event**

- Prepare and submit records to the Skilled Records Coordinator for inclusion in the home site Notebook.
- Send thank-you notes to all donors of materials.
- Review and evaluate the skilled donation efforts. Make suggestions and comments on the Skilled Donations Coordinators job description for submission in the Home site Notebook.
- Attend the Project/Volunteer Team evaluation meeting.
- Fill out the project evaluation form.

## Skilled Labor Coordinator

### **Responsibilities**

The Skilled Labor Coordinator is responsible for obtaining the necessary skilled labor required to complete the home site work. This person is also responsible for keeping accurate records of all labor donated in order to reflect its value to the home site and to Rebuilding Together.

### **Qualifications**

This person should have some knowledge of construction functions and their value. They should have experience in obtaining donations from a wide range of sources. Record keeping ability is also important.

### **Before the event**

- Attend the joint Project/Volunteer Team meeting.
- Attend the Team home site walk-through.
- Review scope of work and Skilled Labor Estimate to determine what job may be completed through donated labor. Identify these items clearly on the Skilled Labor Estimate.
- Discuss needs with all project and volunteer team leaders and get information from the Skilled Labor Committee regarding past donors. Create a list of participants from their recommendations and your own ideas.
- Enthusiastically pursue skilled labor participants for each task to be performed on event day, keeping track of information for reporting purposes. The participants may be volunteers or hired specialists.
- Keep records of participants recruited both volunteer and hired, as well as any associated costs, for submission to Skilled Records Coordinator. This information will be included in the home site Notebook.
- Arrange for and schedule all skilled labor services, either directly or through the Skilled Labor Committee.
- Work with Skilled Labor Committee to ensure that all resources required for the project are available on event day.
- Work with Volunteer Coordinator to schedule unskilled volunteers to prepare and clear the work area, simplifying the task for skilled labor.
- Participate in Project Team meetings.

### **On Rebuilding Day**

- Participate in the home site Pep Rally.
- Coordinate the work performed by the skilled laborers.
- Attempt to incorporate any skilled workers that show up unexpectedly. Refer any over-abundance of skilled labor to headquarters for assignment to another home site.
- Contact headquarters if skilled labor has not arrived on schedule.

### **After the event**

- Prepare and submit records to the Skilled Records Coordinator for inclusion in the home site Notebook.
- Send thank-you notes to all donors of skilled labor.
- Review and evaluate the skilled labor effort. Make suggestions and comments on the Skilled Labor Coordinator's job description for submission in the home site Notebook.
- Attend the Project/Volunteer Team evaluation meeting.
- Fill out the project evaluation form.

## Skilled Records Coordinator

### **Responsibilities**

The Skilled Records Coordinator is responsible for collecting and maintaining all forms, receipts, records, documents and other information generated from the Project Team activities.

### **Qualifications**

This person must be well organized and have a very good record keeping ability. Some knowledge of construction functions, materials and their value is recommended.

### **Before the event**

- Attend the joint Project/Volunteer Team meeting.
- Attend the Team home site walk-through.
- Be familiar with the scope of work, and all resources required for the completion of the project.
- With the Volunteer Records Coordinator, maintain the home site Notebook that is provided by the House Selection Committee.
- Obtain all Project Team records from the Supervisors and Coordinators, particularly Materials, Skilled Donations, and Skilled Labor. Incorporate these into the home site Notebook.
- Keep a running total of project costs for use by the House Captain to ensure that the project will be completed within budget. Notify the House Captain of budgetary problems.
- Participate in Project Team meetings.

### **On Rebuilding Day**

- Participate in home site Pep Rally.
- Accumulate any records regarding activities that occur unexpectedly on the event day, such as last-minute materials donations or skilled laborers.
- Maintain project cost records to ensure completion within budget.

### **After the event**

- Meet with the Volunteer Records Coordinator to compile a complete set of records to put in the home site Notebook for submission to the Quality Review Committee.
- Ensure that the home site Notebook includes all records regarding the rehabilitation work.
- Review and evaluate the skilled record efforts. Make suggestions and comments on the Skilled Records Coordinator's job description for submission in the home site Notebook.
- Attend the Project/Volunteer Team evaluation meeting.
- Fill out the project evaluation form.

## **Tools Coordinator**

### **Responsibilities**

The Tools Coordinator is responsible for ensuring that all tools necessary to complete the project are available to the participants.

### **Qualifications**

The person should have some knowledge of construction and the tools they will need to complete the home site rehabilitation.

### **Before the event**

- Attend the joint Project/Volunteer Team meeting.
- Attend the Team Home site walk-through.
- Review the scope of work with the House Captain, and identify and list necessary tools
- Work with the Volunteer Coordinator to arrange for unskilled volunteers to bring their own tools. Specify what tools should be brought (tape measure, screwdrivers, hammers, etc.) and how they should be labeled.
- Determine practices for handling unskilled volunteer tools on the home site.
- Acquire or borrow special tools as needed. Arrange for their storage prior to the event.
- Inventory tools before the event day, and report any shortages to the House Captain.
- Participate in Project Team meetings.

### **On Rebuilding Day**

- Participate in the home site Pep Rally.
- Dispense tools as needed. Ensure the tools are returned to their owners in good working condition by the end of the day.
- Make each volunteer familiar with the use of the tool, and encourage him or her to follow safety guidelines.

### **After the work day**

- Return all tools to their respective owners.
- Review and evaluate the tool effort. Make suggestions and comments on the Tool Coordinator's job description for submission in the home site Notebook.
- Attend the Project/Volunteer Team evaluation meeting.
- Fill out the project evaluation form.

## House Ambassador

### Responsibilities

Selection of an appropriate House Ambassador is very important to the success of a Rebuilding Together rehabilitation project. This person is responsible for organizing and coordinating all of the non-technical work performed in support of the rehabilitation project.

### Qualifications

Construction background, project supervision experience, strong organizational skills, ability to handle stress, and good motivational skills.

### Before the event

- Attend the Orientation and Home Selection Meeting. With Sponsor and House Captain, select the house to be rehabilitated.
- Work closely with the House Captain in a *team approach* to the project.
- Attend the project meetings.
- Attend the Team Leader home site preview with Sponsor and House Captain. Meet homeowner.
- Obtain brief overview of family and history. Prepare rough estimates of the scope of work, list of materials, skilled labor and volunteers required.
- Prioritize and organize the volunteer work
- Supervise Volunteer Team meetings.
- Select Volunteer Team members:
  - Assign areas of responsibility.
  - Train members.
  - Encourage all members of the team to work together.
  - Coordinate activity among volunteer areas of responsibility.
- Review all documents, forms, lists, and estimates prepared by the Volunteer Team. Ensure they are submitted to the appropriate committee on time.
- Coordinate committee work.
- Ensure work performed and materials used are within budget for the home.
- Attend the Volunteer Orientation. Provide volunteer overview.
- Verify acquisition and delivery of volunteer materials and supplies.
- Supervise any advance work performed in preparation for the event.

### On work day

**The house ambassador should not leave the home site for any reason** while the event is in progress or volunteers are on site.

- Arrive early, before the Volunteer Team, and note any changes at the home site that may conflict with prior arrangements.
- Conduct the home site Pep Rally prior to commencing work.
- Ensure that team members' tasks are completed.
- Ensure the successful completion of the volunteer activities.
- Conduct a final walk-through with the homeowner, Family Representative, and House Captain at the end of the day.
- **Be the last to leave when the repairs are done. Congratulate the homeowner and thank him or her for the opportunity to help.**

### After the event

- Supervise any post-event work performed.
- Review the Ambassador's job description. Make suggestions and comments for submission in the home site Notebook.
- Review and evaluate volunteer team efforts.
- Attend the Project/Volunteer Team evaluation meeting.
- Fill out the project evaluation form.
- Ensure that the home site Notebook is completed and that it is submitted to the Quality Review Committee on time.
- Participate in the House Captain/Ambassador valuation meeting.
- Begin planning for next year!

## Co-Ambassador

### **Responsibilities**

The Co-Ambassador is responsible for performing any duties that the Ambassador delegates or is unable to perform. In this capacity, the Co-Ambassador assists with the completion of all duties required of the Ambassador. Selection of an appropriate Co-Ambassador is, therefore, also important to the success of the project.

### **Qualifications**

It is recommended that a skilled and experienced person be selected to perform this function. The Co-Ambassador may be a House Ambassador in training, becoming familiar with the Rebuilding Together process and preparing to lead the home site volunteers themselves in the next project year. The same qualifications required of the House Ambassador should be available in the Co-Ambassador.

## Family Representative

### **Responsibilities**

The Family Representative ensures that the homeowner and his or her family is taken care of properly throughout the process. This person acts as a liaison between the homeowner and the Rebuilding Together activity.

### **Qualifications**

A background in social work would be helpful. Knowledge of the various community resources available for family assistance is recommended.

### **Before the event**

- Attend the joint Project/Volunteer team meeting.
- Attend the Team home site walk through.
- Inform the homeowner of what the family can expect on Rebuilding Day and throughout the process.
- Invite able-bodied family members to participate with volunteers on the repairs. Able-bodied family members not participating in the event should not be present during the events. Children between the ages of 14-18 years old must have parental permission.
- Assist in making special arrangements for those family members not participating in the actual repairs, e.g., baby-sitting for young children, special care for the elderly and disabled, translators for Spanish speakers, etc.
- Interview the homeowner to identify any special needs that the Volunteer Team may be able to address.
- Help the homeowner communicate with the House Captain and volunteers.
- Participate in Volunteer team meetings.

### **On Rebuilding Day**

- Arrive early to prepare the homeowner and family for the impending events.
- Participate in the home site Pep Rally. Introduce the homeowner and family. Indicate which family members will be working with volunteers.
- Stay with the homeowner throughout the day to ensure his or her comfort and communication with the rehabilitation team. Relay concerns or comments immediately to the House Captain or Ambassador
- Help the homeowner thank the volunteers at the end of the day.
- Conduct a final walk-through with the homeowner, Ambassador, and House Captain at the end of the day.
- Be the last to leave when repairs are done. Congratulate the homeowner and thank him or her for the opportunity to help.

### **After the event**

- Review the family representative's job description. Make suggestions and comments for submission in the home site Notebook.
- Attend the Project/Volunteer Team evaluation meeting.
- Fill out the project evaluation form.

## **First Aid Coordinator**

### **Responsibilities**

The First Aid Coordinator is responsible for maintaining and administering first-aid supplies and for contacting headquarters in the unfortunate event of a serious injury.

### **Qualifications**

Knowledge and training in first-aid practices and procedures are recommended for this position.

### **Before the event**

- Attend the joint Project/Volunteer team meeting.
- Attend the Team home site walk through.
- Obtain and prepare all necessary first aid supplies.
- Coordinate first aid process and procedures with the Logistics Committee.
- Participate in Volunteer team meetings.

### **On Rebuilding Day**

- Participate in the home site Pep Rally.
- Keep the first-aid supplies in a location near the home site that will not be obstructed in the event of a serious accident.
- Provide first aid for minor injuries.
- Contact headquarters in the event that a serious accident occurs.
- Return excess first-aid supplies to the Materials Coordinator at the end of the day.

### **After Rebuilding Day**

- Review the First Aid Coordinator's job description. Make suggestions and comments for submission in the home site Notebook.
- Attend the Project/Volunteer Team evaluation meeting.
- Fill out the project evaluation form.

## **Food Coordinator**

### **Responsibilities**

The Food Coordinator is responsible for arranging for all food and drinks for the home site event, as well as for all required project, volunteer, and team meetings that occur before, during and after rebuilding events.

### **Qualifications**

This person should have experience in obtaining donations from a variety of resources. Record keeping ability is also important.

### **Before Rebuilding Day**

- Attend the joint Project/Volunteer Team meeting.
- Attend the Team Home site walk through.
- Arrange refreshments for any meetings held prior to the event.
- Prepare estimates of food and drink for Rebuilding Day.
- Coordinate refreshments provided by the homeowner with the Family Representative.
- Coordinate lunch with the Rebuilding Together Food Committee.
- Solicit donations of food not provided by the committee.
- Arrange with Volunteer Coordinator for volunteers to bring enough coolers and ice to keep drinks cool.
- Participate in Volunteer team meetings.

### **On Rebuilding Day**

- Participate in the home site pep rally.
- Supervise refreshments provided on the home site.
- Ensure that sufficient refreshments are available throughout the day.
- Dispose of any food remaining at the end of the day.

### **After the event**

- Review the Food Coordinator's job description. Make suggestions and comments for submission in the home site notebook.
- Attend the Project/Volunteer Team evaluation meeting.
- Fill out the project evaluation form.

## House Historian

### **Responsibilities**

The House Historian is responsible for generating complete written documentation of the family, the project activities and any other relevant information regarding the work site.

### **Qualifications**

This person should have good writing and communication skills. Experience in doing research also helpful.

### **Before the event**

- Attend the joint Project/Volunteer Team meeting.
- Attend the Team home site walk through.
- Interview the homeowner and family. Record their history in the neighborhood and in the community. Describe and document their background and concerns. Research the family's contribution to the community.
- Work with the house photographer to develop a visual history of the family and its participation in the rehab process.
- Work with the Volunteer Recruiter to provide materials.
- Work with the Public Relations coordinators to provide materials for media coverage.
- Prepare and provide materials for the Volunteer Orientation meeting.
- Prepare all materials for submission in the Home site notebook.
- Participate in Volunteer Team meetings.

### **On Rebuilding Day**

- Participate in the home site Pep Rally.
- With the house photographer, record and document work. Address the impact on the family, the process itself, and any problems that may arise.

### **After Rebuilding Day**

- Obtain the homeowner's impressions, comments, and suggestions.
- Produce the complete history and submit to the Volunteer Records coordinators for incorporation in to the home site notebook.
- Review the House Historian's job description. Make suggestions and comments for submission in the home site Notebook.
- Attend the Project/Volunteer Team evaluation meeting.
- Fill out the Project evaluation form.

## House Photographer

### **Responsibilities**

The House Photographer is responsible for all visual representation related to the project, including still photographs, slides, videotapes, etc.

### **Qualification**

This person should have access to the appropriate equipment to perform the function and experience in photography and the correct use of equipment.

### **Before the event**

- Attend the joint Project/Volunteer team meeting.
- Attend the Team home site walk through.
- Record the members of the family and condition of the house by video or still camera.
- Work with the House Historian to provide visual record of the family and process.
- Prepare and provide visual materials for Volunteer Orientation meeting.
- Work with the Public Relations Coordinators to provide materials for media coverage.
- Participate in Volunteer Team meetings.

### **On Rebuilding Day**

- Participate in the home site pep rally.
- With the House Historian, record and document Rebuilding Day. Address the impact on the family, the process itself, and any problems that may arise. Record the names of the people photographed.
- Work with the Public Relations Coordinator as required.

### **After the event**

- Provide House Historian with all finished visual materials recording the event.
- With the House Historian, produce the complete history and submit to the Volunteer Records Coordinators for incorporation in to the home site notebook.
- Review the House Photographer's job description. Make suggestions and comments for submission in the home site notebook.
- Attend the Project/Volunteer Team evaluation meeting.
- Fill out the project evaluation form.

## Neighborhood Representative

### **Responsibilities**

The Neighborhood Representative serves as a liaison between the homeowner, Rebuilding Together, and the neighborhood association.

### **Qualifications**

This person should be familiar with the neighborhood, the homeowner, and the activities of the neighborhood association.

### **Before the event**

- Attend the joint Project/Volunteer team meeting.
- Attend the Team home site walk through.
- Attend meetings between Rebuilding Together representatives and homeowners.
- Coordinate activities involving the neighborhood association.
- Identify neighborhood project participation outside of the parameters of Rebuilding Together.
- Coordinate with the neighborhood association for handling of leftover supplies, e.g., leftover paint can be used to cover up graffiti within the neighborhood.
- Provide directions, assist in finding parking, and coordinate activities occurring in the neighborhood.
- Provide information to the Volunteer Coordinator about the neighborhood for dissemination to the volunteers.
- Participate in Volunteer team meetings.

### **On Rebuilding Day**

- Participate in the home site Pep Rally.
- Be available to assist the Homeowner and Rebuilding Together as required.
- Coordinate activities involving the neighborhood association.

### **After the event**

- Review the Neighborhood Representative's job description. Make suggestions and comments for submission in the home site Notebook.
- Attend the Project/Volunteer Team evaluation meeting.
- Fill out the project evaluation form.

## Public Relations Coordinator

### **Responsibilities**

The Public Relations coordinator is responsible for interacting with the media on and before the day of the event, and being the home site host for media events.

### **Qualifications**

This person should have experience working with the radio, TV, and print reporters. Having a broad base of contacts in the community would be helpful.

### **Before the event**

- Attend the joint Project/Volunteer Team meeting.
- Attend the Team home site walk through.
- Become familiar with the history of Rebuilding Together and the national scope of the project.
- Make a list of key people and organizations that should be mentioned when interviewed by the press, e.g. The sponsor, skilled labor, and volunteer groups. Know how to spell and pronounce all names correctly.
- **Obtain homeowner's permission to show or discuss the home before inviting media coverage.**
- Work with the Public Relations Committee to provide media coverage.
- Work with the House Historian and Photographer to obtain information about the family to help with P.R. efforts.
- Participate in volunteer team meetings.

### **On Rebuilding Day**

- Participate in the home site Pep Rally
- Act as liaison with media. Get the names of the visiting reporter, cameraman, etc. and a phone number for follow-up.
- Introduce yourself, the House Captain, House Ambassador, Family Representative, and homeowner to the media, spelling names if necessary.
- Be honest in answering questions. Talk about the neighbor-helping-neighbor aspect and the good that comes from this project.
- Remember to mention we are a volunteer effort reaching out to those who cannot afford to have the work done themselves. They are in need of our services to make their home and lives more safe and secure. Be proud of Rebuilding Together and your involvement with it!
- Take advantage of any opportunity you have to highlight sponsors, skilled trades groups, donors and donations.

### **After the event**

- Provide the Public Relations Committee with information about any media interaction.
- Review the Public Relations Coordinator's job description. Make suggestions and comments for submission in the home site Notebook.
- Attend the Project/Volunteer Team evaluation meeting.
- Fill out the project evaluation form.

## **T-Shirt Coordinator**

### **Responsibilities**

The T-shirt Coordinator is responsible for all issues relating to the acquisition and distribution of Rebuilding Together t-shirts throughout the project.

### **Qualifications**

This person should have good communication and record-keeping skills. Familiarity with the sources for obtaining t-shirts and the printing process is helpful.

### **Before the event**

- Attend the joint Project/Volunteer team meeting.
- Attend the Team home site walk through.
- Work with the Volunteer Coordinator to determine how many t-shirts are needed.
- Coordinate specifications or requirements with the T-Shirt Committee.
- Determine if the sponsor wishes to arrange for a company logo or any other additional printing.
- Make t-shirts available for display and/or distribution at the Volunteer Orientation meeting.
- Decide method of distribution of t-shirts, e.g., at the Volunteer Orientation Meeting prior to day of event or upon sign-in at the home site. Request that all volunteers wear their t-shirts at all Rebuilding Together related events.
- Participate in Volunteer Team Meetings.

### **On Rebuilding Day**

- Participate in the home site Pep Rally.
- Make sure volunteers have and wear a t-shirt for easy identification.
- Distribute t-shirts to any last-minute volunteers.

### **After the event**

- Obtain and deliver additional t-shirts if insufficient quantities were available on Rebuilding Day.
- Review the T-shirt Coordinator's job description. Make suggestions and comments for submission in the home site Notebook.
- Attend the Project/Volunteer Team evaluation meeting.
- Fill out the project evaluation form.

## Volunteer Coordinator

### Responsibilities

The Volunteer Coordinator is responsible for coordinating the participation of the individual volunteers or groups of volunteers secured by the Volunteer Recruiter from the ranks of the sponsor's organization. This person is also responsible for working with the Volunteer Committee to obtain and place sufficient volunteers to ensure that the home site rehabilitation may be successfully completed.

### Qualifications

This person should be somewhat knowledgeable about the various skills required to perform home rehabilitation. They should have strong organizational and communication skills. Experience in supervision of large groups of workers is recommended. The ability to chart activities clearly over time is required.

### Before the event

#### Calling Volunteers

Either the House Captain or Volunteer Coordinator should call all the volunteers, both unskilled and skilled, one to two weeks prior to the event. Stress the importance of promptness so that the morning meeting and pep rally will be experienced by the whole team. During this phone call,

- Remind them of the day and get their commitment that they are coming.
- Tell them what time to arrive and when the day will end.
- Briefly describe the work to be done.
- Share any important information about the family.
- Ask unskilled volunteers if they have any special skills that they can share.
- Ask them to bring any tools they have. Make sure they put their names on the tools.
- Provide them with directions to the house. (Maps will be provided to House Captains.)
- Stress the fact that you are counting on them and appreciate their participation.

#### Obtain a completed:

- Volunteer Liability Waiver and photo use form for every adult volunteer
- Parental permission form for every volunteer 14 to 18 years of age.

**All volunteers must complete and sign a Volunteer Liability Waiver Form. No one may work without completing one. Children (under 14) should not be brought to the home site.**

- Attend the joint Project/Volunteer team meeting.
- Attend the Team home site walk-through.
- Obtain and review copies of the scope of work, unskilled volunteer estimate, and unskilled volunteer work plan from the Team home site walk-through.
- With the Volunteer Recruiter, identify additional tasks to be performed by volunteers on event day. Discuss any changes with the House Captain. Revise the Unskilled Volunteer work plan as required.
- Interview each volunteer referred by the Volunteer Recruiter, identifying:
  - Skill levels
  - Preferences
  - Physical limitations or restrictions
  - Tools they can bring for use on event day
  - Transportation needs
- With the Volunteer Recruiter, arrange and host the Volunteer Orientation meeting to prepare volunteers for Rebuilding Day.

- Arrange for the use of a facility and the appropriate supporting equipment for the meeting.
- Determine the agenda and secure participation by other relevant Project and Volunteer team members.
- Send out notification letters to the volunteers.
- Prepare meeting materials for your volunteers, such as general instructions for the home site, neighborhood and logistical maps, Rebuilding Together materials, Unskilled Volunteer Work Plan, Volunteer Tool Pool List (remind them to clearly label their tools with their name), and Share-A-Ride Maps for those who can car pool.
- Discuss the plans of events and stress the importance of promptness on the event day so that the home site pep rally will be experienced by the whole team.
- Briefly describe the work to be done.
- Share any important information about the family (e.g., handicapped individuals, dynamics, problems, etc.).
- Remind the volunteers to respect the Homeowner and their family, check before throwing things out, and check with the appropriate supervisor before agreeing to do any jobs that may be requested by the homeowner.
- Answer questions and address the concerns of the volunteers before the day of the event.
- Have each volunteer prepare two nametags, one for the front and the other for the back of their t-shirts. Both must be worn on the event day.
- Distribute a t-shirt to every volunteer who completes the orientation and submits all required documentation. Instruct them that it is necessary to wear the shirt during the event so they will be clearly visible as a volunteer. Keep a record of this distribution.
- If necessary due to the scope of work, schedule volunteers to work at times preceding the event.
- Stress the fact that you are counting on them and appreciate their participation.
- Telephone each volunteer the day before the event to remind them of their commitment and verify their participation.
- Participate in Volunteer team meetings.

### **On Rebuilding Day**

- Participate in the home site pep rally.
- With the assistance of the Volunteer Recruiter, sign in and place the volunteers according to the previously prepared Unskilled Volunteer Work Plan.
- **Be sure a supply of waiver forms is available at the home site for unexpected volunteers.**
- Maintain the flow and spirit of the volunteers.
- Be observant, noting any behavior on the part of volunteers that may be upsetting to the homeowner. When necessary, explain the need to cease activities that the homeowners do not want undertaken.

### **After Rebuilding Day**

- Send out thank-you notes to each volunteer, inviting them to participate again next year.
- Review the Volunteer Coordinator's job description. Make suggestions and comments for submission in the home site Notebook.
- Attend the Project/Volunteer Team evaluation meeting.
- Fill out the project evaluation form.

## Volunteer Records Coordinator

### **Responsibilities**

The Volunteer Records Coordinator keeps all unskilled volunteer records and other information generated by the Volunteer Team.

### **Qualifications**

Well organized, with very good recordkeeping ability. Some knowledge of the value of items and services donated is recommended.

### **Before the event**

- Attend the joint Project/Volunteer team meeting.
- Attend the Team home site walk-through.
- Be familiar with the scope of work and all resources required for completion of the project.
- With the Skilled Records Coordinator, maintain the home site Notebook provided by the House Selection Committee.
- Obtain all Volunteer Team records from the various leaders, particularly the Volunteer Coordinator, Unskilled Donations Coordinator, Food Coordinator, and T-shirt Coordinator. Incorporate these into the home site Notebook.
- Keep a running total of project costs for the use by the Ambassador to ensure that the project will be completed within budget. Notify the Ambassador of budgetary problems.
- Collect and maintain all cash donations for use on the project activities.
- Participate in Volunteer Team meetings.

### **On Rebuilding Day**

- Participate in the home site Pep Rally.
- Accumulate any records regarding activities that occur unexpectedly on the event day, such as last-minute donations or volunteers.
- Maintain volunteer cost records to ensure completion within budget.

### **After the event**

- Meet with Skilled Records Coordinator to compile a complete set of records to put in the home site Notebook for submission to the Quality Review Committee.
- Deliver cash donations to the Executive Director for deposit.
- Review the Volunteer Records Coordinator's job description. Make suggestions and comments for submission in the home site notebook.
- Attend the Project/Volunteer team evaluation meeting.
- Fill out the project evaluation form.

## Volunteer Recruiter

### **Responsibilities**

The Volunteer Recruiter is responsible for soliciting participation by individual volunteers, or by groups of volunteers from the ranks of the sponsor's organization.

### **Qualifications**

Extremely knowledgeable about the various resources and methods of communication available within the sponsor's organization. Ideally, a wide range of contacts and Marketing experience.

### **Before the event**

- Attend all Volunteer team meetings.
- Participate in the Team home site walk-through.
- Obtain and review copies of the scope of work and Unskilled Volunteer Estimate from the Team home site walk-through. Review these with the Volunteer Coordinator.
- Evaluate the type and extent of work to be done, including yard work, cleaning, clean up, and trash removal. Keep in mind that some volunteers will not be used to a full day of physical labor, and may tire early. There may be some No Shows. Take this into account when determining the number of people you need.
- Discuss any revisions in the Unskilled Volunteer Work Plan and Unskilled Volunteer Estimate with the House Captain.
- Locate opportunities for placing:
  - Printed notices, ads, or articles within the sponsor's organization, such as employee newsletters, bulletin boards, or department publications
  - Electronic messages or notices through the organization's computer system, such as e-mail, bulletin boards, or forums
  - Audio or video spots within the organization, such as employee radio program, television production, or cable transmission
- Create and place recruitment pieces in these various locations.
- Secure management's support of the event. Ask them to help recruit their employees through:
  - Letters of support
  - Mentioning the event in their staff meetings
  - Allowing time for employees to attend recruitment meetings
  - Circulating sign-up and donation forms
- Stimulate interest in the project by selling cookies or candies to raise funds, or creating a display for the lobby or lunchroom representing pledges of money, materials, or time made by employees and their families.
- Respond to inquiries for information. Provide pamphlets or other material as required to potential volunteers.
- Arrange and host recruitment meetings at various times and locations aimed at different populations of the organization.
- Show the Rebuilding Together national video
- Profile the homeowner and family
- Display still pictures or run a video showing the condition of the house to be rehabilitated.
- Solicit personal testimonials from individuals who have participated in Rebuilding Together projects in past years
- Refer all information on volunteers to the Volunteer Coordinator for individual interview and placement on the project.
- Solicit, document, and distribute cash, materials, and personal donations. Cash donations should be delivered to the Volunteer Records Coordinator. Materials donations should be delivered to the Materials Coordinator. Items donated for the personal use of

the homeowner's family should be delivered to the Family Representative.

- With the Volunteer Coordinator, arrange and host the volunteer orientation meeting to prepare the volunteers for the event.
- Document all recruitment efforts, ideas, donations, and costs. Deliver to the Volunteer Records Coordinator for incorporation into the home site Notebook.
- Participate in the home site Pep Rally.
- Assist the Volunteer Coordinator with sign-in and placement of volunteers.

## Work Day Planning

*The bulk of your work takes place before the actual event. It is important to prepare and plan so the day goes smoothly and the home repairs are accomplished. Pre-planning will make the day more productive. This section describes the things you need to do before event days and provides some guidance in completing them. At the end is a handy checklist.*

### Preparing for the Visit to Your Assigned Site

Before you visit your assigned site, review the homeowner application "Wish List," Scope of Work, Work Plan--Activities, and Work Plan--Volunteer Assignments forms. Use them as guides. Conduct your walk-through and make a list of the tasks. *You are responsible for determining the scope of work that can realistically be accomplished and the materials required to do that work.*

Take with you on your visit:

- paper, pen and clipboard
- measuring tape
- masking tape
- flashlight
- tape recorder (if possible)
- materials and supplies form

If you do not feel completely comfortable in assessing and estimating what needs to be done, take a pro with you. Call your affiliate office for help with names.

As a result of this visit, you should be able to complete the forms in Appendices A & D: *Scope of Work, Work Plan--Activities, and Work Plan--Volunteer Assignments forms (pages 79-81)* and *Material and Supply Order forms (pages 82-106)*, and determine the number of volunteers needed — both skilled and unskilled.

**Remember to be realistic about what can be accomplished in one day.** You may find that some tasks should be done in advance in order to fully utilize the volunteers (e.g. sheet rock and tape in advance so the walls are ready to be painted on Saturday). Please remember that you are responsible for coordinating the pre-work.

### Visiting Your Assigned Site & Meeting the Homeowner

As soon as you are assigned a house, call the homeowner and make arrangements for your walk-through visit. This visit may take 1½ to 2 hours. **Ideally, your Volunteer Coordinator and Homeowner Companion should join you.** The purpose of your visit is to:

- Introduce yourself as the contact point for Rebuilding Together
- Summarize what Rebuilding Together is.
- View the site and determine a reasonable amount of work to be done on rebuilding day. Priorities are making the home **safe, warm, and dry**. If the house looks nicer when you are done, that is an added bonus.
- Discuss with the homeowners any priorities they have and/or identify any you think are important.
- Develop a task list and complete the appropriate Material and Supply order forms
- Determine skill labor requirements

- Describe what you expect to be done on your rebuilding day and be realistic. It's better to underestimate and have the homeowner surprised than overestimate and have the homeowner disappointed
- Identify any limitations or things you will not be able to do
- Reiterate that you make no promises regarding what work will be done. However, any work undertaken will be completed, even if that means coming back in the near future
- Talk to the homeowners about the possibility of pre-work and return visits by you. Ask how much advance notice they will need from you
- Indicate that things may be a little chaotic and there will be a lot of people in their home on the event day. Emphasize that they can ask any questions or tell you any concerns.

**(If this applies to your program)** Explain that volunteers will be wearing Rebuilding Together t-shirts. If the homeowner has any question about individuals in their home, he or she should contact their Homeowner Companion, Volunteer Coordinator, or House Captain.

Explain that most volunteers will be unskilled and that skilled workers will be doing the more intricate tasks.

Describe how you wish to have family and friends involved and how they can help. Let them know that this is a family and community spirited program, they are invited to work with us, and will be appreciated. (All able-bodied residents are expected to assist).

If needed, help with transportation arrangements if any residents do not want to be present. If the homeowner is not present, another family member or close friend who can speak for the homeowner should be there. Transportation arrangements might be considered for children under 14 and any family pets for safety reasons. Please work on this with the homeowner and Homeowner Companion.

Ask the homeowner to take down wall hangings, remove breakables, and put away valuables before the work day. Use your discretion if you feel the homeowner is unable to do these things and offer to get him/her help from the Homeowner Companion.

Request that the homeowner start marking things to be discarded with masking tape.

It is important that you are realistic, even conservative, in your assessment of what can be done by primarily unskilled volunteers in one day. The mere mention to a homeowner that you *might* be able to do something for them creates an expectation.

**Please do not tell the homeowner you might do something unless you are sure you will get it done. A surprise is better than a disappointment.**

### **Prioritizing the Jobs**

- Assign jobs that will require waiting time first. For example, plaster or paint takes a while to dry before a second coat.
- Spread volunteers around so you don't have people tripping over each other.
- Maximize your use of skilled volunteers. Make sure all the materials are ready. Clear out work areas so they don't waste their time. Plan to have unskilled volunteers assist if necessary.
- Identify other areas you could work if you have volunteers with free time: yard work, cleaning windows, etc.
- Plan to use any special talents the "unskilled" volunteers have, such as photography

- Plan to get large amounts of trash out to the street early. You may not know when the trash truck is scheduled to be at your house, and even if you do, schedules change and the amount we can accumulate does grow. Find out about arrangements for a dumpster at the house.

### Volunteer Needs

After reviewing the rehab work to be done and considering other things such as yard work, cleaning, clean-up, and trash removal, determine the number of skilled and unskilled volunteers you need. Some of your volunteers will not be used to a full day of physical labor. They may tire early. There may be some no-shows. Take this into account when determining the number of people you need.

A **Volunteer Estimate Form** is provided so that you may list an estimate of the number of volunteers you will need. Remember to determine the number of skilled volunteers required based on the type of work. You must also decide whether one or more than one person with a particular skill is necessary. Use the **Volunteer Estimate Form** to record your estimates. After you submit your request for volunteers, you will receive a list of the volunteers assigned to your home.

### Completing Your Work Plan

After you have visited your site, determined and prioritized the jobs to be done and assessed volunteer needs, fill out the *Scope of Work Plan, Work Plan--Activities, Volunteer Estimate, Work Plan--Volunteer Assignments forms (pages 79-81)* and *Material & Supply Order form (pages 82-106)*.

Completing these forms may seem tedious, but experience has shown it makes rebuilding events much easier and less hectic. It also helps to prioritize the jobs and to give your volunteers direction as to the most important tasks. Such a list can also be used at the end of the day as an evaluation device.

### Purchasing Materials and Supplies Ahead of Time

It's always a great help to get items donated through your own contacts and resources.

Any remaining materials or supplies should be purchased at \_\_\_\_\_ in advance of the work day. (*Directions to \_\_\_\_\_ are on page \_\_\_\_\_*). Make sure your name, the house name and the house number are on *all* sales receipts. Purchases must be accounted for by house number. Records of all purchases are to be submitted to the affiliate \_\_\_\_\_ within a week after the workday with receipts. Only House Captains are authorized purchasers at \_\_\_\_\_. Store hours are Monday – Friday, \_\_\_\_\_; Saturday, \_\_\_\_\_; and Sunday, \_\_\_\_\_.

In some cases, you will be given a Rebuilding Together identification charge card at the House Captain's meeting. \_\_\_\_\_ will ask to see it. You can charge up to \$ \_\_\_\_\_ with this card.

You can fax your order to \_\_\_\_\_ and then make an appointment to pick it up. On your order, be sure to indicate that you are with Rebuilding Together and note the house number and address the supplies should be charged to.

- ★ **Waiting until the last minute to purchase supplies at home supply retailers will affect their ability to properly serve you.**

## Materials and Supplies

Please work within your site budget. We hope that donations of major materials will eliminate any need to exceed the budget, but if you need more you must get prior board approval.

### Donated and Pre-Purchased Supplies:

If you receive donated materials, please let the affiliate know by (date) \_\_\_\_\_. We will acknowledge the contribution in writing.

Materials will be delivered to and picked up from the warehouse. See *Important Dates (page 14)* for pick-up dates. In most cases, you will need a truck to pick up the supplies. *Please note: our experience with leaving materials at your work site for any length of time is that they may disappear. Make sure they are carefully stored.*

Materials and supplies are divided into three categories. Each has different delivery or pick-up requirements.

### Large Supplies

Lumber, sheet rock, dry wall, and appliances will be delivered to the house about a week before the work day. Make arrangements with the homeowner to make sure someone is home to accept them. Make sure all the materials you ordered are delivered, and that you indicate on the Materials and Supplies Form where the materials should be stored when delivered.

### Small Supplies

Please make arrangements to pick up supplies such as paint, rollers, ladders, etc., at the warehouse. See "Important Dates" on (*page 14*) for the date and time. The address and directions to the warehouse are on (*page 15*).

### Incidental Supplies

There are always incidental supplies such as screws, glue, hinges, etc. There also may be supplies that for one reason or another were not delivered. Using your Rebuilding Together identification card, go to one of the designated hardware stores to purchase them. It is strongly suggested that you obtain all supplies prior to work day to maximize the use of time. However, you may need to obtain some last minute things on work day. Find out the monetary limit for these expenses. If you find you've forgotten some supplies on the workday, send a runner to \_\_\_\_\_ or \_\_\_\_\_. (*Directions are on page \_\_\_\_\_*). Page \_\_\_\_ (distributed separately) lists the names and locations of designated hardware stores.

**As House Captain, you should not leave the site.** Ask the runner to make sure the house name and number are on the receipt. Record your purchase(s) on your Site Accounting Form.

*When going for last-minute items, remember a few rules:*

- The runner must use the I.D. card at the designated hardware stores.
- If you need to exceed the spending cap, get approval from the House Captain.
- If out of necessity, you need to go to a store not on your designated list of stores, save all receipts.
- Rebuilding Together, Inc., is a non-profit organization. It may be exempt from paying sales tax. If so, remember to provide stores with the tax-exempt number. Call the office or headquarters for the tax-exempt number.

**Planning Checklist**

<b>Task</b>	<b>Date Accomplished</b>
o Choose volunteer coordinator and homeowner companion	_____
o Visit your assigned house	_____
o Create and submit materials and supplies list	_____
o Submit list of volunteers	_____
o Call all volunteers	_____
o Plan scope of work.	_____
o Check delivery of large supplies	_____
o Pick up small supplies	_____
o Purchase incidental supplies	_____
o Call homeowner as a last minute reminder	_____

**Scope Of Work Form**

**Site #**

(submit by \_\_\_\_\_)

**House Captain:**

Please briefly describe the work (*what and where*) you plan to accomplish (i.e. re-wire two electrical outlets in the kitchen, paint interior, etc.). This information will be given to the permit departments of each city to determine permit requirements.

I **plan** to accomplish:

- 1)
- 2)
- 3)
- 4)
- 5)
- 6)
- 7)

I **hope** to accomplish:

- 1)
- 2)
- 3)
- 4)

**Volunteer Estimate Form**

***To be submitted if you need Rebuilding Together to provide volunteers for your site***

Site Number:

House Captain:

1. Unskilled volunteers needed:

2. Skilled volunteers needed:

	Quantity	# Of Hrs	Time Of Day Needed
a. Carpenter	_____	_____	_____
b. Plumber	_____	_____	_____
c. Electrician	_____	_____	_____
d. Gasfitter	_____	_____	_____
e. Plasterer	_____	_____	_____
f. Glazier	_____	_____	_____
g. Other (please specify)	_____	_____	_____

# Appliances

## Refrigerator

Size (ht x wd x d) ____x____x____	Color  White	Is it:  Definitely needed      Right New one would be nice	Door Swing (side handle should be on)  Left
---	--------------------	---	---

## Stove/Oven

Size (w x d) ____x____	Color _____	Type  Electric Gas Supply hose Valve	Style  Free-standing Built -in Cook-top Double oven	Is it:  Definitely needed Would be nice    30"	Venting Material  Vent needed  36" 42"
------------------------------	----------------	---	--	---	---

## Washer

Color _____	Type Electric Gas Supply hose Valve
----------------	---

## Dryer

Color _____	Type Electric Gas Supply hose Valve	Venting Material Vent needed
----------------	---	---------------------------------

## Kitchen Cabinets

Qty	Position	Measurements	Type	Swing		Grade	Handles (Pls describe)
_____	Upper Base	Depth _____ Height _____ Length _____	Bank of Drawers Doors only Drawers over Doors	Rt Rt	Lft Lft	Stain Paint	_____ _____ _____
_____	Upper Base	Depth _____ Height _____ Length _____	Bank of Drawers Doors only Drawers over Doors	Rt Rt	Lft Lft	Stain Paint	_____ _____ _____
_____	Upper Base	Depth _____ Height _____ Length _____	Bank of Drawers Doors only Drawers over Doors	Rt Rt	Lft Lft	Stain Paint	_____ _____ _____
_____	Upper Base	Depth _____ Height _____ Length _____	Bank of Drawers Doors only Drawers over Doors	Rt Rt	Lft Lft	Stain Paint	_____ _____ _____
_____	Upper Base	Depth _____ Height _____ Length _____	Bank of Drawers Doors only Drawers over Doors	Rt Rt	Lft Lft	Stain Paint	_____ _____ _____

## Cleaning Materials

Solution/Material	Quantity
Household Spray Cleaner	_____bottles
X-14 (for mold & scum)	_____bottles
Soilex	_____bottles
TSP	_____5lb box
Window Cleaner	_____1/2 gal
Garbage Bags	_____number of
Paper Towels	_____rolls
Rubber Gloves	_____pairs
Other _____	

## Countertops

Depth		Length	Edging/End Cap	Splash	Mitered Corners
_____	x	_____	Left	4"	Left
_____	x	_____	Right	Other _____	Right

## Ceramic Tile

Size	Color	Amount	Type	Trim pieces	Grout	
_____	_____	_____	_____ sq. ft.	Smooth gloss Matte	Cap _____ea Corner _____ea	Amount _____ Color _____

Please Sketch:

## Doors

Qty	Size (wd ht th)	Location	Type	Material (Grade)	Swing (see below)	Preparation	Casing	Jamb Size
_____	__x__x__	Ext Int	Panel Hollow Solid Screen	Wood Metal	Left Right	Pre-hung Pre-drilled ____ Backset ____ Bore	Ext 1x4 Int 2 1/4" Colonial Clamshell	_____ _____
_____	__x__x__	Ext Int	Panel Hollow Solid Screen	Wood Metal	Left Right	Pre-hung Pre-drilled ____ Backset ____ Bore	Ext 1x4 Int 2 1/4" Colonial Clamshell	_____ _____
_____	__x__x__	Ext Int	Panel Hollow Solid Screen	Wood Metal	Left Right	Pre-hung Pre-drilled ____ Backset ____ Bore	Ext 1x4 Int 2 1/4" Colonial Clamshell	_____ _____
_____	__x__x__	Garage						
_____	__x__x__	Closet						

## Door Hardware

Type	Qty	Color	Style	Backset	Make of Current Lock
Deadbolt	_____	Brass - Antique Brass - Polished Chrome	Ball Handleset Lever	2 3/8 2 3/4	Schlage Kwikset Other _____
Deadbolt and Entry (keyed the same)	_____	Brass - Antique Brass - Polished Chrome	Ball Handleset Lever	2 3/8 2 3/4	Schlage Kwikset Other _____
Entry	_____	Brass - Antique Brass - Polished Chrome	Ball Handleset Lever	2 3/8 2 3/4	Schlage Kwikset Other _____
Passage	_____	Brass - Antique Brass - Polished Chrome	Ball Handleset Lever	2 3/8 2 3/4	Schlage Kwikset Other _____
Privacy	_____	Brass - Antique Brass - Polished Chrome	Ball Handleset Lever	2 3/8 2 3/4	Schlage Kwikset Other _____
Hinges	_____	Brass - Antique Brass - Polished Chrome	Size _____		
Weather-stripping...# of doors _____			Door Sweep...size _____		Threshold...height _____

# Electrical

**Plugs (duplex)**

Quantity  
 \_\_\_\_\_ ea  
 \_\_\_\_\_ ea

**Electrical Outlet Boxes — steel**

Type	Color			Quantity
2-prong	Brown	Ivory	White	_____ ea
3-prong	Brown	Ivory	White	_____ ea

Quantity  
 Square  
 Octagon  
 \_\_\_\_\_ ea

Type	Size
_____	_____
Switch	_____

**Switches**

Quantity	Color
_____ ea	Brown Ivory White

**Wire**  
 Gauge: \_\_\_\_\_ Feet

**Face Plate Covers**

Quantity	Type	Color
_____ ea	Duplex	Ivory White
_____ ea	GFI	Ivory White
_____ ea	Single Switch	Ivory White
_____ ea	Four-plex	Ivory White
_____ ea	Duplex with switch	Ivory White
_____ ea	Double switch	Ivory White
_____ ea	Rocker	Ivory White

## Floor Coverings

Type	Color Preference	Room Dimensions	Total Square Footage	Padding
Carpet	_____	_____	_____ sq ft	yes no
	_____	_____	_____ sq ft	yes no
	_____	_____	_____ sq ft	yes no
	_____	_____	_____ sq ft	yes no
Linoleum	_____	_____		
	_____	_____		
	_____	_____		
Lino Tiles 12" x 12"	_____	_____		
	_____	_____		

Do you need:		QTY	SIZE/TYPERAPPLICATION
Carpet Tack Strips	yes no	_____	wood slab
Flooring Adhesive	yes no	_____	
Moldings	yes no	_____	_____
Transition Strips	yes no	_____	Brass Chrome
Double-sided tape	yes no	_____	
Non-slip strips for stairs	yes no	_____	

Will you install? Yes No

Do you need an installer? Yes No

# Hardware

## Nails

Type	Quantity	Size
Common	_____ lb	_____
Box	_____ lb	_____
Sinkers	_____ lb	_____
Finish	_____ lb	_____
Galvanized	_____ lb	_____
Roofing	_____ lb	_____
Staples	_____ lb	_____
Brads	_____ lb	_____

## Screws

Type	Quantity	Size
_____	_____ lb	_____

## Nuts

Type	Quantity	Size
_____	_____ lb	_____

## Bolts

Type	Quantity	Size
_____	_____ lb	_____

## Hinges

Type	Size	Application
Finish	_____	Door
Galvanized	_____	Gate

Color
Polished Brass
Antique Brass
Chrome
GATE LOCK

## Landscape Materials

*Sq ft per assumes a 2" depth of cover for soil mix and ground cover  
sq ft = l \* w — to get # of yards, divide sq ft by 150; to get # of tons, divide sq ft by 120*

### Concrete

Quantity	Type of Material & Description
_____ bags	Concrete - to patch patios, etc. 1 1/2 bags per cubic ft
_____ bags	Fence Post Concrete - for fence posts - usually 1 bag per hole - 1 1/2 bag per cubic ft

### Soil mix and Ground Cover

_____ yards	Coarse compost - a soil amendment - 150 sq ft per yard
_____ yards	Nursery mix soil - for planting beds - must mix with existing soil - 150 sq ft per yard
_____ yards	Ground Bark - ground cover, holds moisture, controls weeds - 150 sq ft per yard
_____ yards	Small Fir Bark - for play areas only - 150 sq ft per yard
_____ tons	3/8" Pea-Gravel - good for play areas - less dusty than fir bark - 120 sq ft per ton
_____ tons	3/4" Lincreek rock - decorative rock - 120 sq ft per ton
_____ yards	3/4" Red Lava rock - decorative rock - 150 sq ft per yard

### Drainage rock

_____ tons	3/4" Pinoche pebble - drain rock - good for driveway base - 120 sq ft per ton
------------	---

### Plain concrete stepping stones- (mark the box and indicate number of stones on the line)

Color	Size/Shape & Qty.			
Gray	12" Hex _____	12" Square _____	12" Round _____	12" x 24" Rectangle _____
Red	16" Hex _____	16" Square _____	16" Round _____	16" Square Brickpattern _____
				16" Brick _____

### Bender Board

Length & Qty	10'	14'	18'	20'
6' _____	_____	_____	_____	_____ ea
8' _____	_____	_____	_____	

### Stakes

## Light Fixtures

Style	Qty	Location	Color			
Ceiling Mount	_____	Bedroom	Doesn't matter	Brass	Chrome	White
	_____	Bathroom	Doesn't matter	Brass	Chrome	White
	_____	Kitchen	Doesn't matter	Brass	Chrome	White
	_____	Dining Room	Doesn't matter	Brass	Chrome	White
	_____	Hallway				
Chain Hung	_____	Bedroom	Doesn't matter	Brass	Chrome	White
	_____	Bathroom	Doesn't matter	Brass	Chrome	White
	_____	Kitchen	Doesn't matter	Brass	Chrome	White
	_____	Dining Room	Doesn't matter	Brass	Chrome	White
	_____	Hallway				
Recessed Can	_____	Bedroom	Doesn't matter	Brass	Chrome	White
	_____	Bathroom	Doesn't matter	Brass	Chrome	White
	_____	Kitchen	Doesn't matter	Brass	Chrome	White
	_____	Dining Room	Doesn't matter	Brass	Chrome	White
	_____	Hallway				
Wall Mount	_____	Bedroom	Doesn't matter	Brass	Chrome	White
	_____	Bathroom	Doesn't matter	Brass	Chrome	White
	_____	Kitchen	Doesn't matter	Brass	Chrome	White
	_____	Dining Room	Doesn't matter	Brass	Chrome	White
	_____	Hallway				
Light Bulbs	40 watt _____ ea	60 watt _____ ea	100 watt _____ ea	fluorescent _____ ea,	_____ dim	

# Lumber

see landscape page for concrete ordering

## Dimensional Lumber

Size	Linear Feet	Number of Boards	Treated	Untreated
1 x 4 x 5'	_____	_____		
1 x 4 x 6'	_____	_____		
1 x 4 x 8'	_____	_____		
1 x 6 x 6'	_____	_____		
1 x 8 x 5'	_____	_____		
1 x 8 x 6'	_____	_____		
1 x 8 x 10'	_____	_____		
1 x 8 x 12'	_____	_____		
1 x 10 x 6'	_____	_____		
2 x 4 x 8'	_____	_____		
2 x 4 x 10'	_____	_____		
2 x 4 x 12'	_____	_____		
2 x 4 x 16'	_____	_____		
4 x 4 x 6'	_____	_____		
4 x 4 x 8'	_____	_____		
4 x 4 x 10'	_____	_____		
Other:	_____	_____		
_____	_____	_____		

## Plywood - (4 x 8 sheets)

AC - 1/2"	_____
AC - 3/4"	_____
CDX - 1/2"	_____
CDX - 3/4"	_____

## Particle Board

3/8"	_____
1/2"	_____

## Miscellaneous Needs

### Permits

Type	Description of work being done:
Electrical	_____
Plumbing	_____
Roofing	_____
General Const	_____

### Other

Item	Quantity	Scheduling Notes / Other Comments
Dumpster **		_____
Carpet Cleaning		_____
Exterminator		_____
Porta Potty		_____
Pressure Wash		_____
Sewer Clean-out		_____
Tree Trimming		_____
Smoke Detector	_____	
9-volt Batteries	_____	
Water Heater Strap	_____	
Water Heater Blanket	_____	
Non – skid strips for tub	_____	
Non – skid strips for stairs	_____	

\*\* If you need a dumpster in advance of Rebuilding Together work day, please call \_\_\_\_\_.

## Paint

**Interior - 550 - flat** - used for interior walls - (1 Gallon covers approx. 200 sq ft)

Color # and Color	# of 5 Gallons	# of 1 Gallons	Application (where are you using it)
_____	_____	_____	_____
_____	_____	_____	_____

**Interior - 1650 - Semi-Gloss** - used on trim, in kitchens and bathrooms

_____	_____	_____	_____
_____	_____	_____	_____

**Exterior - 1240 - Flat** - used on exterior walls of house - (1 Gallon covers approx. 200 sq ft)

_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

**Exterior - 1250 - Semi-Gloss** - used on exterior trim of house - (1 Gallon covers approx. 200 sq ft)

_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

**Primer - Fast Drying** (can be used interior or exterior)

	# of Gallons	Application (where are you using it)
Zinser 1-2-3 (water based)	_____	_____

**Custom or special order paints -the exception!!!** - (1 Gallon covers approx. 200 sq ft)

Color # and Color	# of Gallons	Location	Type of Paint
_____	_____	Interior Exterior	Flat Semi-gloss Gloss
_____	_____	Interior Exterior	Flat Semi-gloss Gloss
_____	_____	Interior Exterior	Flat Semi-gloss Gloss
_____	_____	Interior Exterior	Flat Semi-gloss Gloss

## Sundries

### Brushes

2" Qty \_\_\_\_\_ ea.                      3" Qty \_\_\_\_\_ ea.                      3 1/2" Qty \_\_\_\_\_ ea.                      4" Qty \_\_\_\_\_ ea.

### Rollers

Covers: Qty \_\_\_\_\_ ea.                      Handles: Qty \_\_\_\_\_ ea.                      Extensions: Qty \_\_\_\_\_ ea.

### Sand Paper

Coarse: Qty \_\_\_\_\_ shts.                      Medium: Qty \_\_\_\_\_ shts.                      Fine: Qty \_\_\_\_\_ shts.

### Scrapers

2" Qty \_\_\_\_\_ ea.                      3" Qty \_\_\_\_\_ ea.                      4" Qty \_\_\_\_\_ ea.                      6" Qty \_\_\_\_\_ ea.

### Sheetrock / Drywall

1/2" \_\_\_\_\_ shts.                      3/8" \_\_\_\_\_ shts.                      5/8" \_\_\_\_\_ shts.                      Greenrock 1/2" \_\_\_\_\_ shts.

### Other Items

Item	Quantity	Item	Quantity	Item	Quantity	Item	Quantity
Airless Sprayer		Putty Knives	_____ ea	Caulk - Latex	White _____ ea		
Asphalt Patch	_____ lbs	Rags	_____ boxes		Gray _____ ea		
Buckets - 5-gal	_____ ea	Razor Blades	_____ ea		Clear _____ ea		
Bucket Screens	_____ ea	Safety Glasses	_____ ea	Caulk - Tub/Tile	White _____ ea		
Drop Cloths	_____ ea	Dry Wall Tape	_____ rolls		Gray _____ ea		
Dust Masks	_____ ea	Spackle qk dry	_____ qt		Clear _____ ea		
FixAll - 10lb box	_____ ea	Sponges	_____ ea				
Ladder- _____ft,	_____ ea	Stucco Patch	_____ boxes				
Masking Tape	_____ rolls	Taping Mud	_____ boxes	Paint Trays	_____ ea	Wire	
Brushes	_____ ea						

# Plumbing

Dishwasher	Size ____x____x____	Hot Water Heater _____ gals	Need Hot Water stand? Yes No
Medicine Cabinet	____x____x____	Wall Furnace      Single      Double      _____x____x____ (dimensions)	
Garbage Disposal		Tub Surround — _____x____x____ (dimensions)	

<b>Sinks</b>	Size	Type	Style	Faucet	Vent	Color	Qty
Bathroom	____x____x____	Wall Pedestal Cabinet		4" 8" _____		Almond White	____ _____
Kitchen	____x____x____	Cast iron Stainless	Single Doubler Sink	Wall	Air Gap White	Almond _____	____ Hooty rim      Self rim

<b>Toilet</b>	Style	Color	Seat Needed	Do you need?:
Type				
Round	Handicap	Almond	Yes	Flange
Oblong	Standard	White	No	Gasket      Flushing Mechanism Wax Seal

## Bars

Grab bars	1" x 12" _____ ea	1" x 18" _____ ea	1" x 24" _____ ea	1" x 30" _____ ea
	1" x 36" _____ ea	1 1/4" x 18" _____ ea	1 1/4" x 24" _____ ea	1 1/4" x 36" _____ ea
Towel bars	18" - _____ ea	24" - _____ ea		

**Piping**

Amount	Type	Diameter							
_____ Ft	ABS	3/8"	1/2"	3/4"	1"	1-1/2"	2"	4"	
_____ Ft	Copper	3/8"	1/2"	3/4"	1"	1-1/2"	2"	4"	
_____ Ft	PVC	3/8"	1/2"	3/4"	1"	1-1/2"	2"	4"	
_____ Ft	Galvanized	3/8"	1/2"	3/4"	1"	1-1/2"	2"	4"	

Plumbers putty

P-Trap\_\_\_ PVC                    1 1/4"    1 1/2"  
    Galvanized    1 1/4"    1 1/2"

U-Joint    PVC  
    Galvanized

Additional waste line parts: (pls describe) \_\_\_\_\_

## Roofing Material

Type of Roof	Shingle Color	Qty of Shingles Needed (1 square = 100 sq ft)
Tar & Gravel Composition Shingle	Black Gray Blend White Other _____	_____ Squares

**Additional Material Needed:**

Description	Qty
30lb Felt	_____ rolls (2 squares to a roll)
1 1/2 " Nails	_____ lbs
Ridge Caps	_____
Gutters	_____ ft
Downspouts	_____

## Windows

Qty	Size (w x h)	Glaze Only	Pane Type	Frame	Style	Screen Needed	Screen Size
_____	_____x_____		Single Dual	Black Bronze White	Fixed Single hung Slider	Yes	_____
_____	_____x_____		Single Dual	Black Bronze White	Fixed Single hung Slider	Yes	_____
_____	_____x_____		Single Dual	Black Bronze White	Fixed Single hung Slider	Yes	_____
_____	_____x_____		Single Dual	Black Bronze White	Fixed Single hung Slider	Yes	_____
_____	_____x_____		Single Dual	Black Bronze White	Fixed Single hung Slider	Yes	_____
_____	_____x_____		Single	Black	Fixed	Yes	_____

## Morning Meeting/ Pep Rally

### Once all of the volunteers arrive, meet as a group to:

- Thank the volunteers for coming
- Introduce yourself, your Volunteer Coordinator, Homeowner Companion, Safety Captain and supply runner
- Explain your roles
- Acknowledge the help provided by skilled trades, house sponsor, volunteer groups etc
- Give volunteers the **bigger** Rebuilding Together picture. Tell them they are part of a nationwide effort involving over 500,000 volunteers rehabbing around 8,050 houses and community centers this year.
- Introduce the homeowner and ask him or her to say a few words.
- Provide an overview of the work to be done.
- Tell volunteers where the supplies are located.
- Tell volunteers whom to ask if they can't find supplies, or have questions.
- Emphasize safety and refer to the safety posters on the job site.
- Insist that everyone sign the Volunteer Liability Waiver Form (NO exceptions)
- Describe what to do if someone gets hurt, reintroduce the Safety Captain, and point out the first-aid kit location.
- Assign tasks to volunteers who have not been assigned prior to the work day.
- Pump them up for a great day of hard and rewarding work!

### During the day

- Keep volunteers busy but remember, many are not accustomed to a full day of physical labor.
- Keep in contact with the homeowner throughout the day, showing him or her progress that has been made. Involve the homeowner in certain decisions where possible. If anything unexpected needs to take place, ask the homeowner's permission.

### At the end of the day

- Walk through the house with the homeowner and explain what has been accomplished and, if necessary, what was not accomplished. Provide any necessary instructions. **Have the homeowner sign the Homeowner Satisfaction Form.**
- Be sure to help the homeowner and their families get to the picnic or any other post-event celebration if one is planned.

### Typical Problems — Be Prepared

- It is inevitable that you will run into work day problems. It is hard to say what they will be, as each house and situation are different. Some of the more typical problems are briefly discussed below.

### More Extensive Repairs

Sometimes when you rip into something, you discover more extensive damage than expected. If this is the case, you have to make some decisions. Can you still make the repairs that day? Do you have the necessary materials and skilled volunteers?

If you cannot make the repairs immediately, see if some volunteers will commit to return the next day or within the week to complete the work. ***If something must be repaired and no one at your site can do it, call headquarters immediately.*** Do not start something you cannot finish!

If you do not have the necessary supplies, see if you can get them. Maybe the homeowner has some things in his or her basement? Maybe another house has extra supplies? Can you purchase them? Call headquarters for advice if necessary.

If you don't have the necessary volunteers for the additional work, call headquarters to see if others can be sent to your house.

### **Missing Materials**

If materials are missing, call headquarters as soon as possible. Hopefully this won't be a problem since you checked your materials and supplies before the work day. You may need to purchase them or get creative. Again, another house may have extra supplies.

### **No-Shows**

Sometimes volunteers fail to show up. If you can get by without them, do so. If not, call headquarters ASAP and they will make every effort to send additional volunteers over.

If skilled volunteers do not show up, this may be a problem. However, in many cases skilled volunteers are moving from house to house and will be at your house soon if you were told to expect them. If you get worried, call headquarters to check on them.

### **Too many volunteers**

If you find you have too many volunteers, extras can pick up trash in the neighborhood or do "extra" projects. Please call headquarters. Perhaps they can be used at another house.

### **Don't Open Up a Can of Worms**

You may run into problems that may grow and become more serious.

If you leave a homeowner with more work than when you came, he or she may not have the resources to deal with it. This will leave bad feelings. You must balance what you do and try not to create problems. If you can get more extensive repairs completed, please do so. If some volunteers can help at a later date, do this. However, *please remember NOT to make promises that may be difficult to keep.* Please inform headquarters of any problems immediately.

## **Working with the Media\***

As you work on your house, you may be visited by the press. As the House Captain, you are responsible for interacting with them and being their host.

**Make sure you ask the homeowner's permission to show or discuss the home before they start.**

- Introduce yourself to the media, your volunteer coordinator and the homeowner, spelling names if necessary.
- Be honest in answering questions. Talk about the “neighbor-helping-neighbor” aspect of the program and the good that comes from this project.
- Be familiar with Rebuilding Together’s history. **(Brochures or a Fact Sheet can be obtained from your local program leader).**
- Remember to mention **we are a volunteer effort reaching out to those who cannot afford to have the work done themselves. They are in need of our services to make their home and lives more safe and secure.** *Be proud of Rebuilding Together and your involvement with it.*
- Please take advantage of any opportunity you have to highlight sponsors, skilled trade groups, donors and donations.
- If the press arrives at your house, get the name of the reporter, cameraman, etc., and a phone number for follow-up.

*\*Please also see the Rebuilding Together Public Relations Manual for more information.*

## Cleaning Up

Leave the home in better shape than you found it.

For one-day events, target clean-up starting around 2:00 or 3:00 p.m. By mid-afternoon, many volunteers are worn out.

Trash should be placed in garbage bags or Dumpsters provided. **Paint brushes, rollers, and pans should be washed out for use again next year.** If paint is water soluble, brushes, rollers, pans, and buckets can be washed in a garage sink or with a garden hose and bucket (dispose of the contaminated water inside). Assign specific volunteers to this task. Otherwise, it will not get done.

Open paint should be left with the homeowner. Unopened paint and leftovers and reusable supplies should be returned to the warehouse or headquarters.

If you run into any last-minute problems or have major disposal concerns, call \_\_\_\_\_ at \_\_\_\_\_. Leave a message on the answering machine if he/she is not there.

### Homeowner Satisfaction Form

At the end of the day, have the homeowner complete and sign the Homeowner Satisfaction Form. (*page 115*).



# Important Forms

## House Assignment Form

House Number: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Telephone: \_\_\_\_\_

Notes:  
\_\_\_\_\_  
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\_\_\_\_\_

## **Important Dates Form**

House Captains' Meeting No. 1:

Visit your assigned house by:

Submit summary list of volunteers needed:

Submit task & materials list by:

Contact your volunteers by:

Large/heavy materials delivered to homes:

Pick up your supplies at warehouse on:

Call homeowner for final check:

WORK DAY:

Picnic:

House Captains' evaluation meeting:

Turn in your evaluation and other forms:

Other:

**Important Locations Form**

Headquarters on this workday will be at:

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Telephone: \_\_\_\_\_

The warehouse is at:

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Telephone: \_\_\_\_\_

All meetings will be held at:

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Notes:

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### Important Phone Numbers Form

Category	Contact Person	Phone Number
General Information		
Area Coordinator		
Volunteer Coordinator		
Homeowner Companion		
Homeowner		
Other Relatives/Neighbors		
Other Relatives/Neighbors		

### Committees

Category	Contact Person	Phone Numbers
Materials & Supplies		
Public Relations		
Volunteers		
Picnic		
Skilled Tradesperson		
Trash Removal		
Warehouse Pick-Up		

Rebuilding Together, Inc.: 202-483-9083 OR 800-4-REHAB-9 or [Info@rebuildingtogether.org](mailto:Info@rebuildingtogether.org)

**Homeowner Satisfaction Form**

Date: \_\_\_\_\_, 20\_\_\_\_

To: Rebuilding Together \_\_\_\_\_ and its volunteers,

I (we) acknowledge my (our) entire satisfaction with the repair work performed on my (our) home without charge by volunteers organized by Rebuilding Together \_\_\_\_\_.

\_\_\_\_\_  
\_\_\_\_\_

## House Captain Evaluation

**Name**

**Phone Number**

**Name of Homeowner/Site**

**Overall Assessment:**

1. What is your overall assessment of Rebuilding Day?

Excellent

Good

Fair

Poor

2. What, if anything, could have made your project more successful?

3. What was the best part of your day?

4. Was the amount of work planned for the day:

Too much

Appropriate

Too little

Please elaborate:

5. Did you go into the day with a prioritized list of jobs to be done?    Yes    No

If so, did it help?    Yes    No

6. Approximately how many hours did you spend on the work, including hours worked on the work day itself? \_\_\_\_\_

7. Did you and your volunteers attend a post-event celebration?    Yes    No

*House Captain Handbook*

If no, why not?      Still working on house      Too far away      Too tired      Not held  
Other \_\_\_\_\_

8. If you did attend, how would you rate the event?

Excellent                  Good                  Fair                  Poor

9. Please rate the trash service:

Excellent                  Good                  Fair                  Poor

10. How was your relationship with the homeowner?

Excellent                  Good                  Fair                  Poor

If not very good, please explain:

11. Please describe any problems and suggestions you have for improvement.

**Volunteers:**

12. About how many volunteers were at your site? \_\_\_\_\_

Was this group sufficient for the work to be done?    Yes                  No

13. Approximately how many volunteers scheduled for your site did not show up? \_\_\_\_\_

14. What skilled labor was at your site? (please check all that apply)

Carpenter                  Electrician                  Glazier                  Handyman  
Plumber                  Roofer                  Other \_\_\_\_\_

15. Was this sufficient skilled labor for the work to be done?    Yes    No

16. How did you and your Volunteer Coordinator work together?

Excellent                  Good                  Fair                  Poor

17. Do you have suggestions of other areas where Volunteer Coordinators could help?

**Materials/Purchasing:**

18. Were the correct donated materials and paint provided?    Yes    No

If no, please explain:

19. Were you able to purchase all needed supplies at \_\_\_\_\_?    Yes    No

If not, what were you unable to find and how did you resolve this situation?

20. Did the purchasing process at \_\_\_\_\_ work for you?    Yes    No

Do you have suggestions for improvement?

21. Did the purchasing process at \_\_\_\_\_ on the work day work for you?

Yes                      No

Were you able to find everything you needed?    Yes    No

22. Please rate the usefulness and effectiveness of the material and supply order forms.

Excellent                      Good                      Fair                      Poor

23. Do you have any suggestions for improving the supplies ordering process?

**Training:**

24. Did you feel you had the information you needed to plan your work?    Yes    No

If not, please explain \_\_\_\_\_

25. Was the House Captain Handbook useful?    Yes    No

Do you have suggestions for improvements?

26. Did you find the House Captain meetings helpful?    Yes    No

Do you have any suggestions for improvement?

**Next Year:**

28. Are you willing to serve as a House Captain next year?    Yes    No    Maybe

29. Was there anyone in your team of volunteers you would recommend as a House Captain for next year? (Please give their name, address and phone if you have it.)

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_



**Special Thanks to affiliates who contributed to  
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Ms. Mary Kucharski  
Prince George's County, MD

Mr. Charles L. Rosenfield  
St. Mary's County, MD

Mr. John Parlett  
National Board

Ms. Sara Edstrom  
Atlanta, GA

Ms. Marta Johnson & Mr. Sam Lawson  
San Francisco, CA

Mr. Tom Jaudon  
Baltimore County, MD

Ms. Jamie Kent  
Arlington, VA

Ms. Christine Traczyk  
New Britain, CT

Mr. Timothy S. Lien  
Sacramento, CA

Ms. Sue Negrey  
Philadelphia, PA

Mr. Dennis Flynn  
Phoenix, AZ

Mr. Gerry Amoroso  
Dutchess County, NY

Ms. Mary Kay Henson  
San Angelo, TX

Ms. Lynne Edwards  
Mid-Peninsula, CA

Ms. Sarah Rosendahl  
National Board

Mr. Gary Saalman  
Columbus, OH

Mr. John Campbell  
Kansas City, MO