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**OFFICE LOCATION
STAFF & HOURS OF OPERATION**

Rebuilding Together

Arlington/Fairfax/Falls Church

(We are located in Fairfax Presbyterian Church)

10723 Main Street, Suite 135

Fairfax, VA 22030

Main Phone: 703-528-1999

<http://rebuildingtogether-aff.org>

Normal Office Hours

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Schedule

Safety Training

(Thursday, April 8, 2108)

Training at 7:00 PM

(Fellowship Hall)

Supply Pick Up Day

T-shirts, signs – limited supplies

(Friday, April 28, 2017)

Office hours 7:30 AM to 6 PM

(Fellowship Hall)

Rebuilding Day

(Saturday, April 29, 2017)

Office Closed

Contact Area Coordinators (9-5) or

RT staff by cell phone (anytime)

Limited Supply Return Day

(Monday, May 1, 2017)

Office hours 8:30 AM to 5 PM

(Room 135)

HOUSE CAPTAINS' CHECKLIST AND TIMELINE

- ❑ **MARCH 8 from 12 Noon – 8 PM at Rebuilding Together – AFF**
HOUSE CAPTAINS' MEETING - House assignments will be provided. Register for an hour session.

- ❑ **MARCH 9 - APRIL 27**
Reserve a time to pickup t-shirts, signs, grab bars, and personal protective equipment and supplies from Rebuilding Together-AFF on Friday, April 27th (7:30 a.m. – 6:00 p.m.).

- ❑ **MARCH 9**
Complete and return the **Approved Purchasers List** to Rebuilding Together-AFF (RT-AFF). You may fax this list to (703) 528-1197 or e-mail the information to pattik@rebuildingtogether-aff.org

Contact the homeowner and visit the assigned house with co-captain(s). On your first visit, refer to the initial site assessment report written by RT-AFF staff, lead testing results (if available), determine the homeowner's priorities and inspect the home first hand to create a preliminary work scope. Please take special note (on homes built prior to 1978) of those areas where you may disturb painted (coated) surfaces so that you can complete the Lead Based Paint Disturbance Form. Visit the home several times, bringing key volunteers if necessary, to finalize the work scope and develop a list of materials that will be needed to successfully complete the project.

Give the homeowner the enclosed information card that describes Rebuilding Together-AFF, the project work date and your contact information.

- ❑ **MARCH 26 TURN IN FORMS**
Deadline to complete and return time-critical forms to RT-AFF. Please note that the team will have to go to local stores to purchase the majority of materials and supplies. Items available through RT-AFF are limited to t-shirts, signs, dumpsters, port-a-johns and few additional items.
 - ***Preliminary Work Scope***
 - ***Lead Based Paint Disturbance Form***
 - ***Supply Order Form (limited items)***
 - ***Request for Port-a-John, Dumpster and Special Trash Pick-Up***

- ❑ **MARCH 28**
Plan your workday strategy, review volunteer skills and identify any needed skills or preliminary work required. Are you digging? Refer to information and instructions on how to use MISS Utility.

- ❑ **MARCH 30**
RT-AFF will begin mailing out store purchasing cards to each group once forms are received. Teams may then begin purchasing materials at local stores.

- APRIL 5**
SAFETY TRAINING – 7:00 p.m. at Rebuilding Together - AFF
 Each team needs to designate a safety coordinator who is not the house captain. The coordinator must attend the Safety Training. House captains and other volunteers are welcome to attend.

- APRIL 12 – ADDITIONAL SERVICES FORM DUE**
Additional Volunteer and Professional Services Request form.
 If you need a professional plumber, electrician or any type of volunteer prior to the work day or on the work day, please complete this form.

- APRIL 16**
 Volunteer work assignments should be completed and all crew members contacted. Remind volunteers to identify tools and equipment they will need at the site. Remind them to mark all tools with their name before taking them to the work-site. Furnish volunteers with volunteer agreement forms including those for minors; volunteer safety check list; and information on parking, lunch and other pertinent important details.

 Review the work plan with co-captain(s) and clean-up/trash and safety coordinators. Confirm all volunteers and their assignments.

- APRIL 23 – FORM DUE TO RT-AFF**
Homeowner Agreement and Work Scope form, (both the homeowner and house captain must sign this form. Please provide a copy to the homeowner.)

- APRIL 24**
 Call the homeowner to make sure he/she is expecting you on Saturday, April 28th. Remind him/her that fragile objects should be removed and any preparatory work you have both agreed upon should be completed. Make sure the homeowner makes plans to remove any pets from work areas.

- APRIL 26**
 Finish buying supplies at local stores. Don't wait until the last minute.

- APRIL 27 SUPPLY PICK UP DAY (LIMITED)**
 A team representative should pick up t-shirts, signs, packets with important information etc. at Rebuilding Together-AFF, 10723 Main Street, Fellowship Hall, Fairfax, Virginia. (Please reserve a time). See directions in the Appendix section.

- APRIL 28, 2018** **REBUILDING DAY!**

- Review the agreed upon work with the homeowner and explain the workday.
- Post safety and lead signs provided by RT-AFF throughout the house. Lead signs will identify those areas that were tested for lead in homes built prior to 1978. If a surface has either tested positive or was not tested, volunteers should not disturb the surface when exceeding the minimum levels (no scraping, sanding etc.)
- Collect completed *Volunteer Release Forms* from each volunteer before he/she begins to work. Additional forms must be completed and signed by minor's parent/legal guardian. Each volunteer should receive a Volunteer Safety Checklist, t-shirt and wear a name tag.
- Welcome volunteers, explain the project, assignments, schedule, refuse disposal plans, safety issues and lead-based paint procedures. Introduce the project leaders and homeowner.
- Manage by walking around the project site and addressing concerns, providing solutions and motivating volunteers. Touch base with the homeowner from time to time.
- Remember the rules for working with Lead Based Paint.
- Take digital photos of the work in progress and at the end of the day.
- Encourage volunteers to clean as they work.
- Enjoy the day.
- Make sure everything is put back in its place. Collect and clean all tools.
- Walk the homeowner through the work that you and your team completed.
- Ask the homeowner to complete and give back to you the *End of Day and Homeowner Follow-Up Questionnaire*. If this is not feasible, then ask the homeowner to return these forms directly to RT-AFF in the enclosed self-addressed envelope.

□ **April 30, 2018 SUPPLY RETURN DAY**

- Return only unused/unopened supplies that were acquired through Rebuilding Together to RT-AFF at 10723 Main Street, Suite 135, Fairfax, VA 22030.

- Before returning anything else to RT-AFF, get approval from staff.
- Return all purchased unused supplies directly to the store where purchased and include any credit card receipts with your budget tracking sheet.
- Notify RT-AFF staff of any planned follow-up work.
- Properly dispose of open paint and any other materials designated as hazardous or environmentally unsafe by Arlington or Fairfax Counties (as appropriate).

☐ **WEEK OF MAY 14 HAPPY HOUR**

Come celebrate all your good work at a Happy Hour. Bring your paperwork and learn about Rebuilding Together Express. (Watch for the location to be announced in the weekly House Captain Calls)

☐ **MAY 18 RETURN FORMS and SHARE PHOTOS**

Return documents to Rebuilding Together-AFF:

- *House Captain Final Report*
- *List of Completed Repairs and Home Modifications*
- *Project Impact Summary Report*
- *Budget Tracking Sheet and receipts*
- *Store Purchasing Cards*
- *Reimbursement Request and receipts*
- *Donation Forms*
- *Volunteer Agreement and Release from Liability Forms (Minor forms also)*
- *Homeowner End of Day Form*
- *Homeowner Follow-Up Questionnaire (if given back to you)*

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RESPONSIBILITIES OF THE HOUSE CAPTAIN

- As a house captain you are a key player in the Rebuilding Together-AFF team. Being a house captain requires a commitment of time, energy and managerial skills – **we thank you for your commitment.**
- You have the primary responsibility for the smooth performance of the work and maintaining a positive atmosphere at the work site.
- You should have one or more co-captains to share the responsibility for planning and managing a safe, quality project that provides a meaningful and enjoyable experience for the volunteers and homeowner(s) alike.
- Equally important, as house captain you set the tone at the project. During this day of hard work, it is important that people have fun, feel part of a team and in general feel appreciated.
- You need to establish and maintain a strong line of communication with your volunteers and be the definitive link with the homeowner.
- Remember that you made a commitment to the homeowner to complete specific tasks and that commitment must be relayed to the volunteers.
- You are the supervisor, but also the motivator, the troubleshooter, and the decision maker. You are not a worker bee.
- Delegate certain responsibilities to designated volunteers.
 - *Nurturer* to the homeowner/family for the day. Experience indicates that if one person deals with the family on the workday, the family and/or homeowner feels more secure and the house captain is allowed to focus on the overall project.
 - *Clean-Up/Trash Coordinator*. This person will manage the continuous clean-up of the project and trash management and disposal.
 - *Work Site Safety Coordinator*. This person will ensure that all work performed at the worksite is done in a safe manner.
 - *Photographer and Social Media Coordinator*. These people will be responsible for taking pictures and posting all about your project on social media throughout the day. After the project is completed, please share your pictures with RT-AFF and we will post ours photos to Flickr for you to use.

After the house assignments are handed out at the House Captain's meeting, you will have the better part of three weekends to visit the assigned house and get the initial paperwork into Rebuilding Together-AFF

- Determine the scope of work your team can handle, the materials you will need to complete these projects. The majority of materials and supplies will be bought by the

team at local stores. Rebuilding Together-AFF will offer limited supplies that include, t-shirts, signs, grab bars, protective gear and supplies, dumpster and port-a-johns.

- Determine the need for professional assistance and permits, and begin developing a strategy for assigning volunteers, project leaders and co-captains.
- Determine if the work you plan to complete will disturb coated surfaces on homes built prior to 1978. House captains are asked to carefully complete the “Lead Based Paint Disturbance Form” found in the House Captain’s Manual (Forms and Handout Section). If the planned repairs will disturb coated surfaces that exceed the minimum limits, RT-AFF will have a Certified Lead Based Paint Inspector test these surfaces to determine if lead is present. Staff will then contact the house captain with the results and create a work plan. If more than the minimum limits of lead coated surfaces are anticipated to be disturbed, a Certified Lead Based Paint Renovator and/or Abatement Supervisor must be present at the worksite and volunteers doing the work must be trained. There are no exceptions to this rule. In most cases, RT-AFF will either do the work prior to the work day or refrain from working on these particular surfaces.
- **Projects in Arlington County. In order to comply with HUD regulations and procedures, repairs are restricted to those listed on site assessment reports given to you by Rebuilding Together-AFF.** Background: Arlington County must conduct an environmental review on each project prior to repair work being performed by Rebuilding Together-AFF and its volunteers. This requires Rebuilding Together-AFF to submit a report that details the potential work scope of each project and in some cases, specific products that will be used (type of windows or doors being replaced). Written notification from the city/county must be received by Rebuilding Together-AFF prior any repair being performed. You cannot deviate outside the approved scope of work and must use the specific doors and windows etc. cited within the work scope.
- Turn in all forms on time. (see Forms and Handout Section).

On Rebuilding Day

- You and your assigned co-captains and coordinators are in charge of the work site and the volunteers. With proper planning, it will be a satisfying day for all hands.
- If an unforeseen problem requires professional skill, contact RT-AFF staff. Do not attempt such repairs without a knowledgeable person assisting you.
- Also contact staff as soon as possible if you have any issues or concerns with the family or family members.
- **Remember: Stress Safety.** Continually remind the volunteers that they are on a work site and must practice reasonable care and safety in all situations. Contact RT-AFF staff immediately if a safety-related problem arises.
- Last, but not least, have a wonderful, memorable day and, once again,

THANK YOU

VISITING YOUR ASSIGNED HOUSE

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.

Preparing for a Visit to Your Assigned Site

- Before you visit your assigned site, review the information given to you at the House Captain's meeting about the homeowner and the repairs needed to the house. Your assignment packet will include photos, a site assessment report written by RT-AFF staff and the project budget. The reports are general descriptions of repairs needed and will not contain all the information you need to plan and execute the work.
- As soon as you have received and reviewed your house assignment, call the homeowner and make arrangements to visit. ALWAYS let the homeowner know when you plan to visit, NEVER drop by without phoning first. Introduce yourself as the team leader for Rebuilding Together-AFF.
- Take with you on your visit:
 - Cell phone to call the homeowner(s) in case they don't/won't answer the door.
 - Volunteer Scope of Work (based upon initial site assessment) completed by RT-AFF staff.
 - Tape measure, flashlight, pocket knife, screwdriver, ladder and pliers.
 - Clipboard, some blank paper and pen for writing down measurements and a calculator for computations.
 - Camera or video camera to take pictures of the areas to be repaired. This helps you to remember the set-up of each room and materials needed.
 - *Project Summary Impact Report* to assess the conditions before the project.
 - *Preliminary Work Scope* to verbally go over with the homeowner.
 - *Lead Based Paint Disturbance Form* – take measurements of areas where you plan to disturb coated surfaces (in homes built prior to 1978).
 - *Request for port-a-john, dumpster and trash pick-up. Please sketch the house with the proper placement of these items (if required).*
 - You may want to consider wearing older clothes in case you need to crawl under the house or in the attic.

As a result of this visit and possibly others, you should be able to complete the *Preliminary Scope of Work Form*, *Lead Based Paint Disturbance Form* and to determine the number of volunteers needed — both skilled and unskilled.

During the Interview

- Introduce yourself and other team members joining you on the visit. Provide the homeowner with the enclosed information card describing the Rebuilding Together-AFF program, the date of the workday and your contact information.
- The interview with the homeowner is critical. It is important that you understand each other and feel comfortable communicating before National Rebuilding Day. Be sure to stay in touch with the homeowner prior to the actual workday.
- Some homes need a great variety of repairs. Use the site assessment report created by RT-AFF staff as your guide. Walk around the house with the homeowner and discuss the repairs highlighted. Determine if there are items that were missed and are important or critical. Remind the homeowner that not all the items discussed and listed will be repaired. The next step will be to decide, with the homeowner, which things have the **highest priority**.
- Look for safety improvements that can be made in and around the house. For many seniors and disabled homeowners minor safety improvements can make a big difference.
- If the home was built prior to 1978, determine if you will disturb painted/coated surfaces. If so, take measurements of those areas and report them to RT-AFF on the *Lead Based Paint Disturbance Form*. If the disturbance exceeds governmental thresholds, then RT-AFF staff will have those areas tested to determine if lead is present. The results will be given to you as soon as tests are completed. Together, you and RT-AFF staff will need to create a work plan if more than the minimum limits of lead based surfaces are anticipated to be disturbed:

There are no exceptions to this rule. In most cases, RT-AFF will either do the work prior to the work day or refrain from working on these particular surfaces. **NO WORK INVOLVING DISTURBANCE OF LEAD BASED PAINT THAT EXCEEDS THE MINIMUM LIMITS SHOULD BE DONE ON THE WORK DAY.**

NOTE: Work which does not disturb paint, whether lead is present or not, such as wiping down or painting is perfectly fine to do.

- Once you have determined the extent of repairs needed and work priorities, take some of your experts and co-captain(s) with you for a more thorough inspection analysis of the house. This will make the planning process easier, (they can help you measure!) and give the homeowner a chance to meet those people who can answer questions on or before the workday. Two heads are better than one and you may arrive at different solutions to the challenges you face.
- Be realistic and safe - it is better to underestimate what you can accomplish and surprise the homeowner by doing more, than overestimate and disappoint the homeowner. Do not tell the homeowner you might do something unless you are sure

you will get it done. Make sure to clearly identify the things you will not undertake.

- Fill out the *Preliminary Work Scope* form and review this with the homeowner. Please advise the homeowner that it is subject to change and the approval of RT-AFF. This form is due to RT-AFF by **March 26, 2018**.
- Once work priorities are established, you can begin to determine your supply and material needs. Please refer to the Healthy Housing Repair Specs to identify materials needed. Purchasing at Lowe's or Home Depot should be the primary means for obtaining materials. Otherwise, if you utilize your own resources please submit a Reimbursement form to RT-AFF.
- Please note that Rebuilding Together-AFF has limited its supply list. Please complete the order form and return it to RT-AFF by **March 26, 2018**. All supplies ordered on this list will be available for pick up at Rebuilding Together-AFF on Friday, April 27, 2018. You may also request a port-a-john, dumpster or special trash pick-up (from a private company) on the request form. This is also due on March 26, 2018.
- Once RT-AFF staff has approved the planned work, fill out and sign the *Homeowner Agreement & Final Work Scope form* (Forms and Handouts Section) with the homeowner. Mail a copy of this form to the homeowner, keep one for yourself and turn the original in to RT-AFF by **April 23, 2018**.

Before the Big Day

- Discuss anything that the homeowner will have to do to prepare for the work day and any preliminary work which your crew or others may be performing before the actual work day. Please be aware that some homeowners will be physically unable to do some of these tasks. Try to get volunteers who are unable to work on National Rebuilding Day or teens to help accomplish these tasks. It is always better to get these tasks done before the workday. Get family members to help with preparations.
- Ask about waste collection schedules, including household waste, yard waste, bulk items and special pickup. Typically, the site assessment report written by RT-AFF staff will note if the county/city or a local contractor is responsible for collecting trash. RT-AFF encourages you to assign this responsibility to a clean-up/trash coordinator. Refer to City/County guidelines (Clean-Up/Trash Section).
- Remind the homeowner that all able-bodied household members and visitors are **ENCOURAGED AND EXPECTED** to work alongside the volunteers. Try to schedule a meeting with the entire household to discuss the workday and your expectations.
- Please encourage members of the household whose health conditions may be aggravated by the work to visit a family member, friend or neighbor while the work is being performed. Paint fumes may make the house unlivable for the evening or night and may require the homeowner to stay elsewhere. It is wise also to keep children and pregnant women away from the worksite.

- Pets should be removed from the premises on the work day. Please contact RT-AFF staff if the homeowner is unable to make suitable arrangements.
- Explain to the homeowner that there will be a mix of skilled and novice volunteers and the number of volunteers you anticipate working on project day.
- Emphasize that you, your co-captain(s) or the assigned nurturer are the people to contact should the homeowner's situation change or if he/she sees anything upsetting during the workday.
- Please use discretion in discussing your assigned household with others. The homeowner may not want some aspects of his/her health, financial or family situations to be known. Please respect their right to privacy.
- Discuss with the homeowner what personal information (family composition, background, health issues, history of the home) you may share with your team.
- If, after reviewing the assignment or after your home visit, you have any questions about the family or the selection process call RT-AFF staff.
- Some projects that you will be working on may require a building permit. It is very important that you identify such requirements early and that you work with staff and the homeowner to secure permits needed for repairs (for example: wheelchair ramps). A licensed tradesperson should work on all gas repairs and on major electrical repairs.
- Provide the homeowner with written information that details the work dates, items to be completed and contact information.

TOOLS, MATERIALS AND SUPPLIES

One of the most critical steps towards implementing your plan for success on National Rebuilding Day is determining the materials you will need to complete the work scope.

Rebuilding Together Arlington/Fairfax/Falls Church (RT-AFF) has limited the supplies available for pick to just a few items. Purchasing at Lowe's or Home Depot should be the primary means for obtaining materials.

Tool Library

RT-AFF has created a Tool Library for House Captains to borrow a number of specialized tools. If you want to participate, you will need to sign the *Tool Library User Agreement* and email it to Don Ryan at donryanemail@gmail.com. Approved Borrowers will then contact the Custodian directly to arrange to borrow any tool using the *Tool Library Check Out Form*. Both forms and the current inventory are available in the Forms section of the House Captain Manual.

Supply Pick Up Day

RT-AFF will make available the following items: t-shirts, signs, accessibility items such as grab bars and fasteners, and protective gear and supplies. RT-AFF will receive and sort these supplies on Thursday, **April 26**. Please contact RT-AFF as soon as you are able to set up a time to pick up your order on Friday, **April 27** between 7:30 a.m. to 6:00 p.m. A team representative should pick up supplies at RT-AFF located at Fairfax Presbyterian Church, Fellowship Hall, 10723 Main Street, Fairfax, VA 22030. (Directions can be found in the Appendix section). You may also order a port-a-john, dumpster or trash pick-up through RT-AFF.

The Budget

At the house captain's meeting you will be given a budget for your work project. The budget includes the purchase of all materials except for those ordered through RT-AFF and some professional services such as plumbers. Because of the need to stay within our overall budget, we ask that you remember that **no additional purchases** over your budget amount should be made unless approved by RT-AFF staff.

Procedures And Guidelines For Purchasing Supplies At Stores

- House captains must complete the *Approved Supply Purchasers form*, **no later than March 9th** providing RT-AFF with the names of the two/three people approved to make purchases for each group at Lowe's or Home Depot. **Note:** The house captain SHOULD normally be included for PRE- work day buying, however, experience has shown that the house captain should NOT be one of the supply purchasers on National Rebuilding Day. Make sure that you select a couple of "Go Fors" on the workday so that you have all day coverage - requirements can pop up at any time.

- Once Rebuilding Together-AFF receives the preliminary work scope, lead based paint disturbance form, supply order form and request for port-a-john, dumpster and trash removal form, RT-AFF will mail you a packet with purchasing procedures, a reminder of your budget, a budget tracking sheet and store credit cards. Forms are due no later than **March 26, 2018**.
- All purchases made must be tracked on the budget tracking sheet and may not exceed your project budget. The total budget amount includes all purchases made at local stores with cards provided by Rebuilding Together-AFF and those made with cash and personal credit cards.

At Lowe's/Home Depot:

- Charge all purchases to the **Rebuilding Together-AFF** account. The account numbers will be listed on the store card.
- Purchasers must present the store card to the cashier. The purchaser must present photo ID, preferably a driver's license when making purchases.
- The purchaser should record their purchases on the budget tracking sheet: this includes the date, the store name and location, the amount of the current purchase and the balance – keep all receipts.
- The cards can only be used from **April 1 - May 18**. Don't leave your purchase of supplies until the last minute. This makes it stressful for you and the supplier. April is a BIG time at Lowe's/Home Depot, so please buy your supplies as early as possible.
- **If you have a problem at Lowe's/Home Depot that cannot wait until normal business hours, please call RT-AFF staff on their cell phones.**

Purchases at Other Stores

- You may buy materials from other vendors, however you must purchase these items with cash or your personal credit card and submit your receipt(s) to RT-AFF for reimbursement. Please note that all items purchased by your team may not exceed the project budget amount. Please track all purchases on the budget tracking sheet.
- **House captains or other team members are generally expected to provide their own tools.** Remind your volunteers to bring the tools that you specify. If you need to rent equipment such as power washers, post hole diggers, other power equipment, etc., **it is necessary to review this with RT-AFF staff first.** The cost of renting this equipment must be deducted from your project budget amount. RT-AFF has a very limited supply of tools for loan – contact RT-AFF staff at your earliest convenience.

Supply Return and Paper Work Completion

- If an item is unused, please return it to the vendor for credit on Rebuilding Together-AFF account and attach the credit receipt to the budget tracking sheet.

- Items ordered through RT-AFF that can be returned to RT-AFF on **Monday, April 30, 2018**. Remember that “re-usable” supplies are accepted at the discretion of RT-AFF. We simply do not have the storage space to keep all the little “treasures” that result from a work day.
- If you purchase items using cash or a personal credit card, please complete a Reimbursement Form and include receipt(s).
- If you receive any donated materials, please complete the *Donor Form* making sure to include the donor name, address and a description of the materials donated, and return it to RT-AFF so the gift can be acknowledged. Rebuilding Together is a 501(c)(3) organization and many donations are tax-deductible.
- Please mail to RT-AFF your budget tracking sheet, reimbursement forms, receipts and store credit cards by **May 18, 2018**.

Guidelines for Allowable Items To Purchase

APPROVED PURCHASES

Appliances	Cabinets	Cement	Counter Tops
Doors	Electrical Supplies	Equipment Rental	Dry wall
Flooring	Grab Bars	Gutters	Locks
Lumber	Nails/Screws	Paint/Painting Supplies	Plumbing
Railings	Shutters	Windows	

PROHIBITED PURCHASES

Drinks	Food	Flowers	Furniture
Linens	Tools		

EXAMPLE OF FORM THAT WILL BE MAILED TO YOU

Rebuilding Together Arlington/Fairfax/Falls Church

2018 BUDGET TRACKING SHEET

PURCHASES MAY NOT EXCEED \$1,000

Project Number: _____

Approved Purchaser 1: _____

Approved Purchaser 2: _____

Approved Purchaser 3: _____

(Flip Side)

Date	Store	Amount	Balance

VOLUNTEERS

Estimating Your Volunteer Needs

- After reviewing the type and extent of work to be done and considering other things such as yard work, cleaning and trash removal, determine the number of skilled and unskilled volunteers you will need. Keep in mind that some of your volunteers will not be used to a full day of physical labor. There may also be “no shows.” Take all this into account when determining the number of people you need. Be aware that you will lose 10-20% of your team after lunch.
- Have the person you designated as the “volunteer coordinator” determine the skill sets of each volunteer and the hours they are committed to working. After you review this information and the project work scope you may determine that you need more skilled and unskilled volunteers. For this purpose, please complete the *Additional Volunteer and Professional Services Request form* (Forms and Handouts Section). We will work with you to assign additional volunteers as available. You will be given the contact information to confirm these assignments.
- Each year local plumbing companies and several electricians offer their help to RT-AFF. As available, these professionals are assigned to homes to work prior to the event to correct those problems that require their skills. Please indicate any problems that you need a skilled trades person to do. DO NOT try to make repairs beyond your known abilities. We do not want to create new problems or compound old ones. If you or a member of your team has a skilled contact that is willing to work with your team or another team, please let us know so that we can assign that person to the appropriate work site and acknowledge that person's contribution.

Contacting Volunteers

Send out letters (or e-mails) to your team to announce Rebuilding Together and to describe the house assignment, tasks, directions and tools needed. At least two weeks before the workday, you or a co-captain should have contacted ALL of your volunteers to share your plans, make specific work assignments and confirm their participation.

- Remind volunteers that National Rebuilding Day is **Saturday, April 28, 2018** and confirm the hours they plan to work. For larger teams plan for two shifts of volunteers one in the morning and one in the afternoon. This way you will have energized volunteers throughout the entire day.
- Share any important information about the family (i.e., disabilities, sensitive issues, family composition, etc.), keeping in mind your earlier discussion with the homeowner and what he/she is willing to have shared.
- Provide the location and directions to the house and discuss any special parking, car-

pooling or other such arrangements. Volunteers should NOT visit the site prior to the work day unless performing a specifically assigned task.

- Briefly summarize the work to be done at the site and indicate what their work assignment will be according to their skill level and interest.
- Ask volunteers to bring (MARKED) hand tools, brushes, rollers, trays, ladders and other items as necessary. Many teams bring a few basic cleaning supplies. Old bed sheets are great for extra protection in painting areas. Volunteers should also bring their own lunch unless arrangements have been made for the entire group. Remember, lunch cost is not reimbursable by RT-AFF.

Liability

- Enclose in the information you forward to your team members, *Volunteer Agreement and Release from Liability forms* for all adult volunteers to sign and the Volunteer Safety Check List. ALL volunteers MUST complete and sign a *Volunteer Agreement and Release form* BEFORE they work on the home. This is essential. NO ONE MAY WORK WITHOUT COMPLETING ONE.
- **Important information for volunteers who are minors (14 years of age and older).** Minors are permitted to work on projects provided that they are 14 years of age and older. Their parent/guardian must sign and provide information requested on three documents (Volunteer Agreement and Release from Liability form, Authorization for Participating Minor Release from Liability form and Medical Treatment Authorization for Participating Minor). Keep these forms with you during the work day in case you need to refer to them. Parents and minors should also be provided with the Volunteer Safety Check List. **Although parents/guardians are not required to be on the work site, the volunteer team must have a minimum ratio of one adult to five minors and provide adequate supervision.**
- Bring some forms with you on the workday for last minute additions. Volunteers starting prep work before the workday should sign these forms before they start. Only one signed form is necessary for each volunteer, no matter how many days they actually work. The supplemental medical insurance covers all volunteers for days working on Rebuilding Together projects.
- The *Volunteer Agreement and Release form* is our only way of tracking who was on your work site. It must be filled out **legibly** with the volunteer's complete name and address. We also depend on this form to correspond with the volunteers after the workday. It is an important part of our record keeping.
- All these forms must be turned into RT by **May 18** and will be kept on file for insurance purposes.
-

*****PLEASE - NO CHILDREN UNDER AGE 14 ON THE WORK SITE*****

PROCEDURES - PROJECT DAY

Your job on National Rebuilding Day is more than fixing a staircase, painting walls or replacing a broken light fixture. You are providing homeowners with a sense of renewal about a very important part of their lives, their homes - the place where they have lived, and experienced the joys and difficulties of life. Therefore, doing the best you can means leaving the home in better condition than when you arrived. It means doing only what you can with the time and resources you have planned on committing, but doing it to the best of your ability, with care and safety, and cleaning up thoroughly after your labors. Finally, it means leaving the homeowner, having reviewed the day's activities, with a renewed sense of pleasure in their home and a warm feeling about the people with whom they have come in contact.

Remember to interact with the homeowner during the day and include them in the work plans so they know what is going on around them. It is important to remember that you are guests in their home.

Beginning the Day

Plan to arrive before the volunteers to make sure the homeowner is prepared. Meet any family or friends who will be helping. Once all of the volunteers arrive, meet as a group to:

- Thank the volunteers for coming.
- Introduce yourself, co-captains and project leaders and explain your roles. As well as acknowledging the help of any skilled TRADES PERSONS, other volunteers, etc.
- Give the volunteers the BIGGER picture of the National Rebuilding Together event Refer to "Working with the Media" at the end of this section.
- Introduce the homeowner and ask them to say a few words.
- Provide an overview of the work to be done at the house and your time schedule. Assign any tasks not previously assigned.
- Inform the volunteers where supplies are located and whom to contact if they need a supply they cannot find.
- Introduce your clean-up/trash coordinator to the group and explain procedures for disposing of trash. Encourage everyone to clean as they work.
- **Emphasize SAFETY.** Introduce the worksite safety coordinator. Encourage volunteers to do appropriate work for their skill level. Remind volunteers that they are working on a construction site and should take all necessary and reasonable precautions to maintain adequate safety standards. The three most common injuries suffered by volunteers are:

- 1) Personal injury: cuts and scrapes to hand and feet, lifting heavy objects and improperly using tools and equipment.
 - 2) Slips and falls: falls from roofs and ladders, tripping over construction debris or because of uneven surfaces, falling down steps.
 - 3) Improper material handling: various injuries to volunteers while handling and moving building supplies and materials (watch out for one another), damage to property of others during demolition, painting, etc.
- ❑ Insist that everyone sign the *Volunteer Agreement* and *Release Form* and if a minor the Minor Release and Medical Treatment Authorization forms (no exceptions) and remember to provide every volunteer with a *Volunteer Safety Check List*.
 - ❑ Discuss procedures to deal with accidents/injuries, including using Universal Precautions (Safety Training).
 - ❑ Discuss proper safe work practices as it applies to working with lead-based paint, mold and asbestos. (Safety Training).
 - ❑ **Pump them up for a Great Day of Hard & Rewarding Work.**

Safety - SAFETY IS OUR #1 PRIORITY.

- ❑ Repairs should be geared toward making the home safe, healthy, warm, and dry for homeowners. Cosmetic work is a bonus.
- ❑ RT-AFF encourages you to designate a worksite safety coordinator. Make a safety plan and share it with your volunteers.
- ❑ Address safety concerns during your opening remarks to volunteers on Project Day. All volunteers should wear a Rebuilding Together T-shirt with name tags on the front and back.
- ❑ Place SAFETY FIRST posters throughout the job site. Ensure that cords and hoses are out of the way, sawdust is swept away and debris cleaned up, etc.
- ❑ Plan your work crews carefully to maximize the special talents of your group. Identify a lead crew person who is familiar with the various tools and safety concerns of that crew. Make sure eye and hearing protection is used.
- ❑ Volunteers should bring their own tools and only be using their own tools, not ones they are unfamiliar with. Inspect tools and equipment. There's no telling what people might bring from home. Make sure safety devices have not been removed, such as guards on saws. Don't use damaged electrical cords.

- Be alert to the possibility of hazardous materials in this project, including lead dust from interior and exterior sanding, asbestos in old cavity, pipe or duct insulation, flooring material, and siding. Educate your volunteers on proper procedures when dealing with lead-based paint, asbestos and mold. Post safety and lead signs throughout the project. (Safety Training).
- Use safety glasses, work gloves and dust masks. All volunteers should dress appropriately for the tasks they will be undertaking - loose fitting clothing can get caught in power tools and on nails. Hard soled shoes should be worn to protect feet.
- Make certain all ladders are held securely at the bottom. Before the ladder goes up, check for overhead power lines in the vicinity. Make sure the ladder is the right height for the job so volunteers do not over reach and assign a spotter. Note that our insurance does not allow us to climb a ladder past a second story.
- Roofs. Make sure there is proper access to the roof, inspect ladders, tie off ladders, and be careful of electrical lines. Be sure the roof is safe to move about on, tie off workers, don't allow anyone on a roof who doesn't need to be there. No one under 18 should be working on a roof.
- Electrical problems: be prepared for anything. Make sure arrangements are made to cover incoming electrical lines. Use GFI's (ground fault interrupters) for power tools, and make sure proper tag-out procedures are followed on electrical panels. Always use caution around electricity and plumbing. **Remember to turn power, water and/or gas off before attempting any repairs. Reserve skilled jobs for the appropriate trades persons. Only a licensed professional should work on gas appliances. Contact RT-AFF for assistance.**
- Please no alcoholic beverages. No smoking inside the homeowner's house.
- NOTE: Most accidents happen after lunch.
- Bring a first aid kit to the site, containing at least a cold pack, latex gloves, bandages, gauze, cold pack, saline, adhesive tape, antiseptic and something for stings/bites. Remind volunteers doing yard work about the possibility of insect bites, stings and poison ivy and poison oak in case of allergies. Ask your group if anyone has any health concerns we should be made aware of.

Important Phone Numbers:

Know the location of hospitals (Safety Section), emergency numbers, where phones are located, who has a cell phone, and who knows First Aid and C.P.R.

On Supply Pick-Up Day we will provide you with a 5x8 index card with the name of the homeowner printed on it, along with the address, and the phone number. We ask that you tack up this card nearby the phone for the day--in case of emergency, anyone can

give the information out; if the homeowner doesn't have a phone, post the card in an obvious location.

CALL MISS UTILITY (1-800-552-7001 or in Virginia 811)!!!! Watch out for overhead and underground power and telephones lines. If possible, have the local power company install "protective sleeves" on power lines prior to Project Day. (Safety Section)

What To Do In An Emergency!

1. If an accident or injury does occur, your first concern is for the injured person. Aid the person and ensure that he/she obtains the necessary treatment. Refer to the list of Hospitals and Medical Facilities in the Safety Section of this manual. If it is an emergency, call 911 immediately. If it is not an emergency, make sure a reliable volunteer takes the injured person to get medical assistance.
2. Remember if the injured person is a minor and his/her parent or guardian is not present, you must bring the *Volunteer Agreement forms and Medical Treatment Authorization form* for the minor to receive treatment. Contact the minor's parent/guardian immediately.
3. Always use Universal Precautions. (Safety Training).
4. The house captain or a co-captain should handle everything relating to an accident not an individual volunteer.
5. The house captain or a co-captain should call RT-AFF staff to report any problems or accidents as soon as possible.
6. After the accident has been appropriately handled, complete an Incident Report form and turn it into RT-AFF within 24 hours. Identify witnesses and write down their names and phone numbers.
7. House captains should write down their own recollection of the incident and encourage others to do the same.

When to Pull A Team

The safety of our homeowners and volunteers must be paramount. If there is any serious threat to safety, the situation should be dealt with swiftly and definitively.

Threatening behavior, verbal assaults, sexual harassment, drug or alcohol use, or family members who refuse to pitch in are all just cause for pulling a team from the worksite. Of course, every effort should be made to change behavior and save the workday if at all possible. Similarly, the homeowner should be informed as soon as a situation arises that there is a significant problem that must be solved. If possible, involve the homeowner in solving the problem but be firm and clear about what must happen right away. **Always contact RT-AFF staff or your Area Coordinator!**

Typical Problems - Be Prepared

It is inevitable that you will run into problems during Rebuilding Day. Each home has its own quirks and problems and will be as individual as the home, but some of the more typical problems are listed below:

More Extensive Repairs - Sometimes when you rip into something you discover more extensive damage than expected. At this point, you may need to evaluate time available, materials needed and skills required. If you do not have the necessary materials, assess the cost and if less than \$100 send your "gofer" to purchase them. If the cost is well over \$100, call RT-AFF for authorization first. Remember that the stores will be very busy on the weekend. If you cannot make the repairs in one day, see if some team members will commit to returning WITHIN THE WEEK to complete the work. If no one on your team can fix it, leave the area safe and call RT-AFF to report the situation.

Materials Missing - If materials are found to be missing once you reach the site, you will need to send someone to purchase them, remember the house captain should not leave the work site. Make sure you are specific in type, style, size or any other description of the items needed so that you don't waste time and energy purchasing the wrong thing. Make sure the gofer has a cell phone, in case you discover additional items needed while he/she is still at the store.

Too Many Volunteers - Knowing your team size ahead of time will alert you to this problem. Scheduling is important with large teams; some tasks are strictly morning or afternoon and can be assigned as such. Remember that clean up, trash sorting and yard work will absorb a good number of crew members. If you are truly overwhelmed with bodies, call your area coordinator or RT-AFF staff, another team may need some extra helpers. DURING the day, keep the volunteers busy, but remember, many are not accustomed to a full day of physical work.

Lack of Family Involvement – Even though family members appear to be able to work on the project they may not be willing to help the homeowner. Please understand that we are there to help the homeowner and perhaps they need the help because they lack family support. Prior to the work day remind the homeowner(s) and family members

about your expectations. If you suspect that family members will not work, request that they stay away from the home during the entire day. If problems arise during project day begin by encouraging the person(s) to join in on the fun. Remember, sometimes people need to be asked to do a specific task. If all reasonable attempts have failed, please contact the area coordinator and/or RT-AFF staff to handle the situation.

Homeowner Needs Reassurance - Stop and talk with the homeowner occasionally throughout the day, showing him/her progress that has been made. Involve the homeowner in decisions that affect him/her. If anything unexpected arises, make sure the homeowner is aware of the change. A little bit of TLC delivered throughout the workday can prevent an end of day problem.

If It Rains – Have several plans in mind when organizing your project. If it rains, determine what can/cannot be done that day. Be creative! Decide ahead of time if you will return on another day to complete the work. Share this plan with your volunteers and get their commitment to completing the work needed to improve the living conditions of the occupants. Watch the mud!! Please remember to protect the carpet and flooring.

Cleaning Up

RT-AFF encourages you to designate a clean-up/trash coordinator. This person will manage the continuous clean-up of the project and trash management and disposal.

- Leave the home in better condition than you found it. Don't wait until late to start cleaning up. By mid-afternoon, many volunteers will be worn-out. Remember it is easier to clean up if you have cleaned as you go along.
- Paint brushes, rollers, roller handles, buckets and reusable pans should be washed out. Roller covers are disposable. Latex paint is water-soluble so these items can be washed in a utility sink or with a garden hose and a bucket. Assign two to three volunteers to this task. REMEMBER: Do not pour paint or wash water containing paint into a storm drain or out on the ground. It must be put where it will be treated: toilet, kitchen sink, utility sink, or the like. Identify your disposal site before you start the workday. All paint drips and spills should be thoroughly cleaned up. Only pour water that contains lead base paint residue in the toilet or utility sink, never in a kitchen or bathroom sink or tub.
- All furniture should be returned to its proper place as soon as all surfaces are dry. Ask the homeowner if he/she would like help hanging large pictures or heavy mirrors (depending on time).
- Open paint may be left with the homeowner for their use. Unopened paint and other unused supplies should be returned to local stores. You may hold on to reusable supplies for next year.

Waste Disposal and Recycling

- Assign one or more volunteers to a "trash" crew to separate out recyclable materials and other items that can be picked up by the locality or can be taken to a drop-off center.
- Consider calling a metal pick-up recycler to the site. They may be able to collect all kinds of metals as well as batteries, radiators, transmissions, junk cars, refrigerators, washers, and stoves. At no cost to you (or RT-AFF)! One we have used in the past is called Metal Pick-Up, call Melissa at 213-505-3444. She makes her money by recycling the metal.
- Trash should be placed in garbage bags and/or lined up at the curb according to the City/County's guidelines. Remember you must call in advance for special pick-ups.
- Dumpsters are expensive. It is therefore very important that all teams sort, recycle and haul disposable materials wherever and whenever possible and take full advantage of existing county pick up and free dumping programs. Use a Bagster as an alternative to a dumpster (Clean-Up/Trash Section).
- Please find in the "Clean-Up/Trash Section" of this manual a detailed description of the various jurisdictional waste disposal/hazardous waste disposal/recycling programs.
- **REMEMBER: To follow the procedures for latex and oil-based paint according to each jurisdiction.** Typically latex paint may be solidified at home by the resident for disposal via curb-side collection. For the home disposal process, you should wear old clothing, gloves and use eye protection. Work in a well ventilated area. Add kitty litter to the open latex paint cans. Stir in enough cat litter to achieve a very thick paste. Then place the latex paint cans at the curb for collection by the Solid Waste Division. If the can is more than 25% full of latex paint, it is best to take it to the appropriate household hazardous waste facility. Oil-based paint must be taken to household hazardous waste facilities. (See the "Clean-Up/Trash Section" in this manual for further information).

AT THE END OF THE DAY

Walk through the home with the homeowner and show them what has been accomplished and if necessary, what was NOT done. Provide any necessary instructions, discuss any plans your team has committed to for further work. Make sure you have the homeowner sign the *END OF DAY form* and complete the *Homeowner Follow-Up Questionnaire*. Also note the impact your repairs have made on the 25 health and safety priorities listed on the *PROJECT IMPACT SUMMARY REPORT*. This data is **critical** in helping us explain the impact our repairs are having in the lives of the people we help.

Remember, as the house captain, you should be the last one to leave the worksite.

Remember! It is acceptable to leave a room unpainted if you run out of time, but not to leave one wall of a room unpainted. Complete all jobs you start, don't start what you cannot complete. **Do not make promises you cannot keep. Do not say you will return unless you intend to do so.**

WORKING WITH THE MEDIA

As house captain, you are a spokesperson for Rebuilding Together Arlington/Fairfax/Falls Church, Inc. (Rebuilding Together-AFF) Publicity is essential if we are to continue to increase the amount of work we are able to accomplish.

Prior to the workday, check with the homeowner to see if they are agreeable to having the press in their home. Some homeowners do not want the press involved and we must respect their wishes.

If the press visit your project we ask that you:

- Introduce yourself, your group and the homeowner, if available and appropriate. Explain your role and why you volunteer with Rebuilding Together-AFF.

Rebuilding Together-AFF provides free home repair services to low-income homeowners, particularly those who are seniors, persons with disabilities and vulnerable families with children. Thousands of community members will volunteer their time this April to work on their neighbors' homes. Rebuilding Together has been providing services in Arlington, Fairfax and Falls Church since 1988 and rehabbed more than 2,070 homes and nonprofit facilities.

Work performed by volunteers will address deferred maintenance, safety issues, improve accessibility and increase energy efficiency. Individuals and groups come from faith communities, service organizations, businesses and community groups. Volunteer groups are matched with projects based upon their skill level and the number of volunteers available. Groups identify team leaders who are skilled in home repairs and Rebuilding Together-AFF trains them in managing a volunteer project.

- Be selective in what you tell the press about the homeowner – let the homeowner guide you. Give the general criteria for being selected for the program:
 - 1) *The recipient must own and live in the home being repaired.*
 - 2) *The recipient households are low-income.*
 - 3) *The recipient intends to remain living in their home for at least two years.*
 - 4) *The recipient is unable to complete the repairs themselves.*
 - 5) *Priority is given to seniors, persons with disabilities veterans and families with children.*
 - 6) *Work is also performed on group homes and shelters operated by non-profits.*
- Share information on Rebuilding Together nationally; how your group is part of a nationwide project, helping homeowners throughout the United States.
- Answer any questions as best you can. Describe the work your team is performing, provide the number of volunteers and interesting background data on the group.
- If the press arrives at your project, get the name of the person, who they represent, and a phone number for follow-up. Please notify staff of any media visits.



National Rebuilding Day is the annual signature event of Rebuilding Together, the leading national nonprofit in safe and healthy housing.

Rebuilding Together affiliates across the country, will mobilize thousands of volunteers to rehabilitate and improve nearly 4,000 homes. Rebuilding Together Arlington/Fairfax/Falls Church will improve the homes of 30 low-income homeowners and nonprofit group homes/shelters. Recipients of services include the seniors, persons with disabilities, military veterans and families in need.

Community members will provide critical home repairs, safety and accessibility modifications and energy efficient upgrades to those in need at no cost to homeowners. Volunteer groups are matched with projects based upon their skill level and the number of volunteers available. Groups identify team leaders who are skilled in home repairs and Rebuilding Together-AFF trains them in managing a volunteer project.

Rebuilding Together turns every \$1 donated into \$4 in equivalent market value by leveraging donations of goods and services from corporate partners and skilled trade associations.

The need is at an all time high as low-income homeowners fight to keep homes in a historically weak economy in neighborhoods devastated by the housing crisis. Our homeowners often must choose to put aside basic home maintenance for basic necessities such as food and healthcare. Rebuilding Together is often a last resort.

Our Impact Locally in Arlington/Fairfax/Falls Church through 2017

- More than 2,140 owner-occupied homes and nonprofit facilities rehabilitated
- 67,580 skilled and novice volunteers have donated 547,700 hours, a value of more than \$14.0 million

Rebuilding Together Arlington/Fairfax/Falls Church, Inc.
10723 Main Street, Suite 135, Fairfax, VA 22030 703-528-1999

info@rebuildingtogether-aff.org

<http://rebuildingtogether-aff.org>

Facebook: RebuildingTogetherAFF

Twitter: ReblDgTogthrAFF





Rebuilding Together- AFF

National Rebuilding Day 2018

Social Media Guide

Facebook

- Before your project, “Like” us at



facebook.com/RebuildingTogetherAFF as well as other companies/ orgs involved with your project. Then tag us as you post through the project day. To tag us, include **@RebuildingTogetherAFF** in your post.

- Always write a thorough caption so those less familiar with RT understand National Rebuilding Day and the work being accomplished. Include the sponsoring group, names of those pictured and the town you are working in. Grab attention with great pics- action shots, group shots, volunteers w/ the homeowner (with their permission).
- Do not give the full name of the homeowner being assisted. Refer to them in shortened form such as “Mrs. S” or “Mr. M” along with their town.
- Include the hashtag **#REBUILDINGMONTH** so that it joins posts from all over the RT network.

Examples:

Happy National Rebuilding Day! Today, we are joining about 1,000 volunteers from 35 area faith communities and businesses to assist local homeowners in need. We are in *#town* today working hard to help *(a senior, a family, etc)* with much needed repairs including *(list some of your most interesting scope)*. *(Quote from sponsor volunteer or homeowner)*. **@RebuildingTogetherAFF** **#REBUILDINGMONTH**

We are teaming up with **@RebuildingTogetherAFF** and **@(other sponsor name)** to ensure even more homeowners in *#town* have a safe, healthy and accessible home where they can age-in-place. Find out more here: (link to <http://rebuildingtogether-aff.org/> or the sponsor website).

#REBUILDINGMONTH

Twitter

- Before your project, follow us on Twitter **@RebldgTogthrAFF**. Also, follow any other companies involved with your project (if applicable) so you can recognize their efforts.
- Hashtag (#) is used to mark keywords in a Tweet in order for others to follow the topic. To post to the national Rebuilding Day effort and have your work seen by affiliates and supporters nationwide, use **#REBUILDINGMONTH**

- The “at” symbol (@) is used to speak directly to another Twitter account, so be sure to include **@RebldgTogthrAFF** in all Tweets. Use the @tags inside your tweet, not at the very beginning. If you use the @tag as the first character in your tweet you will be sending a message directly to whomever you’ve tagged instead of sending it to all of your followers.



Examples:



Also, be sure to search **#REBUILDINGMONTH** under “# Discover” to see all the tweets from RT-AFF projects as well as the network nationwide. You can help us gain visibility by clicking “favorite” or re-Tweeting messages that other RT-AFF teams post.