

Volunteer Captain Manual

Everything you need to run a successful and fun Rebuilding Day project!



Your Project Details:

Construction Captain:

Phone:

Email:

Project:

Address:

Staff Contact: Valerie Coleman - (415) 905-1611 ext.205 or Valerie@rebuildingtogethersf.org

Important Upcoming Dates:

- Captain's Kick-off – Thurs, March 1st 6-8pm
- Volunteer Captain Training –
- Rebuilding Day! Sat, April 28th

Don't forget to check out our website! Pictures from last years projects, all kinds of templates and tools, real-time volunteer needs, our blog and more!

www.rebuildingtogethersf.org



Volunteer Captain Timeline

The following information is intended to help you successfully coordinate a team of volunteers for National Rebuilding Day in the most efficient and effective manner. Included in this document are a timeline of appropriate communications, e-mail templates, best practices, and information for what makes a successful Rebuilding Day.

Timeline

February:

- Send company-wide e-mail introducing Rebuilding Together, National Rebuilding Day and first appeal for volunteers. (See *E-mail Template*)

March:

- Attend **Captain's Kick-Off** to meet your team! **Thursday, March 1st** (see *Calendar*)
- Visit project site with Construction Captain – figure out volunteer roles and tasks. (see *Wonders of Delegating*)
- Attend **Volunteer Captain Orientation** on **Tuesday, March 13th**.
- Schedule an internal company kick-off – have an RTSF staff member and your construction captain present to generate excitement, explain work and distribute a volunteer sign-up sheet.
- Contact local businesses or your company's food vendors for a food donation for breakfast and lunch on RD – RTSF can follow up with a Thank You letter & tax id number enabling them to receive a write-off.
- Send out 2nd company-wide e-mail explaining the project your company is sponsoring (*including a blurb from the supplied oral history*) and how to sign the online volunteer waiver form. (See *E-mail Template*)

April:

- Schedule an internal company kick-off, if you haven't already.
- **April 9th-13th**: Schedule a time to come pick-up shirts, sign and other materials from RTSF warehouse.
- **2nd week of April**: Send a reminder email to confirmed volunteers and be sure to include detailed information regarding all logistics for volunteers. (See *Final E-mail Example*)
- **3rd week of April**: Remind volunteers that about Saturday, April 28th and how important it is for them to show up.

May:

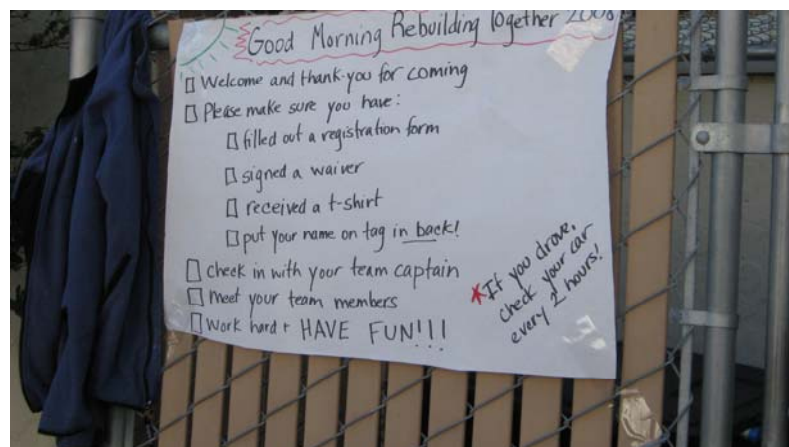
- Turn in receipts, any donation forms and fill out online survey.
- Share RTSF pictures with volunteers.
- Attend the Captain's Celebration – our volunteer appreciation party!

Best Practices

The following list outlines some basic goals that we recommend taking into consideration – these are the keys to a successful project as well as a satisfying and great National Rebuilding Day for all your volunteers!

Resources: We have a lot of resources geared specifically for you including three scheduled trainings (Kick-Off, Open House, Volunteer Captain’s meeting), electronic versions of all forms and templates available for download on our website, and ongoing support from the RTSF staff. Please use these resources as much as possible.

Messaging: A key aspect for recruiting volunteers is to engage your organization at all levels - emphasize your company’s history with Rebuilding Together along with anecdotal evidence as to the work you have done with RTSF in the past. (We can help you with that, just ask!)



Donations: Consider contacting local companies or your company’s vendors to solicit donations. We have templates included in this packet, available for download from our website, and we will cover it in depth during our Volunteer Captain’s meeting. By helping us really leverage those budgets, we’re able to engage more community partners and oftentimes quadruple the value afforded to our clients.

Templates: The following templates included here, available for download from our website, and included in the Captain’s Binder are meant to be used as a guide. Feel free to tailor them as you see appropriate for your specific goals and needs. Visit our Website: www.rebuildingtogethersf.org for more templates and help!

Recruitment: Set up an internal company lunch meeting to introduce your project - RTSF can come speak about our work, your Construction Captain come speak about the work your team will be performing on Rebuilding Day, and you can share your client’s oral history to really give volunteers an idea of their impact. Sign ‘em up right there!

Delegate: Identify volunteers interested in helping you manage the project, see *Wonders of Delegation* for more details.

Expectations: Be clear with volunteers about what work is to be accomplished, do not make any promises beyond the approved scope of work, and ensure that all project leadership is familiar with that scope of work. It's critical that we provide what we promise and not to make other promises that may or may not get fulfilled. Every year we have at least a couple of clients who come back to us about an enthusiastic volunteer who mentioned possibly getting a donation or coming back to help – please help us prevent this, as this is very disappointing for our clients and puts us in an awkward position.

Motivation: Keep volunteers motivated before and during Rebuilding Day by reinforcing the impact we are making for the homeowner or community facility. Keep the energy positive and motivational. Also, do the majority of work (especially the heavy work) before lunch, when energy and enthusiasm are high!

Safety: Safety First! Be sure to put up safety signs to highlight any risks such as wet surfaces, steps, uneven walkways, etc. Yellow safety signs are included in all warehouse orders. (See attached *Volunteer Safety Checklist*)

Set-up: It's helpful to organize the materials in one room clearly marked for your project – it allows for the team to utilize the tools efficiently, pro-actively and is easier to keep track of at the end of the day.
(Below is a great example of a well organized set-up.)





ENERGY EFFICIENCY MODIFICATIONS

Web Resources:

Our National affiliate, Rebuilding Together, also provides volunteers with the opportunity to learn more about various energy efficiency and greening techniques – check out the following link. By signing up, you will have access to all of our online volunteer certification programs which include video instruction and short quizzes.

<http://www.rebuildingtogetherinstitute.org/workshops.php>

Volunteers:

Below is a list of suggested tasks volunteers can take on, depending on their skill level. Project leaders please assign as appropriate & contact RTSF with any questions.

Unskilled volunteers can be encouraged to do the following:

- Insulate hot water pipes
- Prep (clean) doors and windows for weather stripping/caulking
- Weather strip doors and windows
- Caulk windows
- Seal gaps around plumbing/electrical intrusions using spray foam
- Install exterior wall outlet gaskets
- Clean refrigerator coils
- Install CFL light bulbs
- Adjust water heater temperature
- Install toilet bags

Semiskilled volunteers can be encouraged to do the following:

- Install faucet aerators
- Install toilet flappers
- Install water heater blankets
- Install window blinds and heavy drapery
- Repair/Replace door threshold
- Program/install programmable thermostat
- Install/replace furnace filters
- Insulate ductwork

Skilled volunteers can do the following tasks:

- Install ceiling and wall insulation
- Repair damaged ductwork
- Seal leaky ductwork
- Install blow-in attic insulation
- Install programmable thermostats
- Repair/replace broken window panes
- Repair doors/windows that do not close correctly
- Install storm windows and doors



The Wonders of Delegating!

The key to successfully managing a Rebuilding Day project is delegation! Below is a list of possible job descriptions for volunteers that when filled, will make Rebuilding Day run smoothly, keep you under budget, and ensure that the scope of work is completed safely and on time.

Safety Captain: (*highly recommended!*)

- Ensures that all work performed at the jobsite is done in a safe manner
- Plans for potential hazards in advance by checking materials and providing safety supplies
- Watches for tripping and falling hazards, personal injury risks, improper tool usage, etc.
- Has all volunteers sign waiver forms, orient the volunteers on potential hazards, and distribute safety materials.

This person should have some knowledge of basic hand tools, their proper use and commit to staying the entire project day.

Trash Czar: (*highly recommended!*)

- Ensures that all trash is separated (wood, bulky items, hazard waste, recyclables, etc.) and appropriately disposed of.
- Coordinates any dump loads that might be needed.
- Ensures that anything that can be reused is taken to closest donation location.

This person should be detail oriented, familiar with recycling/waste diversion and needs to commit to being at the worksite for the duration of the project.

Paint Captain: (*highly recommended!*)

- Ensures that all painting is completed correctly with minimal mistakes.
- Is in charge of quality control - check for drips, inconsistent coating, missed spots, appropriate prepping and taping, and complete clean-up.
- Dispenses all paint and painting tools.

This person should have some familiarity with the process of painting, the tools required and this person should commit to be at the worksite for the duration of the project.

Energy Captain: (only on home projects)

- Ensures that any energy efficiency and/or weatherization work taken on are completed.
- Works with RTSF and Construction Captain to come up with an energy efficient scope of work. May recruit 2-4 volunteers to help complete his/her tasks.

Runner:

- Supports the needs of the site, like making “runs” for any needed supplies during the day.
- Also picks up meals that will be provided throughout the day.

The Runner needs to be on site all day, have full day access to a vehicle and if project is material intensive (lumber, plants, furniture, etc.) than a truck is recommended.

Equipment Captain:

- Ensures that all tools and materials remain on the job site and that all are returned to the RTSF warehouse at Pier 28 at end of day.
- Becomes acquainted with the equipment list and keeps track of all things noted on it.

This person should have good attention to detail, be aware of the scope of work happening on the job site and commit to being at the worksite for the duration of the project.





Recruiting Donations

In-kind donations provide the “extras” which increase the value of the service we provide to our homeowners, agencies, and volunteers so please do what you can to get your materials donated. Use your business contacts to get lunch, drinks, snacks, and morning bagels/pastries/coffee donated which will help leverage your budget.

Important Information for requesting in-kind donations:

- Attached you will find an example of a *Letter Requesting Donation*.
- Attached you will also find *In-kind Donation Form* for you to fill out and send to RTSF, so that we can track and recognize donations with a Thank You letter.
- Donations to RTSF are fully tax-deductable & our **Federal Tax ID is 94-310-7808**.

Easy steps for soliciting donations:

Step 1: Target your donation requests.

- **Approach businesses and restaurants that you or your company deal with on a regular basis first.** Check with your events or facilities team to see if they can help with a donation.
- **Businesses in the neighborhood near your project site.** They may give as a contribution on behalf of their own neighborhood.
- **Large companies (chains) that are based in San Francisco.** They are likely to have a budget for charitable donations. You may have to ask at more than one place, but persistence usually pays off. Make your first call as early as you can to them.
- **Need plants? Furniture? A new mattress?** In addition to companies listed above, consider contacting Craigslist posts re: donating, discount stores (ie Urban Ore or Building Resources), among your volunteers or approaching specific companies (ie Mattress Discounters).

Step 2: Make the pitch.

- Explain to potential donor the mission, important work that will be getting done and how their contribution will make a difference. **Let the donor know that donations are tax-deductable.**

Step 3: Help us thank the donor!

- RTSF will send each donor a letter of thanks, which serves as their receipt so please make sure to turn in a completed donation form for all contributions. In addition, **all donors will be highlighted in the annual RTSF newsletter distributed to more than 6,000 households.**



In-Kind Donation Form

Name of person completing form _____

Daytime phone no. _____ E-mail Address _____

Date of donation ____/____/____ What project/event is this for? _____

Donor Information

Donation is being made by: Individual Business

First name (please print)

Last name (please print)

Note: we must have a first and last name to properly track and acknowledge all donations. Please provide this information whether it is a personal or business contribution.

Business name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: () _____ Fax () _____

Email: _____

Donation Information

Category (check one): Food Materials Labor Appliances Other

Thank you for your donation of:

Quantity	Description	Unit Price	Value
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Rebuilding Together TAX ID # 94-3107808

Total Value: \$ _____

Total Weight in pounds: _____



Volunteer Recruitment - 1st E-mail Template

Lovely Coworkers,

I have volunteered to be the Volunteer Captain for our upcoming Rebuilding Day project. Now in their 23rd year, Rebuilding Together San Francisco (RTSF) provides free repairs to low income seniors and free renovations to nonprofit facilities throughout the city. RTSF ensures that low income seniors in San Francisco remain safe, warm and independent in their homes and that community members in need can receive services from social service agencies in functional and healthy environments.

Every year RTSF organizes a city-wide event called National Rebuilding Day on the last Saturday of April when teams of volunteers collect at job sites throughout the city to provide these free repairs. As you may know, our company has committed to sponsoring one of these projects this year.

As the Volunteer Captain for our project, it means that I am responsible for recruiting and organizing a team of volunteers from our company to complete the project. My goal is to recruit XX employee volunteers by April. Also, I want to support our Rebuilding Day project by securing donations, organizing volunteer events, and coordinating the entire volunteer aspect of this project.

I will be keeping you all updated with opportunities to get involved. At this point if you are interested in volunteering on National Rebuilding Day on Saturday, April 28th please let me know.

Rebuilding Together San Francisco and I are excited to make a big impact in a home or facility this year through the help of our company and employees!

All best,

(NAME)



Volunteer Recruitment – 2nd E-mail Template

Hello all,

I am excited to announce that the project (COMPANY) will sponsor on National Rebuilding Day in April is for (HOMEOWNER/FACILITY). Over the next two months we will be planning volunteer coordination, food donations, and other project planning to make sure that our project is a huge success!

(DESCRIBE THE PROJECT IN GREATER DETAIL BASED ON THE SCOPE OF WORK AND INFORMATION PROVIDED BY RTSF)

I will be keeping you all updated with opportunities to get involved. In March we will be having an internal company kick-off event for all those interested in being involved in this project. I will send another e-mail with further details as that gets closer.

Rebuilding Together San Francisco and I are excited to make a big impact in this year through the help of our company and employees!

All best,

(NAME)



Company Kick-off Sample Agenda

Rebuilding Together San Francisco (RTSF) 2010 EY Kick-Off Meeting

**Monday, April 19th, 2010 - 5:00 to 6:00 PM
San Francisco Office – 14th Floor Training Room**

Discussion Topics –

- | | |
|-----------------------------------------------------|------------------------------------------------------------------------|
| 1) Welcome & Thank You | Volunteer Captain |
| 2) SF Office Culture & Community Service | Company rep |
| 3) Rebuilding Together San Francisco | Valerie Coleman – RTSF Outreach Mngr |
| 4) Logistics, Directions, Parking | Volunteer Captain |
| 5) A Day in the Life of an RTSF Event | Volunteer Captain |
| 6) Project Scopes & Construction | Construction Captain |
| 7) Do' and Don't Do's with Paint Teams | Volunteer Capt. and/or Const Capt. |
| 8) Project Team Leader Introductions | Volunteer Captains |
| 9) Q&A Networking Pizza | All |
| 10) Thank You & Depart | All (Team Leaders please see
Construction Captain before you leave) |