

Day of Caring Agency Manual 2011

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DAY OF CARING

Overview

Day of Caring is a unique opportunity for you to market your services to the community, establish relationships with local businesses, and strengthen the volunteers' awareness of your mission.

Day of Caring is an event where volunteers from Lane County join local nonprofit agencies to work in collaboration on one-time service projects. Participating agencies are matched with volunteers from local businesses, schools, and government agencies who choose to donate their time and services in an effort to address our communities' needs. Volunteers gain a better understanding of the agencies' services and, more importantly, help change lives through meaningful and impactful service.

Companies will select their projects based on the information you provide. Consequently, they look for a project that is organized and well thought-out. Volunteers want to leave knowing their hard work has made an impact on your organization and the people you serve.

Important Dates for 2011

Project Registration Deadline	August 9
Volunteer Registration Opens	August 10
Volunteer Registration Closes	September 9
Day of Caring	September 21

This training manual is designed to help you plan your Day of Caring project(s). It provides you with questions to think about before and during planning, useful checklists and is accompanied by a step-by-step guide on how to post your project on the 211Lane.org site.

Contact Information

Should you have any questions, please contact:

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Agency Responsibility

Together let's build lasting relationships with volunteers!

- Communicate with volunteer team leader before project date. Confirm times and needed apparel/gear. Exchange contact information. The volunteer team leader should clearly understand the project before arriving at the project site.
- Be prepared when volunteers arrive. Prep work for the project should be completed before the volunteers arrive on site.
- Act as the host/hostess for volunteers. Make sure you arrive at the project site EARLY to greet them.
- Ask volunteers to fully complete and sign the PURPLE release form BEFORE beginning project. Please return completed purple form ASAP to the United Way of Lane County.
- Provide water and/or beverages for volunteers. Have a discussion with the company project leader about the provision of lunch for those working on full day projects.
- Provide ALL supplies for the project (including back-up projects, if applicable). You may recommend volunteers bring their own tools and gloves if necessary.
- Provide volunteers with a brief introduction to your agency upon arrival (and perhaps more details or a tour at lunch time). Volunteers will arrive ready to work, so make your welcome concise.
- Provide adequate supervision throughout the project (i.e. if you have a large and/or detailed project, make sure more than one person knows the tasks and details).
- Be an ambassador. Make sure volunteers leave having learned about your agency and the work you do. PLEASE NOTE: the top complaint from volunteers is that they've left the project not knowing enough about the agency where they worked. Remember, volunteers are potential donors and future volunteers.
- Thank volunteers throughout the day and provide some sort of recognition at the end of the day. (This can be verbal, a certificate, etc).

Bad Weather Plans

- Day of Caring is not cancelled due to bad weather. You may need to alter your project plans. Each agency is responsible for making its own plans in case of inclement weather on the Day of Caring. There is no rain date. Agencies that are planning outdoor projects should have an alternate indoor project or projects in case of inclement weather, e.g. cleaning, rearranging heavy furniture, straightening out storage rooms, etc.
- Agency representatives will need to describe bad weather plans when registering projects on-line. It is imperative that you communicate your bad weather plans to volunteers ahead of time.
- On the actual Day of Caring, it is the responsibility of the agency representative and volunteer team leader(s) to communicate directly with each other regarding any changes in plans.

PROJECT PLANNING

Guidelines

Day of Caring is an incredible opportunity to tackle large and small projects at your agency that otherwise may not get accomplished. Given the unique service opportunity, try to plan creative, worthwhile projects that volunteers will enjoy and that will make an impact on the services you provide. Involve your entire organization in suggesting/ planning project(s).

Below are some guidelines to better help you plan. The answers you give to these questions will help you assess the appropriateness and scale of your Day of Caring projects, and will help the volunteers better respond to your needs.

Project Assessment Criteria: Questions to Ask

1. Can the project be substantially completed in the allotted working time with non-professional workers, allowing time for set-up, break down, agency briefing and lunch?
2. Is the size and complexity of the project appropriate, considering the volunteers' skills and allotted time?
3. What is the "person" requirement (taking into account space limitations)?
4. Does the project require specific skill levels? For example, would you need an electrician or skilled carpenter?
5. What is the need vs. availability of tools and equipment, including those provided by the agency and by the volunteers? What tools can you provide, and what tools do you need the volunteers to provide?
6. Is the project too hazardous for volunteers? Does the work require climbing a tall ladder? Is an outdoor work area close to a heavily trafficked street without protective barriers? Is there a potential fire hazard, e.g., use of propane torch? (Consider potential liability exposure.)
7. Will the agency clients be present? Are young children or elderly persons likely to be around the work area while the work is in progress? Does the performance of work need to be coordinated with the clients' schedules?
8. Can the agency provide someone to organize and/or oversee the work being performed? (Each agency is required to designate at least one point of contact for each Day of Caring project. Although the designated person need not be in the immediate presence of the volunteers for the duration of the project, they do however, need to be available at all times. Larger projects may require more than one point of contact.) NOTE: Contact person(s) are strongly encouraged to carry a cell phone at all times during the project.
9. Does the agency have the ability to accomplish the necessary preparatory work in advance of Day of Caring, e.g., purchasing necessary materials, prepping walls for painting, installing foundations for a new structure, obtaining municipal permits, etc.?
10. Are there smaller projects for volunteers if they finish the main project early?
11. What plans do you have in case of inclement weather?

Determine Project Types and Volunteers Needed

To help determine the number of volunteers to request, you will need to decide what type(s) of project(s) you have to offer. By determining the type of project, you will be able to better assess the number of volunteers needed. Once you determine the type of project and the number of volunteers needed for each project, you will submit each project on-line. Therefore, some agencies may have more than one Day of Caring project listed on-line.

Type 1: One Basic Category/Project – No Special Skills Needed

Sample Headline: Danebo Elementary School - Bring Our Playground Back to Life!

Project Description: Volunteers will spend the day raking, mulching, weeding, planting, and painting the playground and shed. We'll also be sorting, cleaning, and organizing outdoor toys in the shed.

Total Volunteers: 8

Type 2: Variety of small, unrelated projects – No Special Skills Needed

Sample Headline: St. Vincent De Paul thrift shop - Sort, clean, tag, paint, organize, and garden!

Project Description: There are many small projects to do at the Thrift Shop that support our program. Take turns sorting, organizing and pricing items. Spend a little time outside raking or making our windows sparkle. Paint some shutters or do a little filing. Need a break? How about doing a little data entry? Plenty of general projects for your group!

Total Volunteers: 6

Type 3: Special Skill Project(s) - Special Skills Needed

Sample Headline: Buford Park - Design & build picnic tables for our park!

Project Description: We don't have blueprints, so we're looking for a team with design and building skills. We have a need for 4 picnic tables to be built at our site. We need the volunteer team leader to meet with us ahead of time to let us know what materials you'll need, and we will obtain the material in time for the project.

Skills Needed for this Project: Woodwork design and carpentry.

Total Volunteers: 6

Project Ideas

Outdoor Maintenance and Preservation: Have volunteers...

Paint murals on the inside and outside walls of an organization • Plant a garden • Construct or paint picnic tables / park benches • Repair and clean a camp or play area for children • Clean and paint fences • Remove litter from a river and its banks • Build a deck or patio • Plan a yard clean-up: weeding, planting, raking, mulching, pruning shrubs • Spruce-up a playground • Develop a nature trail.

Restoration/Repair Work: Have volunteers...

Paint the inside or outside of a building • Wash windows, carpets, walls, toys • Wallpaper a room • Construct a play gym for children • Build a coat rack at a shelter or childcare center • Build a storage shed for recreational equipment • Rehabilitate a group home • Construct an accessibility ramp • Sort and repair organization toys and equipment • Wash and/or refurbish kennels, cages, or stables

Special Events for Organization Clients: Have volunteers...

Plan a “fun” day for residents at a nursing home: games, singing, fingernail painting, hair styling, etc. • Plan and accompany clients on a field trip • Organize a book drive • Put on a talent show or slide show for clients at a senior center • Play games or read stories with children at a childcare center • Plan and staff a cookout, picnic, “theme” party or ice cream social for clients • Help clients with classes in knitting (Caps for Kids?), crocheting (Quilts for donation), pottery, or other crafts • Accompany a youth group on a day hike or outdoor field trip • Organize a flea market for clients in a residential facility • Present a puppet show to children • Do library or internet research for grant sources • Fold, stuff and address organization bulk mailing • Inventory organization educational supplies • Organize storage closets • Do data entry • Catalog and sort books in a library • Prepare emergency medical kits for clients • Conduct a telephone survey • Walk and feed animals and clean cages at the local humane society • Hold a car wash to benefit an organization • Create an art room for a youth center

Projects To Be Avoided

The following are examples of projects that are usually not suitable for Day of Caring:

- Projects that need technical designs or skills, unless the agency or a volunteer leader can provide them.
- Projects that may be unsafe for the volunteers, i.e., having to work on tall ladders, in too close proximity of vehicular traffic, lift too heavy objects, etc. Remember, agencies could be held liable if reasonable safety precautions were not considered.
- Projects that require complex or time-consuming preparatory work such as obtaining multiple permits, building concrete foundations, scraping old paint, clearing a field, etc.
- Projects that will not provide a sense of accomplishment for the volunteers (i.e. a painting project that is too large to complete in one day, cleaning an attic or cellar, etc.)
- Projects that cost more to make than it would to purchase.

DAY OF CARING SAFETY PLAN

General Safety Guidelines

We recognize the potential for serious injury and liability problems associated with Day of Caring, just as we do each time any volunteer offers his/her services. To help avoid the potential pitfalls and hazards that can occur during any event of this nature, please review the safety guidelines below to help ensure that the Day of Caring is both a rewarding and safe experience for everyone involved.

Below are some actions to think about if an accident does happen:

- Prior to any work being done, ensure that you have the volunteer fully complete and sign the purple registration form.
- Stay calm. Have all of the other volunteers stop working if there is any reason to believe that the work is unsafe, or if the volunteers simply cannot focus sufficiently on the project's task. Be sensitive to the mood and needs of the volunteers.
- If a volunteer is injured, designate someone else to oversee the other volunteers so that you can focus on the injured volunteer.
- Try to determine the seriousness of the injury/accident. Ask if there is a volunteer that may have some training to assist the injured individual (i.e., a doctor, nurse or EMT).
- If the person has a serious injury call 911 immediately. Then call a friend or family member of the injured person, if appropriate, and the United Way of Lane County office number at (541) 741-6000.
- If the person has a minor cut or scrape, administer first aid and then fill out an accident report.
- Ensure that all appropriate agency representatives are aware of the injury/ accident.

Simple Safety Suggestions

Be prepared. To help avoid safety incidents, the below chart suggests safety plans that you may want to communicate to your volunteers prior to Day of Caring.

Task	Potential Hazards	Safety Plan
Landscaping	Foot (cuts, abrasions) Hands (cuts, abrasions) Legs (cuts, abrasions) Sunburn Bug bites	Boots, closed-toe shoes Work gloves Long pants Wear sunscreen Bring bug spray
Clearing Trails	*Chain saw use	Ear plugs or muffs Hard-toed boots Chaps for legs Gloves, long sleeves Safety glasses, goggles
Painting	Eyes Hands	Safety glasses Gloves (Latex or Work)
Ladder use		Waist never above top of ladder. (Use scaffolding if necessary) Never reach past arm length.
Carpentry/Renovation	Eyes Foot Hands Falls *Power Tools	Safety glasses, goggles Hard-toed boot Gloves Approved ladders/ scaffolding All guards in place Extension cords with GFCI's (Ground Fault Circuit Interrupter)

*Volunteers should not operate power tools unless they are trained to do so.

Risk Assessment Checklist

The following risk assessment checklist will help ensure that your Day of Caring project, staff, and volunteers will be as safe as possible. The checklist should be reviewed for each project and/or project site.

Overall Safety

- Adequate liquids are available to volunteers to ensure proper hydration to eliminate heat stress exposure.
- Adequate breaks will be made part of any projects, especially in very warm conditions.
- Fully stocked first-aid kit is available and readily accessible at all project sites.
- Agency personnel and volunteers know the location(s) of first-aid kit.
- Individual trained in first-aid/CPR available at each work site.
- List of emergency numbers is available and readily accessible at each work site.
- Working phone is available at each work site.
- No volunteer will work alone at sites where mentally or physically challenged persons, recovering alcoholics, or drug addicts reside or are enrolled on-site.
- Volunteers will work in larger groups in areas identified by law enforcement as high-crime areas or will be provided with local security.
- Power tools/equipment will be checked for safety by a qualified tradesperson prior to use by volunteers.
- No volunteer will operate power tools or equipment without prior authorization.
- Volunteers will be assessed to ascertain particular allergies to plants, insect bites, respiratory sensitivity, sensitivity to chemical vapors and other personal health issues prior to beginning project.
- Personal protective equipment is available for each task, as applicable. (i.e. safety glasses, hearing protection, gloves, hard hats, etc.)
- Staff will ensure that volunteers are properly dressed for the task prior to the start of activities.
- Volunteers know where and have access to restroom facilities.

Safety Consideration for Specific Projects

Clean-up projects (trash and waste removal, general housekeeping):

- Volunteers will be encouraged to use gloves; watch for sharp items, biohazards, puncture hazards, etc.
- Volunteers will be supervised to ensure safe operation of power equipment.
- Only experienced volunteers will operate power equipment.
- Personal safety equipment will be available for use by all volunteers.
- Proper gloves will be used.
- Lightening safety will be practiced in the event of thunderstorms.

Painting and Preparation:

- Potential hazard exposure determined by reading safety data and warning labels on all paints, solvents and thinners.
- Water-based paints used wherever possible.
- Dust masks and respirators are available and will be used by volunteers involved in sanding, scraping or in areas of poor ventilation.
- Ladder and scaffolding safety will be practiced.
- Ensure safe use of any electrical painting equipment.

Construction:

- Ground fault protection used for tools outside or in bathrooms or other wet areas.
- Safety glasses and hearing protection will be available and used.
- Volunteers will wear proper footwear (no athletic shoes).

Child Care:

- Agency representatives will be present during all interactions between volunteers and children to guard against any behaviors that could endanger the child or be potentially harmful to the volunteer.
- If appropriate and necessary, have volunteers sign disclosure statement or confidentiality statements prior to event.

ON-LINE MANAGEMENT

Note: Prior to the project registration deadline, no limit will be set on the number of project submissions. Projects submitted after the deadline will not be accepted.

Overview

Use your current 211lane.org account to register and maintain your Day of Caring projects. This process will save you time and resources in managing your projects and communicating with volunteers. As another benefit volunteers will directly view and select projects online. Please see separate document for step-by-step instructions to post your project on-line.

NOTE: If you are not yet a registered agency/school, you must register your organization on 211lane.org prior to attempting to list a project for Day of Caring.