United Way of Washington County, MD

DAY OF CARING Policies & Procedures, 2016

United Way of Washington County, MD 33 West Franklin Street Suite 203 · Hagerstown, MD · 21740



United Way of Washington County, MD

DAY OF CARING Policies & Procedures For TEAM LEADERS

2016



Day of Caring 2016

United Way of Washington County, MD's Day of Caring provides an opportunity for volunteer teams from local businesses, nonprofit organizations and faith-based organizations to impact the needs of nonprofit agencies and schools in an effort to improve our community.

Agencies are able to raise awareness of their mission and their services. Schools are able to engage the community in taking a more active role in the education and development of our youth. Companies and volunteer teams are able to learn more about their community while truly making a difference. We look forward to working with you all!

Important Dates

Date

8/24/16 7/14/16 - 8/12/16 9/15/16 9/5/16 - 9/9/16 9/9/16 - 9/16/16 9/16/16 - 9/19/16

September 29, 2015

Activity

Project Assignment
Contractor Site Visits
Project Site Visits
Project Budget Due to UWWC
Gift Card Requests due to UWWC
Gift Cards Distributed

Day of Caring

Day of Caring Staff Information

For questions regarding Day of Caring, please contact:

Kathy C. Saxman Director of Community Impact & Investments United Way of Washington County, MD 33 W. Franklin St., Suite 203 Hagerstown, MD 21740

Phone: 301-739-8200 X 15

DAY OF CARING HOTLINE # 301.739.8200

PROJECT PLANNING

Day of Caring is an incredible opportunity to tackle projects at a nonprofit agency or school that may not otherwise get accomplished. We want to help you and your volunteer team have a meaningful experience that you will enjoy and that will make an impact, not only on the services you provide, but also on our community, overall.

Good PLANNING is CRITICAL to a successful Day of Caring.

Here are some tips to consider in working with the nonprofit/ residential site to finalize the project plans:

- 1. Be realistic.
- Ensure the project is workable Can it be completed in one day?
- Create an Action Plan and Timeline.
- 4. Lunch Plan
 - Will lunch be provided by:
 - United Way through Chick Fil-A?
 - o Team?
 - Nonprofit Agency?
 - Plans for Food Storage are encouraged as lunch delivery times may vary
- 5. Visit the job site to determine further details and supplies needed. Determine what materials and tools the volunteers will need, and who will be providing the tools and supplies:
 - Is the nonprofit providing the supplies and tools required?
 - Can you assess supply and equipment needs or do you need a DOC contractor to perform a site visit?
 - Can the Volunteers provide some of the supplies?
 - Do you need to approach the United Way for supplies and materials?
 - Are permits required?
- Contact volunteers with written Action Plans prior to the Day of Caring to reduce time spent on the DOC introducing the team to the site, project and tasks to be completed.
- 7. Coordinate the planning and purchasing/donating of supplies and equipment. (When supplies / equipment are needed, who will purchase or donate them? Will you need to obtain a gift card from United Way or do you need to be reimbursed for supply purchases?)
 - Supplies to be purchased by Gift Card:
 - Fill out the Expense Request Form and submit to Kathy Saxman @ United Way. A check or gift card will be given to you for an approved amount so that you may purchase the supplies. It is understood that the total may be slightly higher or lower at time of purchase. You will be reimbursed for any costs higher, and if the cost is lower then the amount, the card must be returned to United Way indicating any remaining dollars. In either case, a receipt <u>must</u> be submitted for each purchase.
 - Supplies to be purchased by volunteer and then reimbursed:

Fill out the Expense Request Form so that United Way will know what estimated amount will need to be reimbursed after the Day of Caring. In order for these funds to be paid to you, a receipt <u>must</u> be submitted for these purchases. Please Note reimbursements will be completed as soon as possible but processing may take up to 2 weeks.

- Supplies to be donated: Please list of items and their value.
- 8. **Orient** the team to the work on the day of the project.
 - Collect all liability release forms.
- 9. Oversee any work done and be available if there are questions.
- 10. Have a Safety Plan to address accidents/injuries during the project.
- 11. Have a **Parking** Plan and provide to your volunteers prior to DOC. Encourage Carpooling.
- 12. Pick up Team T-shirts
- 13. **Take pictures** of the work and the teams and post to United Way Facebook Page throughout the day. Specific directions on the procedures for posting will be provided.
- 14. **Thank and recognize** the volunteers
- 15. Complete the Day of Caring Team Leader **Evaluation**.
- 16. If your project is completed before the end of the day and you have the time and desire, please contact the DOC hot line; we may be able to place you at another site.
- 17. All nonprofit and residential projects must be completed on the Day of Caring unless an exception is granted by the DOC Steering Committee or staff, as appropriate.

Contractor Site Review Team

The Contractor Site Review Team is a group of volunteers, who are professional construction contractors "by day," and are eager to help with project planning. After the applications are submitted by nonprofits, case mangers, and individual homeowners, the Steering Committee selects those projects that need to be reviewed by this Site Review Team. Typically, all residential projects are reviewed by the contractors and any nonprofit projects that are complicated or in need of a contractor's insight are reviewed as well.

These volunteers visit the sites in order to:

- Clearly define the project(s).
- Develop a detailed Action Plan.
- Determine the time and number of volunteers required.
- Figure out what supplies/equipment are needed to accomplish the project.
- Provide a cost estimate

The following step must be added to the review process regarding any proposed modifications to projects for residential units, after the initial requested project has been defined by the contractor and approved by the homeowner.

- The team leader must review the proposed modification(s) with the homeowner and document which modification(s) will be completed during the Day of Caring
- Both the team leader and the homeowner are required to sign off on the final document.
- Team leader will submit the final document to UWWC staff with an estimated budget for the modifications.
- If additional modifications from the contractor's assessment are being requested, UWWC staff will review to determine if funding is available for the additional requests.

NOTE: Contractors may be asked to reassess any additional modifications.

If you feel you need or would like to have a contractor visit your site to assist you with cost estimates and/or project planning, contact Kathy Saxman at 301.739.8200 x 15.

Day of Caring Happens Rain or Shine!

Each agency/school is responsible for making its own plans in case of inclement weather. Day of Caring is not cancelled due to bad weather; however, you may have changes to your project plans.

Consider planning alternate indoor project(s) such as:

- Thorough cleaning
- Rearranging furniture
- Organizing storage rooms
- Classroom party
- Game Day

Most importantly, **COMMUNICATE** with the Day of Caring coordinator AND all volunteers about these plans before the actual day, so they are in the loop and know how to reach you.

Volunteer Team Project Selection

- Most volunteer teams come from local businesses, while others come from service clubs, student groups, neighborhoods, faith organizations or other community groups.
- Each volunteer group will choose a team leader to coordinate their project choice, team logistics, planning with the project host, etc.
- Projects are assigned to volunteer teams based upon the skills and desires indicated on
- application forms.
- United Way Staff will contact you with your assignment(s). You will receive an email alerting you
 and providing contact information for the project leader. Be sure to connect with all of your
 project partners as soon and as often as necessary to ensure a successful day.

The Day of The Project

- Triple check to ensure that you have all supplies and equipment. Include First Aid!
- Approach the project with enthusiasm! It is important for everyone to be recognized, appreciated and aware of their role in making a difference!
- Take a few minutes for everyone to understand and appreciate the **purpose and impact of the project.** There should be a **short presentation or tour of the agency/school**, making sure everyone understands the services/programs, funding, and role in the community.
- Conduct a project orientation, review safety tips and procedures, bathroom locations and schedule of breaks. Identify the "go-to" person. Everyone should know what's expected of them and how the project will flow.
- Water and/or snacks should be available on-site throughout the project.
 - o Lunch arrangements should be made with UWWC, your team or the nonprofit
- When the work is complete, **recognize** everyone who made the project a success and encourage them to return if they enjoyed their experience! For example:
 - Take before and after pictures to share with everyone involved.
 - Figure out creative ways to express gratitude.
- Post-project reflection / evaluation provide an opportunity to learn from volunteers, gather feedback, and prepare for future planning. It also promotes long-term relationships!

United Way of Washington County, MD

DAY OF CARING Policies & Procedures For NONPROFIT AGENCIES

2016



Overview

Day of Caring (DOC) is a unique opportunity for nonprofit agencies to market their services to the community, establish relationships with local businesses, and strengthen the volunteers' awareness of their mission.

DOC is an event where volunteers from the Washington County community join local nonprofit agencies to work in collaboration on one-time service projects. Participating agencies are matched with volunteers from local businesses, schools, nonprofits, 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.

Project/team matches will be made based on the information you provide. A project that is organized and well thought-out will be more likely to be matched. Volunteers want to leave knowing their hard work has made an impact on your organization and the people you serve.

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 instructions for filling out an application.

Important Dates

Project Selections Announced – 8/22/16 - 8/26/16
 Day of Caring – September 29, 2016

Contact Information

Kathy C. Saxman
Director of Community Impact & Investments ksaxman@unitedwaywashcounty.org (301) 739-8200 x15

United Way of Washington County, MD 33 West Franklin Street, Suite 203 Hagerstown, MD 21740 www.UnitedWayWashCounty.org

DAY OF CARING HOT LINE NUMBER: 301.739.8200

Agency Responsibility

Together let's build lasting relationships with volunteers!

- Communicate with the volunteer team leader before the project date to confirm times and required equipment, supplies, and 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.
- Make sure you arrive at the project site EARLY to greet the volunteers. Inform them about restroom facilities.
- Provide as many of the supplies for the project as you can.
- Provide volunteers with a brief introduction to your agency when they arrive. Volunteers will arrive ready to work, so make your welcome concise.
- Provide adequate supervision throughout the project. 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.
- Thank volunteers throughout the day and provide some sort of recognition (this can be verbal, a certificate, etc.) at the end of the day.

Bad Weather Plans

- Day of Caring will not be 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.
 - 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 Applications

 Project applications are available on the United Way website located at: www.unitedwaywashcounty.org

Project Planning Guidelines

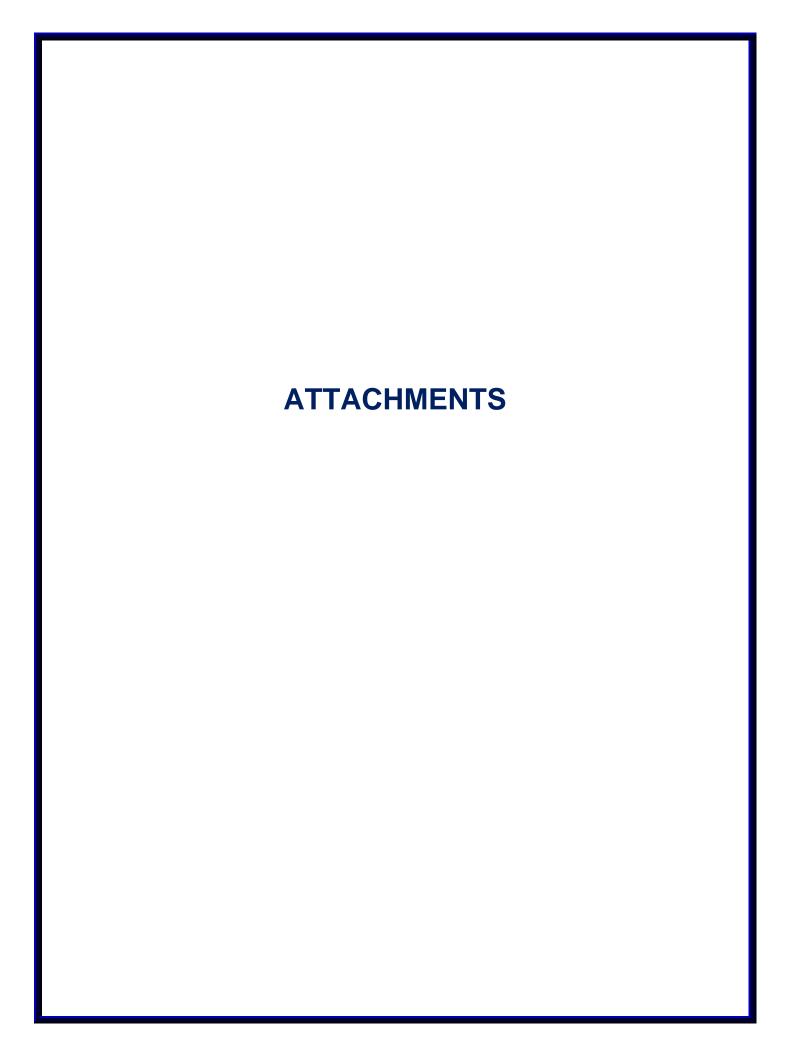
Day of Caring is an incredible opportunity to tackle large and small projects at your agency that otherwise may not get accomplished. Given the unique service opportunity, try to plan creative, worthwhile projects that volunteers will enjoy and that will make an impact on the services you provide. Involve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

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

- Can the project be substantially completed on the Day of Caring in the allotted working time with non-professional workers, allowing time for setup, break down, and agency briefing?
- Is the size and complexity of the project appropriate? (Consider the volunteers' skills and allotted time)
- How many volunteers are required to complete the project? (Take into account space limitations)
 (Estimated number is _____ based upon prior year.)
- Does the project require specific skill levels? (Would you need an electrician or skilled carpenter?)
- 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?
- Is the project too hazardous for volunteers? Does the work require climbing a ladder longer than 24 feet? Is an outdoor work area close to a heavily trafficked street without protective barriers? Is there a potential fire hazard, such as the use of a propane torch? (Consider potential liability exposure.)
- Will 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?
- 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 need to be available at all times. Larger projects may require more than one point of contact.
- Does the agency have the ability to accomplish the necessary preparatory work in advance of Day of Caring (e.g., purchasing supplies/materials, prepping walls for painting, obtaining building permits)?
- Are there smaller projects for volunteers, if they finish the main project early?
- What plans do you have in case of inclement weather?

NOTE: All nonprofit and residential projects must be completed on the Day of Caring unless an exception is granted by the DOC Steering Committee or staff, as appropriate.



ATTACHMENT 1: DAY OF CARING SAFETY PLANNING

TASK	POTENTIAL HAZARDS	SAFETY PLAN
Landscaping	Foot (cut, abrasions)	Boots, closed-toe shoes
	Hands (cut, abrasions)	Work gloves
	Legs (cut, abrasions)	Long pants
	Sunburn	Wear Sunscreen
	Bug bites	Bring Bug Spray
	Poison Ivy	Long sleeves,/pants, gloves
Clearing Trails	Foot (cut, abrasions)	Boots, closed-toe shoes
	Hands (cut, abrasions)	Work gloves
	Legs (cut, abrasions)	Long pants
	Sunburn	Wear Sunscreen
	Bug bites	Bring Bug Spray
	Poison Ivy	Long sleeves,/pants, gloves
Painting	Eyes	Safety glasses
	Hands	Gloves, latex or work
Ladder Use	Falling	Never step above top rung
		No higher than 24 feet
		Never reach past arm length
		No leaning
		Secure bottom of ladder
Carpentry / Renovation	Eyes	Safety glasses
- ,	Foot	Hard-toed boot
	Hands	Gloves

NOTE: No volunteer is permitted to use heavy equipment / machinery. They must be handled by qualified and trained operators only.

General Safety Guidelines

- Please do everything you can to help ensure that the Day of Caring is both a *rewarding* and *safe* experience for everyone involved.
- All parties involved will be informed of the Safety Plan
- It is recommended that a First Aid Kit be available at every project site.
 - Nonprofit organizations will be responsible for providing First Aid Kits at their Project Sites.
 - Availability of First Aid Kits at residential sites will be determined on a case by case basis;
 either the Kit will be provided by the volunteer team or by DOC.
- Emergency contact information (e.g., contact name and phone number, allergies, dietary concerns) will be collected for all volunteers. This information will be provided to team leaders.
- The agency / worksite is responsible for reporting an incident to the appropriate contact(s). All incidents must also be reported to Day of Caring Staff, Kathy Saxman. See page ____ for contact information.
- Team Leaders / Businesses are responsible for handling internal incident reports for their teams.
 All incidents must also be reported to Day of Caring Staff, Kathy Saxman. See page ____ for contact information.

Some actions to think about if an accident does happen include:

- 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. You may want to designate someone else as the person
 to oversee the other volunteers so that you can focus on the injured volunteer.
- The Volunteer Team Coordinator will most likely take the lead role since they will know the individual. If they are not on the scene, find them immediately. Be sure you have all relevant cell phone numbers.
- Determine the seriousness of the accident and if there is a need for medical attention. If yes, dial 911. You may also want to offer to call a friend or family member of the injured person.

Please call the United Way DOC Hotline Number 301.739.8200 to report any medical situations.

Liability and Release Forms

Everyone participating in a Day of Caring project must sign the Liability and Release Form prior to beginning any work. This includes agency/school staff as well as all volunteers. If you do not have a Liability Release Form for an individual – that individual is not permitted to participate in the Day of Caring. We recommend that you keep a few blank forms with you onsite, in case you need them.

ATTACHMENT 2: PROJECT IDEAS

Outdoor Maintenance and Preservation:

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 beach, trail, neighborhood, etc. ◆ Build a deck or patio ◆ Plan a yard clean-up: weeding, planting, raking, mulching, pruning shrubs, etc. ◆ Spruce-up a playground ◆ Develop a nature trail

Restoration/Repair Work:

Paint the inside or outside of a building ◆ Wash windows, carpets, walls, toys ◆ Clean and tune-up transport vans or buses ◆ 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 toys and equipment

Special Events:

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 mini-Olympics for clients ◆ 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 needlepoint, crocheting, pottery, or other crafts ◆ Accompany a youth group on a day hike or outdoor field trip ◆ Assist clients with grocery shopping ◆ Visit and deliver meals to homebound clients ◆ Help teach independent living skills such as cooking and shopping to mentally challenged clients ◆ Help conduct a training session for clients in teamwork, problem solving, etc. ◆ Organize a flea market for clients in a residential facility ◆ Present a puppet show to children ◆ Work at a local soup kitchen or homeless shelter ◆ Electronically network organization's locations ◆ Do library or internet research for grant sources ◆Help clean and organize a local food pantry

Support Agency Operation:

Distribute organizational **brochures** to various locations • **Inventory** educational supplies

- ◆ Organize storage closets ◆ Change batteries in emergency response units in group homes
- ◆ Wash and clean CPR mannequins ◆ Develop a videotape or slide show presentation of the organization to promote its mission and services ◆ Catalog and sort books in a library ◆ Walk and feed animals and clean cages at the local humane society ◆ Create an art room for a youth center

"Portable projects" for those who can't leave the office:

Set up a drive to **collect needed items** for clients ◆ Fold, stuff and address for a **bulk mailing** ◆ Assist with **website** development ◆ Do **data entry** ◆ Prepare **emergency medical kits** for clients ◆ Conduct a **telephone survey** ◆ Design a **brochure**

.....BE CREATIVE......

ATTACHMENT 3: Application Forms

- Nonprofit
- Residential
- Volunteer

PLEASE NOTE:

ALL APPLICATIONS MUST BE SUBMITTED ONLINE.

Applications are available at:

www.unitedwaywashcounty.org



SAMPLE Nonprofit Project Application

Please complete this application and return it by <u>July 8, 2016</u> to the email address listed below. Provide as much work detail regarding the project(s) as possible. The scope of work for the project(s) should be able to be completed by a team within 7-8 hours. Any questions, please contact Kathy Saxman at 301-739-8200 ext. 15. Attach additional sheet(s) of paper if required.

Organization Name:				
Contact Person:				
Phone:	E-mail:			
Address of Project(s):				
	vide projects that can be completed by a team within 7-8 hour provide additional project information on an attached sheet of			
Estimated No. of Hours to Complete:	Estimated No. of Volunteers Needed:			
Project #2:	Estimated No. of Volunteers Needed.			
Estimated No. of Hours to Complete: Project #3:	Estimated No. of Volunteers Needed:			
Estimated No. of Hours to Complete:	Estimated No. of Volunteers Needed:			
Total No. Volunteers for <u>All</u> Projects:				

List any snecial	l skills regui	ired to comp	lete any nroiec	ts: (Please check a	ll that apply)	
Carpentry	i skins requ	_	andscaping		_	
_	□ Drw			ting - Construction		
				_		
Organizino	g an activity	rior children	or adults	Artistic (or design related painting	
List equipment	/materials/s	upplies for t	he project(s) th	at the agency will]	NOT be able to provide:	
	Will the agency be providing lunch for the volunteers? Yes No Is there adequate on-site parking for volunteers? Yes No					
If No, is there an alternate parking area? Yes No Location: Any additional information/comments:						
Please provide participating in			zes required by	size for all of you	r staff who will be	
Small N	Aedium	Large	X-Large	XX-Large	XXX-Large	
Please provide	any additio	nal informat	ion and/or com	ments regarding r	equested projects:	
If you have any	questions, c	ksaxı Unit 33		washcounty.org nington County eet, Suite 203	mpact & Investments	



Please complete and submit ASAP! Deadline for all Volunteer Forms: July 17, 2015.

2015 DAY OF CARING United Way of Washington County, MD

SAMPLE Team Participation Form

(PLEASE ATTACH ADDITIONAL SHEETS, IF REQUIRED)

Company/Organization Name:	
Address:	
Team Leader:	
E-mail:	
Telephone: Office:	
Will "Team Leader" be able to visit the project site t as to Team Leader responsibilities will be provided.) Yes	to assess scope of project and supplies needed? (More details No
If Lunch is <u>NOT PROVIDED</u> by your Project site, does your Team? Please Check one: Chick fil-A	s your Team want Chick fil-A or will you provide lunch for TEAM Provided Lunch
If you prefer a Chick fil-A Lunch, please provide cont contact you about the lunch delivery.	tact information, so that First Data Staff will be able to
NAME:	CELL PHONE:
List any preference to type of projects (e.g., painting vs. indoor), specific project site preferences, or othe	g, tree trimming, clearing brush, window washing, outdoor er special comments?
List any special skills that your team can offer the	he DOC Projects: (Please provide number of team
members for each skill set that applies)	
Carpentry Landscaping	FlooringElectrician
Plumbing Drywall installation	Painting - Construction related
Organizing an activity for children or adult	S Artistic or design related painting
Other, specify:	
Projected number of volunteers: If you have any questions, contact: Kathy Saxman, D.)

If you have any questions, contact: Kathy Saxman, Director of Community Impact & Investments <u>ksaxman@unitedwaywashcounty.org</u>

Phone: (301) 739-8200 x15

Fax: (301) 797-2293

33 W. Franklin St., Ste. 203 Hagerstown, MD 21740



2016 Day of Caring - Residential United Way of Washington County, MD

SAMPLE RESIDENTIAL PROJECT REQUEST

An eligible applicant must be a Washington Co. resident, own the home to be worked on and be:	Full Name: Phone: Address:
Priority projects will be those focused on safety: fall prevention, accessibility and fire safety. Examples include: Stair repair Grab bar and handrail installation Installing adequate lighting Re-arranging shelves and cupboards Cleaning debris and clutter Cleaning ovens Smoke detector checks Other tasks may be considered	I own the property where I'm requesting work to be done and can provide proof, upon request, of this ownership: Yes No (if you check "no" your house is not eligible.) Date of Birth:
	k that you would like to have done at your home: nust be able to be completed in <u>one</u> day**
2.	
3.	
I understand that the submission of this requ	est form does not guarantee that my house will be selected for the Day
	r all Project Requests: <u>July 8, 2016.</u> exman, Director of Community Impact & Investments
Kathy C. Saxman United Way of Washington County 33 W. Franklin Street, Suite 203 Hagerstown, Maryland 21740	Telephone: 301.739.8200 X15 Fax: 301.797.2293 ksaxman@unitedwaywashcounty.org