

General Policies

- Language** We are representing the body of Christ to people in great need, our language and how we speak to them and each other should reflect this attitude. We want people to interact and enjoy the process but refrain from language that is profane, crude or disrespectful.
- Attitude** BE A PEACEMAKER with those you are working with and around. Representing Christ to people in need is a very important part of a service project. We do that in many ways in how we interact with people. Ask questions, enjoy the fellowship of those with whom you work but remember you are in a home and jokes about the flood damage, decorative elements, or furnishings may be offensive to the residents.
- Alcohol/drugs** This should go without saying but there can be no use of alcohol or illicit drugs on the job site. Any use of prescription drugs should be considered as to whether they will impair balance, vision or any cognitive function. We want a safe and responsible work environment to reflect the values of our partner Churches.
- Tobacco** NO TOBACCO or smoking materials are allowed on job sites. This includes cigarettes, cigars, pipes, vape pens, chewing tobacco or other forms of smoking material not specifically named.
- Cell Phones** Please do not let yourself be distracted by a cell phone in the work environment. Construction work has enough elements of potential risk without the added element of someone not paying attention because of texting, calling or emailing someone for personal reasons. If you need to take a call or make a call, consciously disengage from the work at hand step out of the work zone and deal with the matter as promptly as possible before returning to work. Individual teams can decide whether members can carry their phones or not but NO SELFIES at job sites.
- Photography** To maintain the privacy of those affected by disaster we do not allow cell phone photos or social media postings from job sites. Cell/smart phones geotag the location of the photo and in the wrong hands that information can be used in a way that could be harmful, disrespectful or intrusive to the homeowner. If the homeowner wants to take a photo on their phone of the work you are doing that is their right, it is their home.
- Hair/Jewelry** Secure long hair to avoid it obscuring your field of vision or getting caught in building materials or tools. Do not wear loose jewelry such as necklaces or bracelets on the job site. These items can and often do get caught on sharp or protruding objects potentially causing injury and often damaging the jewelry involved.
- Work Day** As a general rule the work day is 9am to 6pm with a one-hour lunch break. This is a suggested guideline and can be altered because of weather, team requirements, or the homeowners schedule. During the hottest parts of the year it may be desirable to start earlier and shut down before the hottest part of the day, restarting later or just working a shorter day. If this is arranged ahead of time or discussed with the Host coordinator these issues can be easily addressed without adversely impacting the service project.
- Hydration** Take water breaks often, do not let yourself get overheated. You are here to help others not create a crisis for yourself.

Attire

- Footwear** **Closed toe shoes on job sites, NO SANDALS OR FLIP-FLOPS.** We prefer that volunteers wear work boots or hunting boots, but athletic shoes will also be allowed in most situations. No smooth leather soled shoes as these become a slip hazard in wet conditions.
- Socks** Please wear socks with work shoes to better protect ones feet from debris and minimize the issue of blisters.
- Pants** Long pants are required for both safety and modesty. No shorts, yoga pants or pants with excessively thin material. This is for both safety and modesty. Pants should be secured from falling by means of suspenders or a belt. Pants that are too long or hang to low create a trip hazard.
- Shirts** Short sleeve T-shirts are allowed in most situations, in some situations long sleeved shirts are required for safety reasons (EX. Working mold remediation or applying fungicide, installing insulation, applying texture)

Please bring enough clothes to allow for clean clothes daily, particularly underwear and socks. It can get very hot and humid working in disaster environments and having fresh clothes daily can and does make a huge difference in the ability to be productive.

As part of the representation of the body of Christ to people in need we ask that attire is modest in nature.

Volunteers will also want to bring clothes for relaxing in after the work day. This is where sandals or flip flops would be appropriate.

Personal Protective Gear – this is the minimum amount each member of the team should bring

- Safety glasses** These should have sideguards to minimize airborne particles access to your eyes. If you wear glasses, you need to have the kind that will fit over them.
- Work Gloves** These should be leather or heavy duty synthetic material durable enough to stand up to a construction environment. Added grip surface is recommended.
- Dust masks** These can be simple disposable over the mouth and nose type. Most of the environments are dusty or have airborne particulates (drywall dust). Bring enough to have at least one disposable dust mask for every day of work during your service or replacement filters if you are bringing a reusable mask. These masks can clog up daily and if they do it becomes very difficult to breath.

Documents

State issued personal identification for adults

School or other ID for minors who do not have drivers licenses.

Individual liability release – Adult Emergency Permission to Treat - Adult

Individual liability release – Minor Emergency Permission to Treat – Minor

Tetanus and other needed immunizations should be current.

Health and Safety Guidelines

- Volunteers serve at their own risk. Children under age 13 should not participate in disaster recovery work; those under age 18 may participate when accompanied by a parent or when Signed parental permission has been given (use the Parental/Guardian Permission and Medical Release form).
- Volunteer work is to be conducted with the consent and oversight of the property owner.
- Chain saws are to be used only by trained and trained adults experienced using them. Chain saws should be operated in teams of two, with one person acting as a safety watch ensuring a safe perimeter for the saw and debris field. Chain saw operators should be equipped with safety glasses, hearing protection, gloves, sturdy shoes, and chain saw safety chaps.
- Accidents should be reported promptly to Hope Disaster Recovery leaders. Primary coverage is the volunteer's own health insurance.
- Wear appropriate clothing, this usually means long pants, short or long sleeved shirts (no sleeveless attire). As work tasks require, use hard hats; hard-soled, high-topped shoes or rubber boots (if working in wet conditions); work gloves; safety glasses; and hearing protection. Use insect repellent in mosquito-infested areas. Use sunscreen with an SPF of at least 30.
- Wear properly fitting dust masks when conducting cleanup/ripout jobs or when working in high dust areas, in ash, or in smoky conditions. If you have asthma, respiratory allergies, other breathing conditions, or heart problems do not work in areas where you may inhale particulates and/or require a respirator.
- Use caution when working in areas where mold may be present.
 - Wear properly fitting N-95 respirators with exhalation valves, goggles, work gloves and a paper/plastic biologic suit.
 - Do not conduct large cleanup/rip-out where the visible concentration of mold is heavy (that is, blanket coverage versus patchy coverage).
 - After working with mold, wash hands and face using soap and water.
 - Wash hands and face frequently.
 - Change into clean clothes after working with mold or participating in any disaster cleanup duties. Bag clothing worn during mold cleanup in a sealed plastic bag until they can be washed in hot water.

Service Project Policies and Standards

- Avoid becoming overheated or dehydrated. Drink plenty of water, and rest when needed. Be aware of contaminated water. Seek medical attention immediately if you have signs of heat exhaustion.
- During wet or cold conditions dress appropriately. When working in wet conditions, wear waterproof boots. Have extra clothing and shoes available in case your clothing gets wet. Wet clothing and cool temperatures can lead to cold stress, which includes hypothermia, trench foot, frostbite, and chilblains. Seek medical attention immediately if you have symptoms of cold stress.
- Avoid contact with hazardous chemicals, downed power lines, energized electrical circuits, and stray or wild animals.
- Beware of unstable structures, uneven surfaces, broken glass, nails, and other protruding, sharp objects.
 - Volunteers should not work in, on, or around condemned buildings.
- Beware of working at heights or on steep roofs greater than a 4/12 pitch. Tie off to a secure structural object if you can.
- Always lift with the knees bent. Work with a partner and know your limits. Volunteers with pre-existing health conditions, should perform tasks that are within their limitations.
- Homes built prior to 1980 may contain asbestos. Materials that may contain asbestos include sprayed-on materials like sound proofing or decorative material, pipe or other insulation, popcorn ceilings, patching and joint compounds, textured paints, floor tiles, backing on vinyl sheet flooring, cementitious siding and wallboard, and adhesives used for installing floor tile. Prior to conducting cleanup/rip-out jobs, ask the homeowner if they are aware of any asbestos-containing materials. Do not disturb suspected asbestos-containing materials. If
 - you think you may have encountered asbestos, leave the home and notify the homeowner.
- Treat wounds with soap, clean water, and, if available, an antibiotic ointment. Puncture wounds and animal and snake bites require rapid, specialized medical attention.
- Be aware of motorized traffic in the area at all times. When walking or working in areas where motor vehicles are passing or where heavy equipment is being used, walk facing oncoming traffic. Wear bright or reflective clothing if possible.