

Volunteer Guidelines

Planning a service project with Hope Disaster Recovery (HDR)

Our mission is to help communities recover from disaster. No one church, government agency, business, or organization can respond completely to a disaster alone; it takes many hands, hearts, and minds. Combining the resources of volunteers and donors to meet recovery needs requires much planning and coordination. We are blessed that you have chosen to plan a trip to our area to help!

Please register your team on our [Volunteer Registration Link](#). Upon receipt of your registration, the HDR Volunteer Coordinator will reach out to you to begin discussions concerning your trip.

Work Project(s)

The scope of work for each team will be dependent upon the skill level, supervision, and time available for your service project. ***It is extremely important for you to complete the Project Skills section of the online volunteer registration.*** While much of the work requires basic construction skills/knowledge, some work will require a professional skill level. The information you provide will enable us to schedule quality work that is consistent with our mission as members of the body of Christ. We have found that enthusiasm without preparation does not benefit people who are struggling to cope with displacement, disruption, and devastation. **NOTE:** Based on the size and composition of skills/ages for your team, we have set some guidelines on what “boots on the ground” leadership is needed.

Adults: 1 experienced adult for every 7 unexperienced adults

High School: 1 adult supervisor for every 4 students

Middle School: Please contact HDR Volunteer Coordinator

We request that you assist us in preparing your team for the potential project(s) by having your team review our [Video Gallery](#).

1-2 weeks prior to your travel date, a Hope Disaster Recovery Project Manager will contact your team leader to discuss potential work projects for your team.

Requested Contact Information and Liability Waiver

Each volunteer must complete the emergency contact and insurance information on the online registration. We require that each volunteer read and acknowledge the Liability Waiver on the online registration. **This must be done before you can be dispatched to the project(s).**

Required Volunteer Documents

Each volunteer over 18 is required to bring state-issued personal identification. Volunteers who are minors and do not have a state-issued ID may provide a school-issued ID.

It is strongly recommended that all volunteers have tetanus and any other immunizations up to date.

Volunteer Guidelines (continued)

Arrival and Departure process

Arrival / check in time is no later than 6:00 p.m. In the event you will arrive later than this, please make sure this is communicated to your lodging contact. Check out is 8:00 a.m. on your departure date, unless you have made other arrangements with your lodging contact. *Depending on your arrival time, your first work day may begin the following morning.*

Work day

Our standard work day is 9:00 a.m. to 5:00 p.m. with a 1-hour lunch break. (In some circumstances, the need may arise for a 30-minute lunch break, but we do want to stress the importance of making sure your team is “fueled and functional” as some on your team may not be accustomed to the stress, work fatigue, climate, etc.) The exception to the standard work day is Sunday when we encourage teams to attend church at either your host church or another church of your choosing. Thus, the Sunday work schedule is 1:00 p.m. to 5:00 p.m.

Transportation

Your transportation to and from our area to work/serve and your transportation during your stay is your responsibility. *It may be helpful if you bring a trailer for transporting tools and materials needed on your project(s).*

Lodging

If lodging is needed for your team, our Volunteer Coordinator try to arrange for lodging within a 30-minute drive from your work/serve sites as extended travel time to and from sites will be a scheduling factor.

In every lodging facility with Hope Disaster Recovery (HDR), your team members must bring their own towels, toiletries, pillows, and bedding/sleeping bags. Some but not all facilities have beds, so please make sure you determine if any air mattresses and/or cots will be needed at the housing location. Your lodging facility housing contact will help you determine what is needed.

Cost: If utilizing HDR for lodging, please allow for \$20/night/person unless other arrangements have been made.

This rate helps cover the lodging overhead as well as fund project(s).

NOTE: HDR will send your team leader a lodging invoice one week prior to your arrival date and payment is expected upon arrival.

Volunteer Guidelines (continued)

Meals

All meals for you and your team during your trip are your responsibility. It is important for you to determine how you will manage your meals prior to your travel. Some of the lodging facilities have a kitchen for your use during your stay, while others do not. *This should be discussed with your housing contact prior to your arrival.*

Clothing Requirements and Recommendations for Safety and Modesty

- ✓ Footwear: Closed toe shoes are required. Sandals, flip flops, and open toe shoes are not allowed. We prefer that volunteers wear boots, but athletic shoes will also be allowed in most situations. Smooth-leather-soled shoes are not allowed as these can be a slip hazard in wet conditions.
- ✓ Socks: Please wear socks with work shoes to better protect against debris and to minimize blisters.
- ✓ Pants: Long pants are required. Shorts, yoga pants, or pants with excessively thin material are not allowed.
- ✓ Shirts: Short-sleeve T-shirts are allowed in most situations; however, in some situations, long-sleeved shirts will be required for safety reasons (such as working with mold remediation, applying fungicide, installing insulation, applying drywall texture, etc.). Tank tops are not allowed.
- ✓ Hair/Jewelry: Hair ties to secure long hair are required. Do not wear loose jewelry as these items can increase the chance of injury as well as damage to the jewelry.

General Conduct

- ✓ Language: We are representing the body of Christ to people in great need. Our language and how we speak with them and each other should reflect Christ. We want people to interact and enjoy the process while refraining from language that is profane, crude, or disrespectful.
- ✓ Attitude: Be a Peacemaker with those you work 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.
- ✓ Cell Phones: Cell phones on job sites can be a distraction that leads to accidents. If you need to make a call or take a call, disengage from the work at hand and step out of the work zone. Individual teams can decide whether members can carry their phones to the job site.
- ✓ Photography: To maintain the privacy of those affected by disaster, **we do not allow cell phone photos or social media postings from job sites (includes selfies)**. Cell/smart phones geotag the location of the photo; in the wrong hands, that information can be used in a way that could be harmful or intrusive for the homeowner.
- ✓ Alcohol/drugs/tobacco: The use of alcohol, illicit drugs, or tobacco is prohibited on the job site. A prescription drug should not be used if it impairs balance, vision, or any cognitive functions. The restriction on tobacco also includes cigarettes, cigars, pipes, vape pens, and chewing tobacco.

Volunteer Guidelines (continued)

General Volunteer Health and Safety

- ✓ Use insect repellent and sunscreen with a minimum of 30 SPF.
- ✓ Be aware of motorized traffic in the area.
- ✓ Make sure you are properly trained on the tools you are using. If you are not sure about how to use a tool or have a question, ask your Site Supervisor.
- ✓ Always lift with the knees bent. Work with a partner and know your limits. Volunteers with pre-existing health conditions should only perform tasks that are within their limitations.
- ✓ If you have asthma, respiratory allergies, or other breathing conditions, do not work in areas where you may inhale particulates and/or require a respirator.
- ✓ Avoid contact with hazardous chemicals, downed power lines, and energized electrical circuits.
- ✓ Avoid contact with stray or wild animals.
- ✓ Be aware of unstable structures, uneven surfaces, broken glass, nails, and other protruding objects. *Volunteers should not work in, on, or around condemned buildings.
- ✓ Use caution when working at heights or on steep roofs (greater than 4/12 pitch). Tie off to a secure structural object if possible.
- ✓ Chain saws are to be used only by trained adults. Chain saws should only 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.
- ✓ When working in wet conditions, wear waterproof boots. Have extra clothing and shoes available if your clothes/shoes get wet. Wet clothing and cool temperatures can lead to cold stress, which can cause hypothermia and frostbite.
- ✓ Be aware that homes built prior to 1980 may contain asbestos. Prior to conducting cleanup/rip-out jobs, ask the homeowner and Site Supervisor 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 and Site Supervisor.
- ✓ Use caution when working in areas where mold may be present. Do not conduct large cleanup/rip-out where the visible concentration of mold is heavy (blanket coverage versus patchy coverage). After working with any suspected mold, wash hands and face with soap and warm water. Change into clean clothing after working with mold and place your dirty clothes in a sealed plastic bag until they can be washed in hot water.
- ✓ Report any accidents promptly to your Site Supervisor.
- ✓ Treat wounds with soap, clean water, and, if available, an antibiotic ointment. Puncture wounds, animal bites, and snake bites require rapid, specialized medical attention.
- ✓ If there is a medical emergency, call 911. Make sure you know the address of your job site.
- ✓ Daily cleanup of the job site is essential to a safe environment. At the end of the day, your job site should be clear of debris and any tripping hazards. The last 30 minutes of each day should be devoted to clean-up time.
- ✓ **KNOW YOUR LIMITS!** If you are not comfortable doing something, talk to your Site Supervisor. There may be another task to which you can be assigned. Your safety and comfort is very important to HDR.

Volunteer Guidelines (continued)

Required Volunteer Protective Gear (each volunteer must have)

- Safety Glasses: Should have sideguards. If you wear glasses, you should have the kind that fit over them.
- Work Gloves: Should be leather or heavy-duty synthetic material. Added grip surface is recommended.
- Dust Masks: Can be simple disposable over the mouth and nose type. If disposable, please make sure you have one for each day of work. You may also bring a reusable mask with replacement filters.

Recommended Volunteer Personal Tools

- Tape Measure (10 ft minimum length)
- Utility Knife with extra blades
- Carpenters Pencil
- Tool Belt (optional)

Recommended Team Tools for Sheetrock Installation/Finishing

- Cordless Drill or Screw Gun
- Rotary Cutting Tool with bits
- Sheetrock T-square (4 ft)
- Pry Bar
- Staple Gun
- Mud Pan – steel or plastic (12" x 14")
- Putty Knives – 6", 8", 10"
- Taping Knives – 8", 10", 12"
- Corner Bead Roller

Recommended Team Tools for Carpentry – Installing Doors/Trim

- Hammer
- Level
- Jig Saw
- Circular Saw
- Table Saw
- Miter Saw
- Miter Box and Handsaw
- Others as profession/skills determine

Recommended Team Tools for Electrical Work – Testing and Replacing Electrical Parts

- Screwdriver – phillips and slotted
- Wire Cutters
- Circuit Tester
- Others as profession/skills determine

Recommended Team Tools for Plumbing – Installing Sinks/Toilets/Etc.

- Pipe Wrench
- PVC Cutting Tool
- Others as profession/skills determine