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**What is Rebuilding Together?** Rebuilding Together is a nationwide community service program that coordinates volunteers to provide free safety repairs and renovations to the homes of low-income seniors and/or disabled persons. Rebuilding Together also rehabilitates community facilities serving low-income populations. Capital improvement funding for nonprofits is very difficult to come by, so our services make a big difference.

Our approach is simple: months of planning and preparation culminate in a Rebuilding Together workday. In many communities, rehabilitation is completed by volunteers throughout the year, however, the largest and best known event is National Rebuilding Day. This neighbor-helping-neighbor approach unites people from diverse backgrounds to assist elders and disabled people in need.

**THE NEED FOR REBUILDING TOGETHER:** Many of our older neighbors have worked hard all their lives, but now are unable to maintain their homes in safe and secure conditions. Physical disabilities and financial hardship prevent them from completing critical home repairs, resulting in dangerous and unhealthy living conditions. In order to address these problems, Rebuilding Together East Bay-North mobilizes local businesses, community groups, and more approximately 1,000 volunteers annually to transform the homes and lives of our elderly and disabled neighbors.

**WORK COMPLETED:** Our goal is to leave each home safe, warm, and dry. We focus on repairs and modifications that will increase the health, safety, and independence of elderly and disabled homeowners. These projects include installing handrails and grab bars, replacing porches and stairs, correcting electrical hazards, repairing faulty plumbing, hauling away accumulated trash and debris, repairing roof leaks, installing locks on doors and windows, building wheelchair ramps, patching and painting walls, yard work, and securing medical equipment and disability aids to maximize the mobility and independence of homeowners.

**IMPACT:** Since 1991, Rebuilding Together volunteers in Albany, Berkeley, Emeryville and Richmond, have rehabilitated 405 homes and 109 community facilities. In 2013, over 800 volunteers repaired 24 homes and 6 community facilities.

**VOLUNTEERS:** Specialized and general volunteers give their time, resources, and energy – they are the heart of RTEBN. Volunteers do not need to be skilled at home repair work to participate. Anyone age fourteen and older can be a volunteer. Corporations, synagogues, churches, businesses, schools, community service organizations, trade associations, government employee groups, and many interested individuals volunteer each year. Volunteers come from all faiths and walks of life, and have represented just about every profession in this community. All are welcome!

Volunteers are expected to work from 8:30 AM to 5:00 PM, or until the work is done on the workday. For RTEBN, rebuilding days take place on the last Saturday in April on National Rebuilding Day, and on Make a Difference Day on the last Saturday in October. RTEBN welcomes volunteers who would like to perform repair and renovation work, help in the office, or plan and publicize our projects throughout the year; once again, thanks to dedicated volunteers, the labor is free.

**SUPPORTING REPAIR COSTS:** Since many building materials are donated or discounted, and all labor is contributed by volunteers, RTEBN can provide repairs free of charge to homeowners. However, this RTEBN affiliate requires community facilities pay for the materials used on their project.

**DONATIONS:** Many community-minded businesses, organizations, and individuals support this work by sponsoring a home, making a tax-deductible contribution, or donating supplies and services. Many businesses and groups “adopt” a home by providing a sponsorship to cover the average cost of material and program expenses. Smaller contributions are also essential to making the RTEBN program possible.

## **Your Role as a House Captain**

A House Captain (HC) is one of the most important participants in the Rebuilding Together program. This role involves many different parts of Rebuilding Together -- from advance planning to evaluating results. HC's review the work to be accomplished on-site, plan for and purchase materials, determine the number of volunteers needed, and direct the work of the volunteers on the National Rebuilding Day. A HC is the person ultimately responsible for what gets done at the site. Volunteering as a HC provides an opportunity to get involved with the community, and help some of our wonderful elderly and disabled neighbors. It is an extremely rewarding experience that will more than compensate for the commitment of time and energy required.

Fortunately, the HC isn't in it alone, they can receive assistance from some other key volunteers. Co-Captains (utilized at the discretion of the HC), can assist by dividing up the HC's responsibility, or by taking responsibility for a certain part of the work done at the site. Each HC will also work with a First Mate (FM) who coordinates volunteers and helps organize the paperwork. Team Leaders (TL's) are specialized volunteers who help guide general volunteers on the workday and may supervise a certain task. In some instances, Specialized Volunteers (SV), as scheduled by the HC, may work on their own to complete some skilled parts of the job such as electrical or plumbing work. The Site Safety Coordinator (SSC), usually designated on workday from the group of volunteers, ensures the safety protocol at every site. For more detailed job descriptions, refer to the job description section of this manual.

Work should focus on making the home safer, healthier, more accessible, and be geared toward the greater independence of the homeowner. Any aesthetic improvements will be an added benefit to the homeowner but are secondary in importance. Please remember that SAFETY is the #1 priority for both homeowners and volunteers.

### **What Does it Mean to "Do the Best We Can"?**

Your job for this one day is more than replacing a door, painting a wall, or fixing a broken light fixture. You are providing the homeowner with a sense of renewal and dignity in a very important part of their life. For this reason, it is important to discuss the scope of proposed work and be sure that the homeowner and the HC are in agreement.

Doing the best we can means leaving the home in a better condition than we found it. It means doing only what you can accomplish in one day (and sometimes one prep day) and making sure you clean up all traces of the day's work.

### **Consequences of being overzealous when considering what can be accomplished on that one day?**

Unfinished work disappoints the homeowner, deflates the volunteers, and discourages the sponsor from providing funding in a subsequent year; When homeowners, volunteers, etc. are disappointed, word spreads; we need positive word-of-mouth, not something that would diminish that.

Many hours of staff time needed to complete work on job sites after the workday. Trust us when we tell you that although the workday may have past, there is still an enormous amount of work to be accomplished in terms of wrap-up; having to also complete work at sites is a financial, physical and emotional burden.

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### HOUSE CAPTAIN POSITION DESCRIPTION

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- Focus on safety repairs and modifications, based on the needs of the individual homeowner
- Attend all HC meetings
- Visit your assigned site ahead of time
- Know the scope of work (SOW), and do not promise the homeowner/facility director anything beyond it without agreement from RTEBN staff
- Prioritize and organize the work in advance of the workdays
- Coordinate necessary prep days. RTEBN staff can help mobilize volunteers for the prep day with advance notice.
- Determine the materials and supplies needed for your site
- Submit all forms to the RTEBN office by due dates
- Recruit specialized volunteers
- Communicate any problems to the RTEBN office immediately
- Pick-up and deliver supplies to the site in advance of workdays from our warehouse/staging area (location and times TBD). Use the Discount Supplier List provided.
- Sign the volunteer waiver before you start any work on the home! All volunteers sign a waiver form called the Waiver of Rights and Claims by Volunteer Participants before they start to work. Nobody under the age of 14 is permitted to work on a RTEBN project, and all minor volunteers must have a Parental Consent for Minor Participant Form signed by their parent or guardian. We ask for your help in strictly enforcing this policy at your work site.
- Prepare for and maintain a safe work environment
- Conduct an orientation meeting (and pep rally) for all volunteers at the start of the workday
- Provide clear instruction to volunteers
- Be a leader, not a worker. Direct the work of volunteers, stressing safety and quality.
- Conduct a final walk-through with the homeowner/facility director at the end of the day to explain what was and what was not accomplished
- Have the homeowner/facility director initial and sign the completed Scope of Work

- Return the signed SOW, along with the HC Evaluation Form to RTEBN in accordance to the timeline (drop off or in SASE provided).

### **HOUSE CAPTAIN – PROJECT MANAGER**

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The HC is one of the most important participants in the Rebuilding Together program. This role involves many different parts of Rebuilding Together – from advance planning to evaluating results. HCs should thoroughly understand the work to be accomplished on-site; plan for and purchase materials; determine the number of volunteers needed; and direct the work of the volunteers on the National Rebuilding Day. A HC is the person ultimately responsible for what is accomplished at the site.

### **FIRST MATE – VOLUNTEER/LOGISTICS COORDINATOR**

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The First Mate's main duty is to provide support to the homeowner or facility's manager before and during the National Rebuilding Day. He or she is also to provide non-construction assistance to the HC. The First Mate coordinates volunteers and completes administrative tasks, particularly monitoring the sign-in process and acquiring signed waivers.

### **TEAM LEADERS/CO-CAPTAINS – SKILLED CONTRACTORS/BUILDING TRADES PROFESSIONALS**

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Team Leaders are our highly specialized volunteers who help guide general volunteers on a certain site on the workday; they may also supervise a certain task. Some specialized volunteers may also be able to take on parts of the project on their own (for instance, electrical or plumbing work that is a one-person job).

### **SITE SAFETY COORDINATOR (SSC)**

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The SSC is often selected on the workday by the HC and should be a detail-oriented person, preferably familiar with construction sites and safety practices. The SSC will use the RTEBN Safety Manual as a guide. Our intention is to standardize the use of safe work practices at all sites and to eliminate the incidence of unnecessary hazards and injury.

### **SPECIALIZED VOLUNTEERS**

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Plumbers, electricians, carpenters, roofers, flooring installers, etc. After the home visit, you will find that some tasks should be done in advance by specialized volunteers in order to efficiently utilize all volunteers on the main workday. Some specialized volunteers are also willing to return after the workday to finish certain tasks.

### **GENERAL VOLUNTEERS**

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Anyone 14 or older can be a RTEBN volunteer. Volunteers include members of corporations, churches, synagogues, businesses, schools, labor unions, community service organizations, neighborhood associations, and other interested individuals.

## GETTING READY FOR THE NATIONAL REBUILDING DAY

### WORKING WITH FIRST MATES

Each HC should enlist the help of a First Mate. If you do not have a First Mate, the RTEBN Office can match you with someone. First Mates can participate in site visits, determine volunteer skill levels, recruit and help to coordinate volunteers, orders lunch, bring coffee and donuts for the group in the morning (if desired), check-in volunteers on the workday and help keep things organized throughout the day. The First Mate helps the HC complete the SOW at the end of the work day, and return it to RTEBN that same day. In addition, the First Mate serves as your liaison between the homeowner/facility director, volunteers and the RTEBN office.

We also ask that you try to recruit a Site Safety Coordinator for your site, to make safety-check rounds during your workdays and to ensure that the workers are following the site safety guidelines for their own protection. If you aren't able to recruit a SSC, the RTEBN office will match you with someone. At a site of 10 or less volunteers the HC or First Mate may fulfill the role of SSC.

### PREPARING TO VISIT YOUR ASSIGNED SITE

Before you visit your assigned site, please review the SOW that has been prepared. Using this as a guide, conduct your own thorough site visit and make a complete list of the tasks to be done. Please check for hazards and other issues that should become priorities. We rely on you to understand the scope of work that will be accomplished and to obtain all of the materials needed. After your home visit(s), you should be able to complete all forms in the HC folder.

### FORMER HCs HAVE SUGGESTED BRINGING THE FOLLOWING TO SITE VISITS:

- ∞ Paper and a clipboard, a tape recorder if possible
- ∞ Tape measure
- ∞ Flashlight
- ∞ Masking tape
- ∞ Background information from the RTEBN office (inspection forms, pictures, information)
- ∞ Your HC manual, including the forms

### VISITING YOUR ASSIGNED SITE

It is a good idea for your Co-Captain and/or First Mate to join you for the home visit if possible, so as soon as you have received the information on your assigned home, please call your team mates and the homeowner/facility director to make arrangements for your site visit. This visit will take 1 - 2 hours. If you do not feel completely comfortable in assessing and estimating what needs to be done, take a pro with you. Call the office if you need a referral.

Once again, the purpose of your visit is to meet the homeowner/facility director, view the site, and determine what work will be completed on National Rebuilding Day. Since we have limited resources, please try to concentrate on necessities rather than conveniences. If the house looks nicer when you are done, that will be icing on the cake.

Priorities are safety repairs, security improvements, accessibility modifications, and work that will enable the homeowner to continue living independently.

Remember to be realistic about what can be accomplished in one day. When you decide that some tasks should be done in advance, mobilize volunteers for prep days prior to the 26th. Should you need help recruiting volunteers for prep days, the RTEBN staff can assist you.

**DURING THE VISIT, PLEASE:**

- ∞ Take some time to discuss with the homeowner/facility director what you hope to accomplish on National Rebuilding Day. You will also want to ask the homeowner/facility director to identify their priorities. NEVER MAKE ANY PROMISES. Be realistic - it is better to underestimate and have a pleasantly surprised homeowner/facility director than to overestimate and end up with a disappointed Homeowner/facility director.
- ∞ Make an estimate of materials and volunteers needed
- ∞ Explain to the homeowner/facility director that things may be a little hectic on National Rebuilding Day and there will be a lot of people in their home and on their property
- ∞ Identify all limitations and repairs you already know you will not be able to undertake
- ∞ Explain that most volunteers will be general but supervised
- ∞ Talk about how you will start early with preparation work (especially on the weekend before the National Rebuilding Day). Ask how much advance notice the homeowner/facility director will need for scheduling these appointments.

**CONSIDER THE FOLLOWING SAFETY QUESTIONS:**

- ∞ Is the house number visible from the street both day and night in case of emergency?
- ∞ Does foliage allow people to hide near doors, windows, or on pathways to the door?
- ∞ Are all window bars in bedrooms releasable?
- ∞ Can the homeowner see people at the door through a door peephole at his/her eye level?
- ∞ Are all outside doors equipped with thumb-latch deadbolt locks rather than keyed locks?

Please check under the house for termite damage. If there is a structural pest problem, please check the termite report box on the Special Information Form. We will try to arrange pre-workday termite inspections, if requested. Any needed chemical treatments will be completed after the workday.

**REMEMBER TO EXPLAIN THAT IT IS UNLIKELY THAT RETURN VISITS CAN BE ARRANGED AFTER THE NATIONAL REBUILDING DAY.**

Ask the homeowner/facility director to take down wall hangings if you plan to paint, to remove breakables if they will be in the way, and to put all valuables away before the workday(s). Request that the homeowner/facility director start marking items that can be discarded with masking tape. Use your discretion if you feel the homeowner is unable to do these things. These tasks might be an excellent opportunity to get family members involved in helping out. (We will conduct homeowner orientation meetings prior to the workdays).

Emphasize the expectation that all able-bodied family members should help the other volunteers on the workday(s). Any able-bodied family members who are not working will be asked to leave the site. Work will be terminated if able-bodied, non-working family members remain at the site.

The homeowner's/facility director's priorities may not be the same as yours. Please try to educate your homeowner/facility director about the importance of SAFETY and about the RTEBN priorities (warmth, safety and independence).

Determine if the homeowner will (or should) be present on the workday(s). Usually, volunteers like to interact with the homeowners during breaks, and the homeowners like to personally acknowledge the volunteers on the event days.

If you are planning to paint, ask the homeowner/facility director to be flexible regarding paint colors. RTEBN receives a highly discounted supply light shades of white, beige and gray.

When visiting the home, keep in mind some of the important questions that you will need to answer as soon as possible: the number of volunteers needed, permit requirements, debris boxes, portable toilets, extra workdays planned, paint and sundries order and any unreported problems or repairs.

In summary, use this as an opportunity to see what needs to be done and to get acquainted with the homeowner/facility director. Remember to be realistic about what can be accomplished in one day and consult with the homeowner/facility director so that everyone has reasonable expectations.

### **Determine Your Volunteers' Needs**

After reviewing the type and extent of work to be done and considering other things such as yard work, cleaning, hauling, and trash removal, please determine the number of specialized and general volunteers that you will need. Keep in mind that many of your volunteers will not be used to a full day of physical labor. They may get exhausted early. In addition, some volunteers will not show up, will arrive late, and/or will leave early. With this in mind, the RTEBN staff typically assigns at least 20 general volunteers to each site. Please bring the completed Volunteer Estimate Form to the BEFORE 2/23 and email or drop off to the office. This will be important to have before the HC meeting on February 27th.

Remember that we can use your help in recruiting as many specialized volunteers as possible - including plumbers, electricians, carpenters, roofers, and flooring installers. After the home visit, you will find that some tasks should be done in advance in order to efficiently utilize the volunteers. Please remember that we rely on you to coordinate the preparation work too. As always, please call us if you need assistance.

### **Checklist: Getting Ready for the National Rebuilding Day**

- Review SOW
- Identify a Co-Captain, First Mate and Site Safety Coordinator.
- With your team, schedule a meeting to visit your homeowner or facility director.
- Visit your assigned site and discuss the repair list with homeowner/facility director.
- Submit name, address, and phone number of your First Mate and Site Safety Coordinator.
- Recruit skilled trades people for your site.
- Attend required HC Meeting #2, Feb 25th and submit the forms in Tab A.
- Review Scope of Work Agreement with Homeowner/Facility Director (this is a list of repairs that will be completed).
- Plan RTEBN Workday projects, schedules, tasks, etc.
- Seek out donated materials and supplies, complete enclosed In-Kind Donation Form & return to RTEBN office.
- Purchase materials and supplies still needed using the Discount Suppliers List.
- Arrange for rented and/or loaned equipment (since rental equipment is so costly, please try to make other arrangements).
- Complete a site walk-through in early April with your team.
- Call the RTEBN office if there are any remaining questions and/or problems.
- Pick-up miscellaneous supplies from the RTEBN warehouse.
- Call homeowner/facility director as a last-minute check.
- Explain safety procedures and work-plans to all volunteers before work begins. After the workday, submit signed SOW, Site Reimbursement Record & Receipts, Material and/or Labor Donations, and HC Survey.
- Rest! Thank you for all your hard work and expertise!



## Budgeting

Please budget the following amounts for your materials purchases. Including RT-bought supplies):

<b>Light house:</b>	<b>Less than \$1000</b>
<b>Medium house:</b>	<b>\$1,000 - \$1,500</b>
<b>Heavy house:</b>	<b>\$1,500 - \$2,500</b>

Please keep an accurate record of expenditures and stay within your project budget. RTEBN will open an account for each project at each store on the Discount Supplier List (in the purchasing section of your manual). Help us make purchasing a little easier by providing us with a completed Authorized Signer List at the HC meeting. Please contact the RTEBN office right away if you identify additional costs that have not been considered.

## Completing Forms

After you have visited your site and determined the tasks to be performed, please complete all forms under Tab A to the required HC meeting.

Please let us know in advance if there are any costly items that you may need to purchase. We can attempt to get these materials donated if there is enough lead time. Returning these forms on time is crucial for ensuring a successful event!

## Purchasing Materials and Supplies

Any materials or supplies that cannot be donated should be purchased at the businesses listed on the Discount Supplier List or ordered from us using the Materials Request Form (Tab A). Several vendors provide a discount to RTEBN; please be price-conscious and shop for the most competitive price for your items.

The Green Building information provided for you in the materials section of your handbook lists stores that sell recycled building materials and natural products. We encourage you to utilize these resources, as it is our goal to ultimately transition to a green building model.

At all the stores on the Discount Suppliers List (in the forms section of your manual), both a picture I.D. (driver's license, passport, etc.) and a RTEBN Authorized Buyer Card must be given to the sales clerk. **TOOL PURCHASES MUST BE LIMITED TO \$20.** (Do not purchase paint brushes; these will be provided by RTEBN).

The RTEBN office must keep an accurate accounting of supply purchases for each site. Please make sure that the sales clerks indicate your site number on all receipts. Keep all your receipts and return them with your completed Expense Reimbursement Request. We will distribute authorized buyer cards for you to take with you when purchasing.

Remember to mention that you are with the East Bay-North affiliate of Rebuilding Together to avoid billing confusion with other local RTEBN chapters.

If you pay for any purchases with cash or your own charge accounts, we will reimburse costs not exceeding your "allowance" if you submit the completed Expense Reimbursement Request, with receipts attached to the RTEBN office by May 9th (drop off or mail in SASE provided). If receipts with Expense Reimbursement Request Forms have not been received by May 16th, you will receive a donation acknowledgment for tax purposes. We are forced to be strict about this as we must close out bookkeeping in order to be in compliance with the City of Berkeley.

**>> PLEASE DO NOT WAIT UNTIL THE LAST MINUTE TO PURCHASE MATERIALS. <<**

## Obtaining Supplies & Materials

**Authorized Signers:** Please identify four or more people who are authorized to purchase supplies for you on the RTEBN accounts. We will send the lists of names to all of the merchants on our Discount Supplier List and create purchasing cards for you to distribute to the Authorized Signers for your site.

**Purchasing Procedures:** Each Authorized Signer must bring a PICTURE ID and his or her Site Number when shopping. Tell the salesclerk that you are from Rebuilding Together East Bay-North.

**Order Forms:** Please use the forms that you find in your binder to order most of your supplies. Anything listed on the Material and Paint Request Form are items that the staff will order for you. (Please be sure your forms are filled in by the second HC Meeting). You can pick up your supplies at the warehouse/staging area in early April. (The location will be given at a later date.) We will give you a call when all supplies are received.

If you need to purchase an item that is not on the list, such as lumber or plumbing fixtures, please go to a merchant on the Discount Supplier List.

**Delivery:** Unfortunately, the staff does not have a truck to deliver supplies to your site. We will try to arrange to have a volunteer available with a truck if you are in dire need. Please call the office if you need some assistance.

**Tool Lending Library:** We have enclosed some information about the Berkeley Tool Lending Library (TLL), located at 1901 Russell, near the corner of Russell and MLK. It is part of the Berkeley Public Library System. If you think you might need to rent tools like a paint sprayer or electric cement mixer, please think of the TLL first. This manual includes a fine schedule for TLL, which also acts as a good list of items available. To register with the TLL, a Berkeley library cardholder must go to the TLL with proof of residence in Berkeley (for instance, a letter addressed to the person at a Berkeley address.) The staff at the TLL will stamp the Berkeley Library Card and you can check out tools that day. Unfortunately, the TLL does not take reservations for tools, so think about when you need to get your tools. Also remember that whoever checks out the tools is liable for them if they are lost, damaged, or stolen. Oakland also has a TLL available to Oakland residents only located at 5205 Telegraph Ave; 510-597-5089.

Berkeley	Tuesday	10:00-6:00
Tool Lending	Wednesday	12:00-8:00
Library	Thursday	12:00-8:00
Hours	Friday	1:00-6:00
	Saturday	10:00-6:00
	Sunday & Monday	CLOSED

## RTEBN DISCOUNT SUPPLIER LIST

Rocket Equipment & Rental 4344 Jensen St. Oakland 94605	Tel: 510-569-7464 Fax: 510-532-2476 Hours: M-F, 7:30-5:00, Sat 7:30-4, Sun 9-1	Contact: Mike Uong 10% discount, delivery and p-up
Ashby Plumbing & Heating Supply 1000 Ashby Ave Berkeley 94710	Tel: 510-843-6652 Fax: 510-843-6424 Hours: M-F 7-4:30	Contact: Glenn Preferred contractors discount approx. 35%-65%
Economy Lumber 750 High St Oakland 94601	Tel: 510-261-6100 Fax: 510-261-6101 Hours: M-F 7-5, Sat 7:30-4:30	Contact: Brad Jennings
Hertz Equipment Rental 1475 East Shore Hwy Berkeley 94710	*Direct to Cell: 925-260-3953 Tel: 510-559-4444 Fax: 510-527-1163 Hours: M-F 6:30-5:30, Sat and Sun 8-5	Contact: Kathy Faria* 10% discount, call RTEBN office for acct. #, order as early as possible
Home Depot El Cerrito 11939 San Pablo Ave El Cerrito 94530	Tel: 510-412-3400 Fax: 510-412-3413 Hours (pro desk): M-F 6-5, Sat	Contact: Pro Desk for advance orders.
Home Depot Emeryville 3838 Hollis Ave. Emeryville 94608	Tel: 510-450-8460 Fax: 510-450-8430 Hours: M-F 6-6, Sat 6-noon	Contact: Pro Desk for advance orders.
Home Depot Oakland 4000 Alameda Avenue Oakland, 94601	Tel: 510-437-8162 Fax: 510-437-8161 Hours (pro desk): M-F 6-6	Contact: Pro Desk for advance orders.
Kelly-Moore Paint Co. 969 San Pablo Ave Albany 94706	Tel: 510-525-3162 Fax: 510-525-3104 Hours: M-F 6:30-8, Sat and Sun 10-4	
Laner Electric Supply Co.	Tel: 510-215-5100	Contact: Anyone

1310 S. 51st St. Richmond 94804	Fax: (acct) 215-5135; (sales) 510-215-5111 Hours: M-F 6:30-4:30	Discount slightly above cost for most items
Lee Jones & Associates 23783 Eichler St. #D Hayward, CA 94545	Tel: 925-648-4300 Fax: 925-648-4400 Very reasonable, will deliver	Contact: Lee Jones
Tileshop 1005 Harrison St Berkeley 94710	Tel: 510-525-4312 Fax: 510-525-8430 Hours: M-F 8:30-5, Sat 9-4	Contact: Nelson or Victoria Discount varies by item
Berkeley Tool Lending Library 1901 Russell Berkeley 94703	Tel: 510-981-6101 Fax: 510-549-3054 Hours: Tu 10-6:00, W/Th 12-8:00, F 1-6:00, Sat 10-6:00	
Truitt & White Lumber Co. 642 Hearst Ave Berkeley 94710	Tel: 510-841-0511 Fax: (credit) 510-548-1302; (sales) 845-2604 Hours: M-F 7-4:30, Sat 8-noon	Contact: Anita Hammond *Truitt & White is our Green Building Resource* Discount 20%-30%
Urban Ore 900 Murray; 7th and Ashby Berkeley 94710	Tel: 510-841-7283 Fax: 510-548-0113 Hours: M-Sat 8:30-7, Sun 10-7	Contact: Dan Knapp Talk to RTEBN office about trade credits available for shopping here

## PLANNING THE EVENT & PRIORITIZING TASKS

Please realize that the bulk of your work takes place before National Rebuilding Day. It is important to prepare and plan so that the day goes smoothly and the homeowner/facility director is satisfied with the results. It is also important to communicate often with the office, your support team (First Mate, Co-Captain, etc.), the volunteers, and the homeowner/facility director about any problems or concerns.

Do not hesitate to call RTEBN staff if you have any questions. Communication is the key to an organized work site and a successful National Rebuilding Day.

After you have met with the homeowner/facility director, evaluated the home/facility, returned your completed forms, requested your volunteers, and developed a list of required supplies, please start to think about how you will complete all the work. Advance planning will make the prep days and National Rebuilding Day much easier and more productive. Consider the following tips while you plan:

At least one prep day before the primary workday is recommended. We have found that Prep Days are the single most important factor in ensuring a site is finished on the main workday. On prep days, specialized and general volunteers work with the HC and First Mates to prepare the site for the building blitz on the main workday. Depending upon each site's individual needs, important prep tasks could include scraping and sanding prior to painting, and removing clutter from within the house to provide space for volunteers to work. A few hours invested by a few of your colleagues and general volunteers will make for a far more manageable workday. For large projects, 2 to 4 are the norm.

Visit your site in early April with our Intern, Olivia (when possible), your Co-Captain, First Mate and Team Leaders to insure that everyone has a good understanding of the project and is fully prepared.

Try to prioritize the jobs in advance, simplify the directions for volunteers during the workday, and communicate the most important tasks to the volunteers. Some HCs and First Mates make task lists with estimated finishing times. The lists are posted in the appropriate places on site to help guide the volunteers and enable them to meet the project goals. This can also be used at the end of the day to evaluate the accomplishments with the homeowner/facility director.

Start with the jobs that will require waiting time first so that you can finish them towards the end of the day. For example, consider the time needed to prepare, prime, paint, and dry when planning a painting job. Try to start early and use the lunch-break as a time for paint to dry.

Plan to spread volunteers around the house so that people don't trip over each other.

Maximize your use of specialized volunteers -- Make sure that they have visited the site beforehand and have a good understanding of their task. Remind them to bring the appropriate tools for their assigned work. Have materials ready and a work space cleared out. Plan to have general volunteers assist them. People might have a more satisfying volunteer experience if they can teach someone or learn something about home repair.

Create a rotating schedule of people assigned to loading the dumpster. Valuable space can be saved by loading the dumpster thoughtfully (for example, breaking down boxes, etc.).

Make another rotating schedule of at least two volunteers in charge of cleaning paint brushes/buckets and keeping supplies orderly throughout the day. The end-of-the day clean-up will be remarkably easier!

Identify backup tasks you can accomplish if things get finished quickly or there are volunteers with free time. Yard work, cleaning windows, etc. could probably keep everyone busy for another month!

Utilize any special talents (for example: photographers, volunteers interested in helping the homeowner/facility director, drivers willing to pick up supplies, etc.).

Work with the Site Safety Coordinator to ensure safety conditions on your site. If you plan to utilize any special equipment or systems, please let the SSC know.

We will have plenty of supplies and materials in our warehouse/staging area (location to be determined). All the materials and supplies you request will be clearly marked with your site number on it. Please help us keep costs down by checking with us before you make a purchase somewhere else.

Always touch base with the Homeowner/Facility Director

Consult with the homeowner/facility director about their priorities and what you plan to accomplish in one day with only volunteer labor. Let them know about safety hazards that you have discovered and tell them if their "wish-list" is unreasonable -

- the RTEBN program concentrates on safety repairs first. Remember not to make any promises that you will not be able to keep
- many times a well-intentioned "maybe" gets misinterpreted as a promise.

### **Picking Up Last Minute Materials and Supplies on the Workday**

It is inevitable that it will be necessary to purchase last minute items. Each site should have a designated Runner - not the Captain, First Mate, or Team Leader - who can get materials. Do not request materials or send your Runner out until you have had someone thoroughly check the job site for the item(s) or called the RTEBN office to check availability. The Runner should go to one of the local supply stores on the Discount Suppliers List or to any other convenient location with reasonable prices. Please do not send Runners to a supplier out of town on the workday. Remember that as a HC, you should never leave the site unless it is absolutely necessary. The limit for spending on incidentals is \$100. All reimbursable purchases should be recorded on the Expense Reimbursement Request (Tab B) with the name of the person to be reimbursed, the site number clearly noted on the sheet and with the relevant receipts. If you have any questions or concerns about money and reimbursements, contact the RTEBN office. If there is an unexpected situation that will require more than \$100 for incidentals, contact an RTEBN staff member for review and approval.

### **YIKES! I Need Help!**

Please feel free to call the office if you are feeling overwhelmed. The RTEBN staff is here to assist you! In addition, we will have former HCs on-call to provide assistance. Additionally, the required HC meeting will be a great opportunity to troubleshoot problems with seasoned HCs, First Mates, Team Leaders, and Staff.

### **National Rebuilding Day**

This section provides some information about National Rebuilding Day. Use the checklist at the end of this section to make sure you have completed all the necessary preparations.

#### **Before the Volunteers Arrive**

You will want to arrive on site by 7:30 AM with your Co-Captain, First Mate and Team Leaders to make sure that everything is ready to go. Your other volunteers will arrive at 8:30

#### **Your set-up might include:**

- Setting up a sign-in table with volunteer waiver forms, T-shirts and safety postings
- Setting up a supply area (including check in/out for tools so that everyone gets their tools back)
- Checking in with the homeowner/facility director to make sure that they feel prepared and involved and they know that this day is as important to you as it is to them. Answer any questions they have and let them know where you will start working. This is also a good time to repeat our desire to get the whole family involved.
- Posting tasks to be accomplished in each room or area. Volunteers will be able to cross off the tasks as they are finished.
- Once the Volunteers Have Arrived, Meet as a Group to:
- Make sure that the First Mate has the volunteer waivers signed and T-shirts distributed.

- Introduce yourself, your Co-Captain (if you have one), First Mate, Team Leaders and other assistants.
- Explain your various roles.
- Introduce the homeowner and any other family members who are present.
- Allow the homeowner to say a few words about themselves.
- Remind volunteers that this is a HOME and we should work with the utmost care and respect.
- Give volunteers a better idea of the entire RTEBN program: # of sites being done, # of volunteers involved, goals of the program, etc.
- Provide an overview of the work to be done at the house or facility, and the time frame.
- Tell the volunteers where the supplies are located.
- Tell the volunteers who to ask if they need something they cannot find.
  
- Emphasize safety and review safety instructions and emergency procedures. Introduce the Site Safety Coordinator and explain his/her role.
- Show everyone where the First-Aid Kit is kept. Make sure all emergency numbers and safety posters are prominently displayed throughout the site.
- Warn about the danger of power tools, the need for safety goggles, and the need to be cautious on and around ladders.
- Tarp-off neighboring property, autos, etc.
- Organize volunteers into teams by trade or task (an ideal team is about 6 people). Give them a set of goals and guidelines. Let them select a team leader who then reports to you and remember to spread out younger volunteers across teams.
- To enhance productivity, encourage the volunteers to direct questions to their Team Leaders before asking the HC. The HC should appoint a "point person" to liaise with the homeowner.
- Motivate the volunteers for a great day of exhausting and rewarding work.
- Inform volunteers that a Team Photo will be taken at lunch. MOST IMPORTANTLY: Encourage them to stay onsite during lunch.

## During the Day

As much as possible, try to involve the homeowner/facility director in decisions that need to be made such as the placement of furniture, etc. If anything unusual needs to take place, make sure you ask the homeowner's/facility director's permission.

ALWAYS ask the homeowner's/facility director's permission before discarding anything. In the past, distraught homeowners have called the RTEBN office to ask about items that volunteers tossed out before making sure that they weren't wanted anymore. As an example, one homeowner became very upset after volunteers had worked to fill three dumpsters full of

his old belongings. When he finally calmed down, he told us that "a man isn't anything without his junk." Just remember the old saying about one person's junk being another's treasure.

**Volunteer Safety:** It is very important that you prevent volunteers from getting into any dangerous situations. We do not want anyone hurt, and our insurance has some specific limitations. For example, we cannot allow any general volunteers to do roofing work or allow anyone to climb on a ladder past a second story. Utilize your Site Safety Coordinator and use your best judgment for other situations as they arise. Please call the RTEBN staff at any time if you have specific concerns.

Remember to emphasize the need for safety throughout the day -- especially during your introductory meeting with volunteers in the early morning and before everyone begins working again after lunch. Also, please do your best to plan ahead to ensure that your site will be safe. Don't forget that many of the volunteers are unfamiliar with power tools and are not accustomed to physical labor.

**Talking with the Media:** During National Rebuilding Day, a reporter may visit your work site. The First Mate is responsible for interacting with them and being their host. Please carefully review the Communications Plan in your handbook before the event so that you're familiar with tips for interacting with the media. Good press relations can mean more support for RTEBN in the future.

### **Cleaning Up, Hazardous Materials, Excess Trash, Leftover Materials**

Making the repairs or painting the rooms is not enough -- we have to clean all traces of our work before finishing time. We must leave the home in better shape than we found it. It is best to start clean-up around 3:30 p.m. By mid-afternoon, many volunteers are worn out. Trash should be placed in the debris boxes.

Materials should be cleaned and returned to the warehouse/staging area at the end of the workday or on the Tuesday or Wednesday following the workday. Assign two or three volunteers to this task to be sure it will get done.

**Hazardous Materials:** There is a significant change in the procedure for handling hazardous materials in previous years. HCs will be responsible to arrange for disposal of "typical" household hazardous materials, while professionals are available for "atypical" disposal needs. Please survey the site and identify Haz Mat materials during your early site visits and report it to the RTEBN office so that we can make disposal arrangements. The RTEBN staff will be able to determine which procedure your site requires based on the answers you provide on the form. Hazardous waste includes oil, gasoline, old paint, etc.

If work at your site disturbs lead paint, it is critical that you follow the procedures provided by Alameda County to properly clean your work areas and to dispose of contaminated materials.

**Excess Trash:** If you run into any last minute problems or have excess trash, please call the RTEBN office. We can try to arrange for garbage to be dumped in a debris box at another site (during the earlier part of the day, we can call for the debris box to be dumped and replaced).

### **Leftover Materials**

Open paint: Leave with the homeowner/facility director.

Unopened paint, leftover material, and reusable supplies: Bring to the warehouse/staging area on the dates and at the times designated above.

Please return all rental equipment ASAP to minimize expenses!

### **At the End of the Day**

Before leaving, please walk through the home/facility with the homeowner/facility director and show them what was accomplished - and was not - accomplished. Be sure that you both initial items on the Scope of Work Agreement and signed the form.



## Typical Problems

Problems are to be expected during the workday. Those typical are discussed below.

**No-Shows or Too Many Volunteers:** Sometimes volunteers fail to show up. Determine if you can get by without them. If not, call the office as soon as possible and we will make every effort to send additional volunteers. If you have too many volunteers, please call the office so they can be put to work at another site.

**Couch Potatoes:** There have been instances in the past where homeowner's family members sat and watched TV while discouraged volunteers worked around them. If you foresee this problem, ask the homeowner to have the family members leave the site. If they will not leave the site, please call the office to discuss terminating your project.

**Don't Open Up a "Can of Worms":** During the workday, you may run into problems that become more and more serious despite your best efforts. You must be careful not to open a "can of worms" that neither the homeowner nor the RTEBN office can handle. **RTEBN TEAMS MUST BE SURE NOT TO LEAVE THE HOMEOWNER WITH MORE WORK TO DO THAN WHEN THE VOLUNTEER TEAM STARTED.** Most homeowners do not have the resources to complete the projects. Balance what you would like to do for the homeowner with what is realistically possible to accomplish.

**More Extensive Repairs:** Sometimes when you open up walls, ceilings, and/or floors, you will discover that more extensive repairs are needed. If this is the case, you have to make some quick decisions. Can you still make the repairs in one day? Do you have the required tools and materials? Do you have the necessary specialized volunteers to do the work? Are some volunteers willing to return on another day if the repairs are not completed at the end of the Rebuilding Weekend?

If you just simply cannot finish on the workday: See if some volunteers will commit to return the next day, the next weekend, or during the week to complete the work. However, do not make promises to the homeowner/facility director that may be difficult to keep.

If something must be repaired and no one at your site can do the work: call the RTEBN office immediately. We might be able to send a volunteer from another site.

If you do not have the necessary supplies: Often, the homeowner may have needed materials in their garage or the RTEBN office might be able to locate the supplies. Even if the problem isn't a big emergency, you should always call the office to get assistance in locating additional volunteers and supplies.

### Use Your Imagination!

Though there are a variety of resources designed to assist you, the nature of RTEBN does not lend itself to taking a long time to solve problems. At times you will need to use your imagination and creativity and do the best you can. Remember that the office is always willing to help solve problems -- please call if you need assistance.

## Rebuilding Together Communications Plan

### Communicating with the RTEBN office:

It is important that the office be in touch with the work sites during the workday so that we can assist with volunteer or material needs as well as troubleshooting. We have designed our organizational structure so that your event will be successful. Remember, we can only help you if we hear from you! Here are several ways to keep the lines of communication open:

**Phone:** Call the office at 644-8979 if you have a request for materials, volunteers, or technical assistance during the workday. In addition, someone in the office will call each house between 9:00 and 11:00 am on your workday. Please ask your homeowner/facility director to keep the phone line open during the workday.

If you have a request for the RTEBN office, please begin your phone call by identifying yourself and the job site

**Runners:** A runner from the RTEBN office may be able to pick up materials for you. We also recommend that each site have at least one runner. The HC, First Mate, and Team Leaders CANNOT be runners.

**Troubleshooters (Office to FM Runners):** We have troubleshooters who will check in with the First Mate at each house at scheduled times throughout the course of the day. They will focus on First Mate support and safety issues, but can also be used as a resource if necessary.

## COMMUNICATING WITH THE MEDIA

If a reporter arrives, please introduce yourself and the homeowner/facility director to the press, spelling names if necessary. The First Mate will handle media interactions. In the absence of a First Mate, please handle this yourself. Do what you can to help the homeowner/facility director feel comfortable with the media. Make sure the homeowner/facility director does not mind the publicity.

Be honest in answering questions. Explain what you are doing, how many volunteers are at the site, etc. Talk about the problems that are being repaired, the “neighbor helping neighbor” aspect of RTEBN and the many benefits resulting from this project.

In general, be familiar with the history of the Rebuilding Together (aka: Christmas in April) program. Please see the fact sheet for information about the history and accomplishments of this Rebuilding Together affiliate and the work that is expected to be accomplished this weekend.

Remember to mention that we are a non-profit, community effort reaching-out to those who cannot afford to have the work done themselves. Our goal is to make these homes safer, healthier and more secure places to live. This work will allow elders and the disabled to continue living independently. Most of all show that you believe in what the Rebuilding Together program is trying to accomplish, and that you are proud to be involved with a program where you can give something back to your community.

Even if you are not comfortable spending time with the media, please try to remember that good press coverage means that more people will become aware of the program and its effectiveness in helping our neighbors. It may even mean more support for next year.

Please use any opportunities to highlight sponsors and other contributors.

If the press arrives at your site, get the name and phone number of the reporter, cameraman, etc. and a phone number so the RTEBN office can follow-up.

Please Note: A volunteer photographer may be at your site during parts of the day and at lunch time to take a Team Photo in front of the Sponsor Banner/Sign. It is extremely important that the photo is taken with the Sponsor logo visible. The pictures are given to the Sponsors as recognition gifts for their financial support.

## Security Plan

### Visitors

RTEBN works on homes of low-income seniors and disabled persons, and at public facilities. Visitors to these sites should be welcomed by the First Mate, who may discuss the work being done and the significance of the facility to the community. No visitors should be unaccompanied at any time.

Visitors who wish to work may be assigned to a task at the discretion of the HC, and only after they have been approved by the homeowner/facility director and they have signed a waiver form. Remember, Rebuilding Together is intended to be a community effort and we hope to promote change through empowerment of the community in which we are working. However, if the HC feels that participation of the visitor on this day is inappropriate, the individual's name, address and phone number should be obtained so that the visitor can be notified for the next volunteer event.

If a visitor poses a potential threat to himself/herself, others, or property, the HC should be notified immediately. Depending on the severity of the matter, the HC may elect to get the authorities involved.

**Police non-emergency number:** (510) 525-7300 for Albany  
 (510) 981-5900 for Berkeley  
 (510) 596-3700 for Emeryville

**Call 911 if the situation warrants an emergency call.**

**Tools:** Tools must not be left unattended. Tools not being used should be returned to the care of the volunteer(s) assigned by the First Mate to keep tools secure and in order, in an area designated by the First Mate.

VIP's and media should be directed to the First Mate first, or in the alternative, the HC.

**The RTEBN office must be notified immediately of any security problem and/or the arrival of elected officials, media, or other VIPs.**

## Volunteer Job Descriptions

### FIRST MATE JOB DESCRIPTION (VOLUNTEER/LOGISTICS COORDINATOR)

#### MAIN DUTIES:

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- Recruit or help to recruit workday and prep day volunteers
- Provide support to the homeowner/facility director before and during National Rebuilding Day
- Provide non-construction assistance to HC
- Complete administrative tasks, especially processing waiver forms and thank-you notes

#### REQUIREMENTS:

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- Have experience with, and be comfortable handling large groups
- Be well organized and comfortable with many details
- Be willing to perform the tasks in this Job Description, including being at the site during the entire workday

#### TASKS PRIOR TO NATIONAL REBUILDING DAY:

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- Attend 1-hour orientation
- Participate in site visits with the HC and Team Leaders to meet the homeowner/facility director and become familiar with the project

- Pre-arrange with owner the use of the bathroom and drinking water, or identify the need to make alternative plans, and inform volunteers on the workday of arrangements
- Assist the HC/Co-Captain in overall coordination of efforts
- Make any food arrangements. For National Rebuilding Day, confirm the number of lunches needed and order. Arrange for coffee and donuts for the morning. Make food arrangements for prep days.
- Contact the volunteers to get a better idea of their skill levels, personalities, etc. to assist the HC in assigning jobs. Help plan assignments for the more fragile volunteers so they can be assigned meaningful but less strenuous tasks (such as Homeowner Companion or Supply Coordinator).
- Confirm that all volunteers have received a letter detailing the specifics of the event: location, time, tools to bring, directions, public transportation, safety tips, assignment, etc.
- Provide the HC with a firm head count of volunteers and their skills.

#### **TASKS AFTER NATIONAL REBUILDING DAY:**

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- Be certain that the sign-in sheets and waivers are returned to the RTEBN office.
- Help the HC complete and return the completed/signed SOW to the RTEBN office.
- Join us at the Volunteer and Sponsor Appreciation Event (Invitation to follow)

#### **THE DUTIES OF THE SITE SAFETY COORDINATOR ARE AS FOLLOWS:**

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The HC is ultimately responsible for safety on the site. The SSC, who answers to the HC, has the authority to identify and correct an unsafe condition, or to pass the issue on to the HC to correct, as appropriate. Any such actions must be reported to the HC.

At minimum, the SSC will be familiar with construction site safety practices as covered in the RTEBN SSC orientation and/or the RTEBN Safety Manual.

S(he) will check-in and with the HC on arrival and will be aware of the types of work and the number and type of volunteers scheduled. (RTEBN will provide the SSC with a brief description of the scope of work.)

The HC will introduce the SSC as part of his/her morning talk.

In addition to working as a general volunteer, the SSC will make hourly rounds of all the work areas at the site, observing work practices. If volunteers are working unsafely, the SSC will stop them and demonstrate the correct and safe practice, if (s)he is familiar with it. The tone should be educational and friendly.

If there is a need for additional volunteer instruction, the SSC may point the matter out to the Team Leader so the (s)he can provide instruction.

If a volunteer is willfully uncooperative with safe work practices, the SSC should inform the HC, who may ask the volunteer to leave the site.

If volunteers or homeowner/family members are under the influence of mind-impairing substances, the SSC will bring the situation to the attention of the HC immediately.

Responsible for filling out checklist and returning it to the First Mate at the site at the end of the workday.

If a serious condition exists, the SSC will either correct it or go to the HC for immediate resolution, as appropriate. Please inform the RTEBN office immediately at 510-644-8979 of any and all serious safety issues!

ONCE THE WORKDAY IS OVER AND YOU HAVE COMPLETED ALL THE WORK AT YOUR SITE, WE HAVE ONLY A FEW MORE REQUESTS, PLEASE:

**COMPLETE AND RETURN TO THE RTEBN OFFICE (DROP OFF OR MAIL IN SASE):**

- Completed Material and/or Labor Donations Form
- HC Evaluation Form
- Site Reimbursement Record with Receipts

The staff will be in contact with you after the event to debrief with you.

Finally, we hope you will join us for the Volunteer and Sponsor Appreciation Celebration. It's a great way to wrap up the year and toast your success!

**WITHOUT YOU, OUR WORK WOULD NOT BE POSSIBLE.**

**THANK YOU VERY MUCH FOR YOUR TIME, EFFORT, AND GENEROSITY**

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