



## Volunteer Guidelines

### Planning a service project with Hope Disaster Recovery (HDR)

**We are blessed that you have chosen to plan a trip to our area to help!**

**Our mission is to help communities recover from disaster.** No one church, government agency, business, or organization can respond completely to a disaster; it takes many hands, hearts and minds. Combining the resources of volunteers and donors to meet recovery needs requires much planning and coordination.

**If you are an individual**, please register on our [Individual Volunteer Registration Link](#).

**If you are leading a volunteer team**, please register your team on our [Team Leader Registration Link](#).

Upon receipt of your registration, the HDR Volunteer Coordinator will reach out to you to discuss your trip.

See below for HDR Volunteer Guidelines and thank you for serving with us!

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### Home Repair Work Project(s)

The scope of work for each volunteer or team of volunteers will be dependent upon the skill level, supervision, and time available for your service project. The information provided will enable us to schedule meaningful work that is consistent with our mission and your skill level.

**NOTE:** If you are registering a volunteer team, it is extremely important for each of your volunteers to complete online registration. Based on the number and composition of skills/ages of your volunteers, we have some suggestions as to what leadership/supervision might be needed for you to provide for your team.

*For every 7 unexperienced volunteers over the age of 18, we ask for 1 experienced leader/supervisor.*

*For every 4 youth who have completed 10<sup>th</sup> grade but are under the age of 18, we ask for 1 experienced leader/supervisor.*

### Home Repair Volunteer Age

We require that all volunteers have completed the 10<sup>th</sup> grade prior to your work/serve date. While we have some home repair projects that younger volunteers can perform, these are not our standard projects. In the event you or any on your team of volunteers have not completed the 10<sup>th</sup> grade, please contact the HDR Volunteer Coordinator to discuss the types of projects available during your travel dates. We will make every effort to accommodate younger volunteers.

### Liability Waiver

We require that every volunteer read and acknowledge the online Liability Waiver and if the volunteer is a minor, the waiver must be acknowledged by their parent or legal guardian. This must be done before we can place the volunteer on a project site.



## Volunteer Guidelines

### Photo ID

Each volunteer over the age of 18 is required to provide a state issued photo ID. Volunteers who are minors and do not have a state issued ID may provide a school issued photo ID.

### Arrival and Departure Process (for those utilizing HDR for lodging)

Arrival / check in time is no later than 6:00 p.m. In the event you will be arriving later than 6:00 p.m. you must notify your lodging contact and/or the HDR Volunteer Coordinator. Departure / check out time is 8:00 a.m. unless you have made prior arrangements with your lodging contact and/or HDR Volunteer Coordinator.

### Standard Work/Serve Day

Our standard work/serve day is 9:00 a.m. to 5:00 p.m. with a 1 hour break for lunch. The exception to this is Sunday when we encourage volunteers to attend the local church service of your choice. If you elect to work/serve on Sunday, the standard hours are 1:00 p.m. to 5:00 p.m. If you elect to take Sunday off, please communicate this to the HDR Volunteer Coordinator.

**NOTE:** The last 30 minutes of any work/serve day should be devoted to clean up.

### Transportation

Your transportation to and from the area to work/serve and during your stay is your responsibility. If you find you need assistance with transportation, please communicate with the HDR Volunteer Coordinator.

**NOTE:** If you are traveling with a team, it may be helpful for you to bring a trailer for transporting tools and materials as needed.

### Clothing Requirements

**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 be allowed in most situations. Smooth leather soled shoes are not allowed as these can be a slip hazard on wet flooring surfaces.

**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 sleeve shirts will be required for your safety. Those circumstances may include, 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 those items can increase the chance of injury as well as damage the jewelry.



## Volunteer Guidelines

### General Conduct

**Language:** We want the volunteers to interact and enjoy the process while refraining from language that is profane, crude or disrespectful. Please remember you are in a person's home and disparaging comments about the flood damage, decorative elements or furnishings may be offensive to those who are already suffering.

**Cell Phones:** Cell phones on the work/serve 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".

**NOTE:** If traveling with a team, the volunteer team leaders can determine whether their volunteers can carry their phones to the work/serve sites.

**Photography:** To maintain the privacy of those affected by disaster, we do not allow cell phone photos or social media postings from work/serve sites (includes selfies). Cell/smart phone also 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 resident.

**Alcohol/Drugs/Tobacco:** The use of alcohol, illicit drugs or tobacco products is prohibited on the work/serve site. A prescription drug should not be used if it impairs balance, vision or any cognitive functions. The restriction on tobacco products includes; cigarettes, cigars, pipes, vape pens and chewing tobacco.

### 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/serve 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/serve in, on or around condemned buildings.
- Use caution when working at heights or on steep roofs.
- 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 to ensure a safe perimeter for the saw and debris field. Chain saw operators should be equipped with safety glasses, hearing protection, gloves and sturdy shoes.
- When working in wet conditions, please 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. HDR should have cleared this already, however if you suspect asbestos is present, please notify the Site Supervisor immediately.

## Volunteer Guidelines

### General Volunteer Health and Safety (continued)

- 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 as soon as possible after working with suspected 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, please call 911. Make sure you know the address of the work/serve site so you can give proper information to the 911 operator.
- Daily cleanup of the work/serve site is essential to a safe environment. At the end of the day, your work/serve 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 a task, talk to your Site Supervisor. There may be other tasks to which you can be assigned. Your safety and comfort is very important to HDR.
- If possible, it is strongly recommended that all volunteers have up to date immunization and tetanus prior to your work/serve date.

### Required Volunteer Protective Gear (each volunteer must have)

- ✓ Safety Glasses: If possible, should have sideguards. If you wear glasses, you should have the type that fit over your standard eyewear.
- ✓ Work Gloves: Should be heavy duty material or leather. Added grip surface is recommended.
- ✓ Dust Mask: Can be simple disposable over the mouth and nose type. If disposable, make sure to have one for each day on the work/serve site. 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

### 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