



House Captain Handbook

Planning ahead is the key...

Introduction

The bulk of your work takes place before the actual event. It is important to prepare and plan so the day goes smoothly and the home repairs are accomplished. Pre-planning will make the day more productive. This section describes the things you need to do before event days and provides some guidance in completing them. At the end is a handy checklist.

Preparing for the Visit to Your Assigned Site

Before you visit your assigned site, review the homeowner application "Wish List," Scope of Work, Work Plan--Activities, and Work Plan--Volunteer Assignments forms. Use them as guides. Conduct your walk-through and make a list of the tasks. *You are responsible for determining the scope of work that can realistically be accomplished and the materials required to do that work.*

Take with you on your visit:

- ☐ ☐ Paper, pen and clipboard
- ☐ ☐ Measuring tape
- ☐ ☐ Masking Tape
- ☐ ☐ Flashlight
- ☐ ☐ Tape recorder (if possible)
- ☐ ☐ Materials and supplies form

If you do not feel completely comfortable in assessing and estimating what needs to be done, take a pro with you. Rebuilding Together has skilled people available to help you if you need it. Call your affiliate office for help with names.

As a result of this visit, you should be able to complete the forms: Scope of Work, Work Plan--Activities, and Work Plan--Volunteer Assignments forms and Material and Supply Order forms, and determine the number of volunteers needed — both skilled and unskilled.

Remember to be realistic about what can be accomplished in one day. You may find that some tasks should be done in advance in order to fully utilize the volunteers (e.g. sheet rock and tape in advance so the walls are ready to be painted on Saturday). Please remember that you are responsible for coordinating the pre-work.

Visiting Your Assigned Site & Meeting the Homeowner

As soon as you are assigned a house, call the homeowner and make arrangements for your walkthrough visit. This visit may take 1½ to 2 hours.

Ideally, your Volunteer Coordinator and Homeowner Companion should join you.

The purpose of your visit is to:

- ☐ ☐ Introduce yourself as the contact point for Rebuilding Together.
- ☐ ☐ Summarize what Rebuilding Together is.
- ☐ ☐ View the site and determine a reasonable amount of work to be done on rebuilding day. Priorities are making the home safe, warm, and dry. If the house looks nicer when you are done that is an added bonus.
- ☐ ☐ Discuss with the homeowners any priorities they have and/or identify any you think are important.
- ☐ ☐ Develop a task list and complete the appropriate Material and Supply order forms
- ☐ ☐ Determine skill labor requirements.
- ☐ ☐ Describe what you expect to be done on your rebuilding day and be realistic. It's better to underestimate and have the homeowner surprised than overestimate and have the homeowner disappointed!
- ☐ ☐ Identify any limitations or things you will not be able to do.
- ☐ ☐ Reiterate that you make no promises regarding what work will be done. However, any work undertaken will be completed, even if that means coming back in the near future.
- ☐ ☐ Talk to the homeowners about the possibility of pre-work and return visits by you. Ask how much advance notice they will need from you.
- ☐ ☐ Indicate that things may be a little chaotic and there will be a lot of people in their home on the event day. Emphasize that they can ask any questions or tell you any concerns.

(If this applies to your program) Explain that volunteers will be wearing Rebuilding Together T-shirts. If the homeowner has any question about individuals in their home, he or she should contact their Homeowner Companion, Volunteer Coordinator, or House Captain.

Explain that most volunteers will be unskilled and that skilled workers will be doing the more intricate tasks. Describe how you wish to have family and friends involved and how they can help. Let them know that this is a family and community spirited program, they are invited to work with us, and will be appreciated. (All able-bodied residents are expected to assist).

If needed, help with transportation arrangements if any residents do not want to be present. If the homeowner is not present, another family member or close friend who can speak for the homeowner should be there. Transportation arrangements might be considered for children under 14 and any family pets for safety reasons. Please work on this with the homeowner and Homeowner Companion.

Ask the homeowner to take down wall hangings, remove breakables, and put away valuables before the work day. Use your discretion if you feel the homeowner is unable to do these things and offer to get him/her help from the Homeowner Companion. *Request that the homeowner start marking things to be discarded with masking tape.*

It is important that you are realistic, even conservative, in your assessment of what can be done by primarily unskilled volunteers in one day. The mere mention to a homeowner that you might be able to do something for them creates an expectation. **Please do not tell the homeowner you might do something unless you are sure you will get it done. A surprise is better than a disappointment.**

Prioritizing the Jobs

- ☐ Assign jobs that will require waiting time first. For example, plaster or paint takes a while to dry before a second coat.
- ☐ Spread volunteers around so you don't have people tripping over each other.
- ☐ Maximize your use of skilled volunteers. Make sure all the materials are ready. Clear out work areas so they don't waste their time. Plan to have unskilled volunteers assist if necessary.
- ☐ Identify other areas you could work if you have volunteers with free time: yard work, cleaning windows, etc.
- ☐ Plan to use any special talents the "unskilled" volunteers have, such as photography.
- ☐ Plan to get large amounts of trash out to the street early. You may not know when the trash truck is scheduled to be at your house, and even if you do, schedules change and the amount we can accumulate does grow. Find out about arrangements for a dumpster at the house.

Volunteer Needs

After reviewing the rehab work to be done and considering other things such as yard work, cleaning, clean-up, and trash removal, determine the number of skilled and unskilled volunteers you need. *Keep in mind that some of your volunteers will not be used to a full day of physical labor. They may tire early. There may be some no-shows.* Take this into account when determining the number of people you need.

A Volunteer Estimate Form is provided so that you may list an estimate of the number of volunteers you will need. Remember to determine the number of skilled volunteers required based on the type of work. You must also decide whether one or more than one person with a particular skill is necessary. Use the Volunteer Estimate Form to record your estimates. After you submit your request for volunteers, you will receive a list of the volunteers assigned to your home. If you would like to revise that number, call: **503-943-7515**

_____ For unskilled volunteers
_____ For skilled volunteers

Completing Your Work Plan

After you have visited your site, determined and prioritized the jobs to be done and assessed volunteer needs, fill out the Scope of Work Plan, Work Plan--Activities, Work Plan--Volunteer Assignments, Material & Supply Order, and Volunteer Estimate forms found in the Appendices. Completing these forms may seem tedious, but experience has shown it makes rebuilding events much easier and less hectic. It also helps to prioritize the jobs and to give your volunteers direction as to the most important tasks. Such a list can also be used at the end of the day as an evaluation device.

Calling Volunteers

Either the House Captain or Volunteer Coordinator should call all the volunteers, both unskilled and skilled, one to two weeks prior to the event. Stress the importance of promptness so that the morning meeting and pep rally will be experienced by the whole team. During this phone call,

- ☐ Remind them of the day and get their commitment that they are coming.
- ☐ Tell them what time to arrive and when the day will end.
- ☐ Briefly describe the work to be done.
- ☐ Share any important information about the family.
- ☐ Ask unskilled volunteers if they have any special skills that they can share.
- ☐ Ask them to bring any tools they have. Make sure they put their names on the tools.
- ☐ Provide them with directions to the house. (Maps will be provided to House Captains.)
- ☐ Stress the fact that you are counting on them, appreciate their participation, and look forward to meeting them in person.

Volunteer Waivers

- ◆ All volunteers must complete and sign a Volunteer Liability Waiver and photo permission form. No one may work without completing one.
- ◆ The minimum age for volunteers is 14. Volunteers between the ages of 14 and 18 **must** have a *Medical Authorization and Volunteer Liability Waiver* signed by their parent or guardian.
- ◆ Children (under 14) should not be brought to the work site.
- ◆ Be sure supplies of waiver forms are available at the project site on the Rebuilding Together Day.

Planning For the Work Day

CHECK LIST

<u>Task</u>	<u>Date Accomplished</u>
<input type="checkbox"/> Choose volunteer coordinator and homeowner companion:	_____
<input type="checkbox"/> Visit your assigned house:	_____
<input type="checkbox"/> Create and submit materials and supplies list:	_____
<input type="checkbox"/> Submit list of volunteers:	_____
<input type="checkbox"/> Call all volunteers:	_____
<input type="checkbox"/> Plan scope of work:	_____
<input type="checkbox"/> Check delivery of large supplies:	_____
<input type="checkbox"/> Pick up small supplies:	_____
<input type="checkbox"/> Purchase incidental supplies:	_____
<input type="checkbox"/> Call homeowner as a last minute reminder:	_____