

**UNITED WAY  
DAYS OF CARING  
MAY 6 – 10,2019  
AGENCY MANUAL**

**(RESPONSIBILITIES, DUTIES, NEEDS  
FOR A SUCCESSFUL DAY)**

## UNITED WAY DAYS OF CARING

### Overview

Days of Caring are days of service when local businesses encourage their employees to volunteer at nonprofit agencies and schools throughout the region. Volunteer teams of all sizes tackle meaningful projects addressing community and agency needs.

Days of Caring was established to promote the spirit and value of volunteerism, increase the awareness of local human service agencies and schools, and demonstrate what people working together for the community's good can accomplish.

### Participants

**Agencies:** All participating nonprofit agencies must be located Hancock County. Project sponsor must be a non-profit 501(c)3 or school, or approved entity. Projects sponsors such as a for-profit assisted living facility may submit projects so long as such projects benefit the client. Agencies must submit projects through the United Way and not recruit volunteers directly.

**Volunteers:** Volunteers will be recruited from local businesses and organizations by the United Way. Each participating company or organization will provide a volunteer team leader to coordinate a volunteer team, communicate with team members, and communicate with an agency representative. Businesses with multiple projects should assign a team leader at each location.

### Contact Information

For questions regarding Days of Caring, please contact:

[Bev Phillips, Community Services Director](#)  
[United Way of Hancock County](#)  
[Beverly.phillips@uw Hancock.org](mailto:Beverly.phillips@uw Hancock.org)  
419-423-1432

## Policies and Procedures

### **Purpose Statement:**

Days of Caring is an event supporting the United Way's mission to rally resources to address the community's most pressing needs. Specifically, Days of Caring is a week-long event when local businesses and organizations partner with nonprofit agencies to make a difference in our communities.

### **Responsibilities of the United Way:**

- Planning, administration functions for Days of Caring
- Media coverage
- Recruiting volunteers
- Providing best practices and other resources
- Connecting volunteers with agency projects

### **Requirements for participating nonprofit agencies:**

- Provide snacks and water to all volunteers
- Provide all necessary materials and equipment needed to complete project(s). You may ask volunteers to bring items they personally own if necessary.
- Contact/meet/ or provide volunteer team leader(s) with project details prior to the event to discuss any specifics. Volunteers want to know what they are doing.
- Assign project coordinator to be on site
- Inform staff/clients that this activity will be taking place

### **Requirements for Days of Caring volunteers:**

- Designate a team leader(s) for communication purposes
- Review project needs
- Meet or communicate with agency representative prior to the event

### **Projects Length:**

Projects are assigned in shifts. Projects may overlap into multiple days. Agencies will be required to maintain progress notes should the project run over several days with different teams. Please be ready to move forward with the next step of a project.

### **Project Approval:**

Projects are accepted at the sole discretion of the United Way of Hancock County and UWHC reserves the right to exclude a project.

### **Project submission date: April 28th**

Projects must be submitted electronically. If 5 or less projects a separate form should be used for each. If over 5 UW has provided a Multiple Project Sheet that can be used for each location. This allows United Way to appropriately assign the number of volunteers based on the number of volunteers needed to complete the task. The project forms are available on the United Way website.

## Project Planning Guidelines

Our Days of Caring program is an incredible opportunity to tackle large and small projects at your agency that otherwise may not get accomplished. Given the unique service opportunity, try to plan creative, worthwhile projects that volunteers will enjoy and that will make an impact on the services you provide.

Below are some guidelines to better help you plan. The answers you give to these questions will help you assess the appropriateness and scale of your Days of Caring projects and will help the volunteers better respond to your needs.

### **Project Assessment Criteria: Questions to Ask**

- Who can submit Days of Caring projects? Agencies with 501(c)3, government offices, schools, for-profits if benefiting clients.
- Can the project be substantially completed in the allotted working time with non-professional workers, allowing time for set-up, break down, and agency briefing?
- Is the size and complexity of the project appropriate, considering the volunteers' skills and allotted time?
- What is the manpower requirement, taking into account space limitations?
- Does the project require specific skill levels? For example, would you need an electrician or skilled carpenter? *(if so, we may not be able to assist)*
- What is the need vs. availability of tools and equipment, including those provided by the agency and by the volunteers? What tools can you provide, and what tools do you need the volunteers to bring from home?
- Is the project too hazardous for the volunteers? Does the work require climbing a tall ladder? Is an outdoor work area close to a heavily trafficked street without protective barriers? Is there a potential fire hazard, e.g., use of propane torch? *(Consider potential liability exposure.)*
- Will the agency clients be present? Are young children or elderly persons likely to be around the work area while the work is in progress? Does the performance of work need to be coordinated with the clients' schedules?
- Will the agency provide someone to organize and/or oversee the work being performed? *(It is essential that each agency designate a point of contact that is available most of the day, even if the designated person does not work with the volunteers all the time.)*
- Does the agency have the ability to accomplish the necessary preparatory work in advance of Days of Caring, such as purchasing necessary materials,

## Planning Details for Your Project

- Assign an alternate staff member or regular volunteer to be the project manager in the event the project coordinator or assigned person cannot carry out their responsibility.
- Assign staff members to greet volunteers, provide orientation, conduct a tour, take pictures (restrooms are essential part of tour)
- If your event is weather dependent, have an alternate plan. Days of Caring does not have a "rain date" because many projects are indoors and not affected by the weather. **It is up to the agency and team to decide on an alternate date in the event of inclement weather.** UW stresses to teams that the work still needs to be done and to jointly coordinate a make-up plan.
- Have a contingency plan if too many or too few volunteers show up or if the project takes more or less time than you estimated. (This is where a site visit with your team works wonders. They see things that could be done that you may not.) Keep in mind that the volunteers are used to the pace of a workplace. Project get completed much faster than you would anticipate.
- Nametag stickers available for your Days of Caring volunteers and staff working with them are a great way to personalize the interaction, especially if you have teams from different businesses. Breaks the ice and makes it personal.
- Be prepared for photos. Follow up photos are a great internal promotion that show the power of the volunteer. Keep photo release forms for Days of Caring volunteers and clients (if appropriate) ready/signed. Photo release forms will be particularly important for children and other agency clients. It is up to each agency or school to determine whether to use photo release and waiver-of-liability forms.
- Make sure sufficient supplies and equipment are available and ready to use. Seek donations for supplies, when necessary. In the past local businesses have assisted in providing some supplies. Never hurts to ask. Included here is a worksheet for needs. Please use this as a tool for securing appropriate supplies and equipment.
- Create a task list or instruction sheet for volunteers so that the project is as clear as possible, and you'll have fewer questions to answer. Make sure your team knows to share any other projects they see that may need completed. Sometimes we are so in tune to our business that we don't see things with fresh eyes.
- Plan ahead to provide water or other refreshments for your volunteers.
- Plan how you will interact, supervise and work with your volunteers.

- Remind clients and staff of the day's activities. Be certain everyone is aware of the plans, to avoid unpleasant surprises.
- Post important phone numbers (fire, police, and rescue squads) at the site.
- Have a first aid kit on site (including a bee sting kit, band-aids, aspirin, and ice packs).
- Have a AED on site if available.

## Determine Permit Requirements

Although we have never had a request for something of this magnitude, and may not have the skilled volunteers to assist, some of your best project ideas may require a permit from the city, state or town.

Below are some guidelines to help you determine whether or not a permit is required. The guidelines provided are general and do not necessarily reflect the rules associated with your city. Therefore, in all cases, you should check with your local inspection department or code official to help determine your permit need.

In addition to your local code official, some board members, skilled staff, current volunteers, and licensed professionals are knowledgeable resources that can help you evaluate project needs and scope.

Some examples of renovation work that **may** require building permits are:

- Building addition of any size.
- Demolition of all or part of a structure.
- Changing exits or exit components in any way, especially in public buildings including commercial and institutional occupancies.
- New structures including sheds, gazebos, awnings.
- Structural changes or repairs.
- Renovations that will add or significantly alter plumbing or electrical installations.
- Enlarging existing rooms or spaces if the work involves altering the structural supports.
- Adding a dormer or otherwise modifying the roof structure.

Again volunteers are not skilled tradesmen and most likely cannot take on a project of this sort. If you have a project started and there is some non-skilled work that could be done, that is a possibility.

## DAYS OF CARING SAFETY PLAN

### General Safety Guidelines

We recognize the potential for serious injury and liability problems associated with Days of Caring, just as we do each time any volunteer offers his/her services. To help avoid the potential pitfalls and hazards that can occur during an event of this nature, please take the time to review the safety guidelines below to help ensure that the Days of Caring is both a rewarding and safe experience for everyone involved.

United Way provides the referral for volunteers. However once on site, they are considered volunteers of the agency/org. With that in mind safety is a huge factor.

Below are some actions to think about if there is an incident:

- Prior to any work being done, ensure that the volunteer team leader has emergency contacts for every volunteer.
- Stay calm. Have all of the other volunteers stop working if there is any reason to believe that the work is unsafe, or if the volunteers simply cannot focus sufficiently on the project's task. Be sensitive to the mood and needs of the volunteers.
- Designate someone else to oversee the other volunteers so that you can focus on the injured volunteer.
- Try to determine the seriousness of the incident. See if there is a volunteer that may have some training to assist the injured individual (e.g., a doctor, nurse or EMT).
- If the person has a serious injury call 911 immediately. Then call a friend or family member of the injured person, if appropriate, and the United Way of Hancock County office number at (419) 424-1243.
- If the person has a minor cut or scrape, administer first aid
- Ensure that all appropriate agency representatives are aware of the situation and fill out an incident report as required by your agency.
- Days of Caring volunteers fall liable under the participating project agency not the United Way.

### Simple Safety Suggestions

Be prepared. To help avoid safety incidents, the below chart suggests safety plans that you may want to communicate to your volunteers prior to Days of Caring.

<b>Task</b>	<b>Potential Hazards</b>	<b>Requested Safety Equipment</b>
<b>Landscaping</b>	Foot (Cuts, Abrasions)	Boots, Closed Shoe
	Hands (Cuts, Abrasions)	Work Gloves
	Legs (Cuts, Abrasions)	Long Pants
	Sunburn	Wear sunscreen
	Bug Bites	Bring Bug Spray
<b>Clearing Trails</b>	*Chain Saw Use	Hard-toed Boots
		Ear Plugs or Muffs
		Chaps for legs
		Gloves, Long Sleeves
		Safety Glasses, Goggles
<b>Painting (Interior or Exterior)</b>	Eyes	Safety Glasses
	Hands	Gloves (Latex or Work)
	Ladder Use (Use scaffolding when necessary)	Waist never above top of ladder. Never reach past arm length.
<b>Carpentry/Renovation</b>	Eyes	Safety Glasses, Goggles
	Foot	Hard-toed Boot
	Hands	Gloves
	Falls	Approved Ladders or Scaffolding
		Extension cords with GFCI's

**\*Volunteers should not operate power tools unless they are trained to do so.**

**\*\*These are examples. Please use as a guideline for all types of projects.**

## Risk Assessment Checklist

The following risk assessment checklist will help ensure that your Days of Caring project, staff, and volunteers will be as safe as possible. The checklist should be completed for each project and/or project site.

### **Overall Safety**

- Adequate liquids are available to volunteers to ensure proper hydration to eliminate heat stress exposure.
- Adequate breaks will be made part of any projects, especially in very warm conditions.
- Fully stocked first-aid kit is available and readily accessible at all project sites.
- Agency personnel and volunteers know the location(s) of first-aid kit.
- Individual trained in first-aid/CPR available at each work site.
- List of emergency numbers is available and readily accessible at each work site.
- Working phone is available at each work site.
- No volunteer will work alone at sites where mentally or physically challenged persons, recovering alcoholics, or drug addicts reside or are enrolled on-site.
- Volunteers will work in larger groups in areas identified by law enforcement as high-crime areas or will be provided with local security.
- Power tools/equipment will be checked for safety by a qualified tradesperson prior to use by volunteers.
- No volunteer will operate power tools or equipment without prior authorization.
- Volunteers will be assessed to ascertain particular allergies to plants, insect bites, respiratory sensitivity, sensitivity to chemical vapors and other personal health issues prior to beginning project.
- Personal protective equipment is available for each task, as applicable. (Safety glasses, hearing protection, gloves, hard hats, respirators, etc.).
- Staff will ensure that volunteers are properly dressed and advise on PPE listed above for the task prior to the start of activities.

## Safety Consideration for Specific Projects

### **Clean-Up Projects (trash and waste removal, general housekeeping):**

- Volunteers will be encouraged to use gloves; watch for sharp items, biohazards, puncture hazards, etc.
- Volunteers will be supervised to ensure safe operation of power equipment.
- Only experienced volunteers will operate power equipment.
- Personal safety equipment will be available for use by all volunteers.
- Proper gloves will be used.
- Lightening safety will be practiced in the event of thunderstorms.

### **Painting and Preparation:**

- Potential hazard exposure determined by reading safety data and warning labels on all paints, solvents and thinners.
- Water-based paints used wherever possible.
- Dust masks and respirators are available and will be used by volunteers involved in sanding, scraping or in areas of poor ventilation.
- Ladder and scaffolding safety will be practiced.
- Ensure safe use of any electrical painting equipment.

### **Construction:**

- Ground fault protection used for tools outside or in bathrooms or other wet areas.
- Safety glasses and hearing protection will be available and used.
- Volunteers will wear proper footwear (no athletic shoes).

**Cleaning Animal Pens:**

- Advise volunteers to use caution to avoid slipping on animal waste, holes or other uneven surfaces.
- Dust masks/respirators will be used when adding or removing bedding material.
- Proper personal hygiene will be stressed.
- Volunteers will be alerted to animal habits and behaviors.
- Behaviorally challenged animals that could become aggressive will be kept away from volunteers.
- Smoking will be prohibited.
- Hand protection will be used.
- Caution will be stressed to volunteers working with or around sharp pointed tools such as pitchforks and rakes.

**Child Care or Elder Care:**

- Agency representatives will be present during all interactions between volunteers and children/elderly to guard against any behaviors that could endanger the child/ elderly or be potentially harmful to the volunteer.
- If appropriate and necessary, have volunteers sign disclosure statement or confidentiality statements prior to event.

## SHOWCASE YOUR AGENCY

The Days of Caring program is a "ready-made" marketing opportunity for your agency! Don't miss this opportunity to show off your agency to the media, potential donors, volunteers and clients. Be creative and get the message out about what your agency does.

- Welcome your volunteers with a banner/signage and make them feel at home at your agency.
- Feature your volunteer team in your agency member/donor newsletter to report your success to the community. Other communication tools might include your website, blog, and Letters to the Editor (to thank your volunteers). Update Facebook and Twitter and use Facebook live during the day to "toot their horn" Please share any published items with the United Way for our Days of Caring files.
- Generate ideas to recognize your volunteer team while they are at your agency. It is one of the best ways to ensure they will return one day to help again.
- Prepare an information packet about your agency for your Days of Caring volunteers.
- **Give the volunteers a brief tour of your agency and a short explanation of your programs. Remember they will be anxious to get started on their project!**
- Invite the volunteers back later in the year (to see the blooming daffodils that they planted, or to participate in an activity at the recreation center they painted), or send them pictures of the finished project. You will have your team leader email and can communicate an invitation!
- Find ways to possibly engage your volunteers in your agency's programming.
- Invite board members to the Days of Caring to thank them or work with them.

## COMMUNICATING WITH YOUR VOLUNTEER TEAM

This is perhaps the most important aspect of a successful Days of Caring project. Once your project is chosen, it is entirely up to the agency and team to communicate about the details. Follow these helpful hints to make sure you and the team coordinator have covered everything.

- Confirm volunteer arrival time. Be sure the team knows the address of the project and staff is onsite when volunteers arrive.
- Require some type of advance communication with the team leaders so that the team is prepared on the day.
- Verify the number of people participating.
- Confirm the supplies that the volunteers may bring, and inform the team of the plan you have to secure other needed materials.
- Describe what the volunteer team's duties will be that day.
- Inform them if there is any heavy lifting or moving of objects.
- Inform them of appropriate clothing.
- **Discuss a rain plan and how to contact the volunteers the morning of the Days of Caring with the alternate plan. There is no rain date for the event.**
- Will you provide lunch or snacks, drinks or water?
- Is there ample parking for your volunteers? If not, make alternate plans. Suggest car-pooling to the teams or identify close parking locations.
- Remind team coordinators to leave the agency, project site and appropriate cell phone numbers with their co-workers in the event that an emergency arises and they need to be contacted during the day.

## THINGS TO DO ON THE DAYS OF CARING

- Allow time for event set up and clean up. Make sure that someone from your agency is ready when the volunteers arrive.
- Provide your Days of Caring volunteers with a sign in on. Ask volunteers to sign their names, make changes if needed, and legibly add names of volunteers not on the list. A sign in is also good way to keep them involved with your organization.
- Possibly give each volunteer a nametag sticker, and thank them for participating.
- Give your volunteers a brief orientation and tour of your agency/program:
  - Introduce your staff to Days of Caring volunteers.
  - Describe your agency's clients and services.
  - If you serve a particularly difficult or sensitive client population and they are not directly involved in the project, help the volunteers understand why.
  - Explain any necessary confidentiality issues.
  - Connect your project to the overall mission of your organization. Why is the mailing or a manicured yard important?
- Review project details with your volunteer team:
  - Introduce the agency project coordinator.
  - Explain what needs to be done.
  - Explain why it is needed.
  - Explain who the volunteers will be serving/helping.
  - Explain how the volunteers' efforts will help the agency make a difference in someone's life or enhance the agency.
  - Review expected results.
  - Review any necessary time restraints and limitations.
  - Inform your volunteers where the bathrooms and drinks are, and break areas for snacks/drinks
  - Provide any necessary training or orientation.
- Please keep this If providing an introductory tour, please keep it simple. The vols will be eager to get to work.
- Be accessible to volunteers and answer questions as necessary.
- Arrange for a break and eating area for volunteers. Make sure they know where it is. Have cold refreshments, including cups, available throughout the day, especially if you have an outdoor event.

- If possible and appropriate, you could invite volunteers to have a snack break with staff, board members and/or clients. Talk with them about the project and thank them for being there.
- Have trash containers available.
- Have extras of things you will need the most of (hammers, scissors, masking tape, etc.) (Review the supply list.)
- As in past years, a United Way staff or board member will visit most project sites to thank volunteers.

**MOST OF ALL - HAVE FUN!**

**LIVE UNITED**