



United Way  
of the Greater Seacoast

# Day of Caring Volunteer Team Leader Manual

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## DAY OF CARING

### Overview

Day of Caring is an event where volunteers from around the region join local nonprofit agencies to work on one-time service projects. Participating agencies are matched with volunteers from the community and local businesses who choose to give their time and services in an effort to impact our communities' needs. Day of Caring offers an extraordinary opportunity for you and your teammates to roll up your sleeves and make a difference in our community.

### Benefits of Participation

- Strengthen team-building and leadership skills
- Develop new relationships
- Improve the quality of life in our communities
- Gain awareness of community needs
- Market your business's community involvement to the public

### Participants

**Agencies:** All participating nonprofit agencies must be located in the seacoast region: Strafford and Rockingham Counties in New Hampshire, Eliot and Kittery in Maine. Agencies must be registered as a member of the UWGS Volunteer Action Center (VAC).

**Volunteers:** Volunteers will be recruited from local businesses and organizations. Each participating company or organization will provide a volunteer team leader to lead a volunteer team.

### Contact Information

For questions regarding Day of Caring, please contact:

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## POLICIES AND PROCEDURES

### **Mission Statement:**

Day of Caring (DOC) is an event supporting the United Way's Volunteer Action Center (VAC) mission to rally resources to address the community's most pressing needs. Specifically, Day of Caring is a day when local businesses partner with nonprofit agencies to make a difference in our communities.

### **Responsibilities of the United Way Volunteer Action Center (VAC):**

- Fundraising/Sponsorships for DOC
- Planning, administration and evaluation function for DOC
- Training agencies and volunteers
- Recruiting volunteers
- Providing best practices and other resources

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

- The agency must be a VAC partner
- Accurately represent and describe project(s) utilizing the web-based project registration tool
- Attendance at training on web-based project registration process and best practices provided by UWGS
- Provide lunch and water to all volunteers
- Provide all necessary materials needed to complete project(s)
- Meet with volunteer Project Leader(s) prior to the event
- Obtain photo releases from all volunteers, as needed

### **Requirements for DOC volunteers:**

- Designate a team leader(s)
- Team leader or other designated individual attendance at training on web-based project selection process and best practices provided by UWGS
- Meet with agency representative prior to the event
- **Volunteers must be over 18 years of age**
- Volunteers are accepted at the sole discretion of UWGS

### **Projects at Client Homes:**

As a general practice, projects at client homes will not be considered for inclusion in the Day of Caring. However, projects at group homes will be considered where agency staff is present.

### **Half-Day Projects:**

Half-day projects will be considered for inclusion in the Day of Caring. Typical shifts are 9am-1pm or 12pm-4pm. Agencies will need to ensure a project is truly half-day, provide all necessary materials as well as lunch for the volunteers. In turn, volunteers, as appropriate, should try to be flexible in their time commitment in the event that a project runs over.

### **Project Approval:**

Projects are accepted at the sole discretion of UWGS and UWGS reserves the right to exclude a project.

**Photo Releases:**

Participating nonprofit agencies are required to obtain signed waivers, provided by UWGS, from every volunteer and provide copies to UWGS. If a volunteer refuses to sign a waiver, the agency representative must notify UWGS so as to avoid using photographs that do not have approval from the subject.

**Bad Weather Plans:**

Each agency is responsible for making its own plans in case of inclement weather on the Day of Caring. Day of Caring is not cancelled due to bad weather. Project plans may need to be altered. It is imperative that bad weather plans are communicated ahead of time. On Day of Caring, it is the responsibility of the nonprofit agency representative and volunteer team leader(s) to communicate directly with each other regarding any changes in plans.

## DAY OF CARING SAFETY PLAN

### General Safety Guidelines

We recognize the potential for serious injury and liability problems associated with Day 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 any event of this nature, please review the below safety guidelines to help ensure that the Day of Caring is both a rewarding and safe experience for everyone involved.

Below are some actions to think about if an accident does happen:

- Prior to any work being done, ensure that each team leader has emergency contacts for each member of their team.
- Know the location of a first-aid kit.
- Stay calm. Alert your team leader and the agency project coordinator immediately. 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.
- Try to determine the seriousness of the accident. See if there is a volunteer that may have some training to assist the injured individual (e.g., a doctor or a nurse).
- 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 UWGS office number at (603) 436-5554.
- If the person has a minor cut or scrape, administer first aid and then fill out an accident report.
- Bring the company volunteer team roster with you on DOC in case you need to get in touch with any volunteer's household or emergency contact.

## Simple Safety Suggestions

To help avoid accidents, the below chart suggests safety plans that each agency representative and volunteer team leader should be aware of prior to Day of Caring.

<b>Task</b>	<b>Potential Hazards</b>	<b>Safety Plan</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
	*Power Tools	All guards in place
		Extension cords with GFCI's

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

## Risk Assessment Checklist

The following risk assessment checklist will help ensure that your Day 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 project, especially in very warm conditions
- ❑ Fully stocked first-aid kit is available and readily accessible at all project sites.
- ❑ Volunteers and agency personnel 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 inform agency personnel with respect to personal health issues such as: allergies to plants, insect bites, respiratory sensitivity, sensitivity to chemical vapors and other issues prior to beginning project.
- ❑ Personal protective equipment is available for each task, as applicable. (Safety glasses, hearing protection, gloves, hard hats, respirators, etc.)
- ❑ Agency personnel will ensure that volunteers are properly dressed for the task prior to the start of activities

## Specific Project Examples

### **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.
- ❑ Lightning 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).

### **Splitting Firewood:**

- ❑ Safety glasses will be made available and used.
- ❑ Only qualified, experienced operators will use hydraulic/electric equipment.

### **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.
- ❑ 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:**

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

### **Day of Caring Resources**

[http://www.uwgs.org/l2\\_volunteer\\_daybusiness.cfm](http://www.uwgs.org/l2_volunteer_daybusiness.cfm)