



PO Box 1285 Loveland, CO 80539 www.bethegift.com

VOLUNTEER

Project Procedure

Handbook

Our Volunteers impact and contribute to our
Community with the goal of improving
Quality of life for Single Mom Families by
Assisting in Home Repair Projects

BE THE GIFT VOLUNTEER PROJECT PROCEDURE HANDBOOK

Registration

Each volunteer will submit/sign a liability waiver to the Project Manager or Be the Gift Representative prior to their volunteering with Be the Gift (BTG) on a home repair project. This waiver will be updated periodically or at each project.

Please arrive on-site 5 to 10 minutes early to sign in and receive safety information and job assignments for the day.

Volunteer Hours

Each volunteer is encouraged to sign in on the BTG project roster. If you require volunteer hour verification forms to be signed by the manager for community service, be sure to let your manager know ahead of time. Sometimes organizations call for verification of these hours, so be sure to record your hours correctly on the sign-in sheet and on your verification form!

BTG adheres to strict policies regarding court ordered community service for the safety and security of our volunteers, partner families, and home repair site.

Age Restrictions

Youth Ages 14 - 17 - Our policy restricts youth involvement on projects based on OSHA safety guidelines and federal child labor law requirements. In general:

(a) 14- to 18-year-old children could be permitted to participate in painting or landscaping activities, provided that they attend the project with their parent or guardian who will sign a separate liability waiver, no construction is taking place and that adequate precautions are taken to ensure the safety of the worksite for such activities (e.g., all holes are covered, any tools and materials that could fall and cause injury are removed from the area of work, etc.)

Children under the age of 14 are not permitted on a worksite project.

(b) No one under the age of 18 is allowed to do any ultra-hazardous activities (which include the use of power tools or motor vehicles, demolitions, working from heights of six feet or more, or excavation operations).

Volunteer Ages 18+ is considered adults and may participate without parent/guardian consent.

What to Bring and What to Wear

- Water Bottles Optional (We will have water on site)
- Sunscreen/Insect Repellant
- ***Appropriate clothing – everyone is encouraged to wear sturdy, CLOSED TOE shoes.*** We also recommend wearing work clothes and shoes that you don't mind getting dirty and layers to accommodate for changes in weather. Both indoor and/or outdoor tasks may be assigned.
- Work gloves and tool belt if you have them – Please put your name on them! (Most tools are provided at the site).
- For everyone's safety, *smoking, alcohol and marijuana re not allowed on the project site. Personal pets are not allowed on the home project site with the exception of service animals.*

The project manager has the ultimate and final authority at each project to appoint, instruct, remove or redirect a volunteer based on his/her discretion.

Tasks:

Due to the nature of our work, assigned tasks may vary. We ask for your cooperation in accepting the assigned work. However, if you have physical limitations, or experience discomfort or uneasiness, please inform the Project Manager.

Breaks/Lunch

Breaks may be taken by a volunteer as often as necessary. Lunch will sometimes be provided at the conclusion of the project if it is a scheduled half day project.

Retired and Senior Volunteer Program (RSVP) offers benefits to adults 55 and over who use their skills to help non-profit agencies throughout Larimer County. Benefits include supplemental volunteer insurance, life insurance and travel reimbursement.

CONSTRUCTION SAFETY GUIDELINES

YOUR SAFETY IS IMPORTANT TO US! We need your commitment to work safely at all times and to look out for the safety of others. Be cautious at all times and ask questions. Do not go ahead with a task if you are uncertain how it is done, are unable to do it or feel uncomfortable about it.

Safety is based on knowledge, skill and an attitude of care and concern. Make sure your actions do not result in creating a hazard for others. Safety is everybody's concern. Be conscious of the safety of others as well as yourself. Every volunteer on a BTG home project site should focus on safety the moment he/she arrives. An observer can often see danger better than the worker involved in the project, and it is his/her obligation to speak to the worker and the manager.

Any volunteer can STOP A JOB if they see something unsafe taking place or in their surroundings. Since BTG work crews normally have a high proportion of inexperienced people, everyone must pay particular attention to safety.

Please ask questions. The project manager can help you identify inherent hazards and instruct you on how to avoid them.

GUIDELINES FOR A SAFE HOME REPAIR PROJECT

Take your time! These are not "completion" or "schedule-driven" repairs.

- Think about your task. If you are uncertain about how to accomplish your task, or how to operate a tool or piece of equipment, ask a Project Manager.
- Be honest about your skill and comfort level. If the thought of working at heights bothers you, stay off a ladder.
- Concentrate on the task at hand. Avoid distractions. Inspect all power tools, hand tools, ladders, and scaffolding prior to use. Immediately contact the manager if any unsafe tools or conditions come to your attention.

PERSONAL PROTECTIVE EQUIPMENT

- Safety Glasses: Protective eyewear is available and should be worn when using power tools or when deemed necessary by the manager. A pair of safety glasses will protect your eyes from the unexpected. Even saw dust blowing in the eye is a painful and entirely avoidable nuisance.
- Ear Plugs: Ear plugs are available and should be used when subjected to loud noises for an extended length of time.
- Dust Masks: Dust masks are available and should be worn when installing insulation or in heavy dust situations.
- Closed-Toe Shoes: You are encouraged to wear closed-toe shoes at all times while on the home project site. Sandals are discouraged. Boots or thick soled shoes are recommended.
- Hard Hats: Hard hats are available and should be worn if anyone is working above you or when deemed necessary by the manager. They are available from the project manager.
- Gloves: A sturdy pair of work gloves is highly recommended. It is easy to get a cut or splinter if your hands are not accustomed to construction work. Do not wear gloves around machinery with a spinning part or a rotating shaft. It's a quick way to get a nasty injury! You are encouraged to bring your own gloves to the site.
- Clothing: Appropriate clothing is as important to safety as the proper selection and use of tools. Loose clothing is dangerous around power equipment. Layered clothing is best for changing weather and to be prepared for indoor and outdoor work.

Power Tools & Other Electrical Devices

Proper Instruction should be received by each volunteer before you will be given the authority to use a power tool, including what could happen if used incorrectly. A Manager should give the instruction to all volunteers, including experienced do-it-yourselfers. Whether a volunteer is allowed to operate power tools and electrical devices is at the discretion of the manager.

Check for Defects on all power tools – switches, cords, and plugs. Pay special attention to blade guards to make sure they operate correctly. **Under NO circumstances should you ever disable a blade guard.** Defective tools should not be used, and a manager should be notified so that he/she can remove the tool from service immediately.

Extension Cords should be of sufficient size (check with manager) and in good condition. Keep cords out of mud and water and take care to avoid stepping on them.

Hand Tools

Select the Proper Tool for the job at hand and make sure it's the proper size. If you're unsure, ask the manager.

Check the Condition of the Tool. Report tools with loose handles or tools that are dull. Oil or dirt on a tool can cause it to slip. Make sure tools are clean.

Hold Tools Correctly. A hammer should be held at the base of the handle to insure maximum efficiency, while a knife should be held in such a manner as to allow you to cut away from your body.

Handle/Carry All Tools With Care. Carry only a few tools at a time or carry them in a tool belt with special compartments. Keep sharp or pointed tools pointed away from you. Be conscious of where you lay your tools down. Never lay a hammer down on the slope of a roof or the top of a stepladder.

Use Extreme Caution With a Saw. Never bind a saw blade, especially a power saw. It can result in a very dangerous bucking action that can result in serious injury. Support what you are cutting in a proper fashion to avoid kickback or to prevent a cut board from falling where it could drop on someone.

Ladders

Inspect All Ladders Before Use. If the ladder is unsafe, don't use it. Look for wear and tear, loose rungs, and any defects. Use Ladders of Proper Length. An extension ladder should reach 3 feet above the work level.

Move Your Ladder With Your Work. Don't lean too far. If both of your shoulders are outside the ladder, you are leaning too far and serious injury could occur.

Set Your Ladder At the Proper Angle – for every 4 feet of height, the bottom of the ladder should be 1 foot away from the wall. You are at the correct angle if, when you place your toes against the base of the ladder, standing erect; you can reach out and grasp the rung at shoulder height.

Place Your Ladder on Solid Footing. Avoid mud or gravel. If there is a risk of the ladder slipping, tie or stake the ladder down. If the ladder is not level, dig the ground out from under the high leg rather than "block up" the other leg. Always face the ladder. Carry tools in a container so that your hands are free to climb.

A ladder must be climbed with three point contact. You have four points of contact: your hands and your feet. Three Point Contact means that three of those four points must always be in contact with the ladder. Three Point Contact also means you can't climb a ladder with your hands full. If you are moving material, get someone to pass it to you from above or below.

When you are working from a ladder, you must have three rungs above your feet. In other words, don't stand at the top of the ladder and don't stand on the top three rungs of the ladder.

Scaffolding

Use the Proper Scaffolding. All scaffolding must be designed to support 4 times the weight of the worker and the materials resting on it. Special care should be taken to ensure the scaffolding components are compatible. Adjustable jack legs are used to level the scaffolding (not wooden blocks), and scaffolding must be solid and secure.

Inspect Scaffolding. When erecting scaffolding, make sure the legs are resting on adequate sills and that the equipment is plumb and level.

Many scaffolding accidents occur when the walk boards are inadequate or defective. Inspect planking frequently and remove any defective or suspect pieces.

Lifting

Proper methods of lifting and handling protect against injury and make work easier. You need to "think" about what you are going to do before bending to pick up an object.

How to lift properly:

- Stretch first, especially in cold weather.
- Plan your lift so that you do not have to twist while lifting.
- Estimate the weight of what you are about to lift. Size up the load and check overall conditions. Don't attempt the lift by yourself if the load appears to be too heavy or awkward. Don't be surprised by the weight.
- Stand close to the weight. Reaching out to the weight greatly increases the strain on your back.
- Set your feet on a solid, stable surface.
- Set your feet the same width apart as that of your shoulders.
- Bend your knees, not your back.
- Get a good grip on the weight. Grip the load with the palms of your hands and your fingers. The palm grip is much more secure. Tuck in your chin to make certain your back is straight before starting to lift.
- Now lift using the strength of your legs, not your back.
- Keep your arms and elbows close to your body while lifting. Carry the load close to your body. Don't twist your body while carrying the load. To change direction, shift your foot position and turn your whole body.
- Watch where you are going!
- To lower the object, bend your knees. Don't stoop.

If you are lifting something as part of a group, only one person will give directions. Take a minute to be sure everyone is clear on where to move the object. Now take another minute to figure out how to get away from the weight if the lift fails and the weight falls. If one worker lifts too soon, shifts the load, or lowers it improperly, either they or a person working with them may be injured.

Clean Up

Maintain a clean jobsite. Keeping a neat and organized work site contributes to efficiency and is important in preventing accidents. Think about where you are putting material. Remove nails, or bend them over, before discarding materials. Think about where you are putting debris. Maintain clean and clear pathways. If you see a hazard (like a board with a nail sticking up or a trip hazard), please address the situation for the safety of everyone at the site. Clean up all rubbish and scrap as you go. Do not allow wood scraps, nails or trash to pile up. Keep all tools and equipment that are not being used in the construction trailer. This protects the tools as well as the worker.

Know Your Limitations

Heart conditions, back problems, allergies and asthma don't prevent a person from being a volunteer on a BTG home project site. There are many, many things to be done. BTG relies on you to tell us about your limitations. Let us give you the opportunity to do the things that are safe for you.

Repetitive Strain Injuries

A repetitive strain injury is something that only you can control. Whether it is hammering, driving screws or running a chop saw, doing the same motion hour after hour will result in a repetitive strain injury. Injuries that don't involve blood tend to be ignored. But like sunburn, the cumulative effect of a repetitive strain injury isn't felt until later - after the damage is done. Only you can set the limits that will protect you from a painful and potentially disabling injury.

There is a very simple way to contribute whole-heartedly all day without running the risk of a repetitive strain injury. Vary your tasks! It's so simple. Don't hammer all day. If you feel strained, ask your Project Manager if you may be assigned to a different task.

Heat, Sun & Dehydration

Sun Block is good; sunburn is bad. Heat Stroke can make you really sick and can even cause death. Heat stroke is dehydration through a combination of two factors: a lack of water and a loss of body salts. You must take in as much water as you perspire and excrete. Hot weather, compounded by direct exposure to the sun, and dehydration are prime factors in heat stroke. A good rule of thumb: drink more water than you think you need!

DRUG USE/SMOKING POLICY

BTG provides a **Drug Free Workplace**. The unlawful manufacture, distribution, dispensing, possession or use of controlled substances is prohibited at all our home project sites. Smoking is not allowed anywhere on the home repair job site.

EMERGENCIES

For Emergencies CALL 911

If you see an emergency, a dangerous situation or potentially dangerous situation, notify a Project Manager immediately.

First Aid & Medical Emergencies

A fully stocked First Aid kit is always available on site. In the event of a minor injury, tell the Project Manager and then allow him/her to aid you in First Aid. In the event of a major injury or collapse, notify a Project Manager immediately.

Blood borne Pathogens

Bloodborne pathogens are viruses or bacteria present in human blood and bodily fluids which can infect and cause disease in humans. The two most notable of these are Human Immunodeficiency Virus (HIV), the virus that causes AIDS, and Hepatitis B Virus (HBV). Any contact with infected blood or bodily fluids carries the risk of potential infection.

How to Protect Yourself from Blood borne Pathogens:

1. Protect yourself first...treat the victim SECOND.
2. Treat all blood and body fluid spills as if they are infectious.
3. Wear appropriate personal protective equipment. Most accident responses will require only gloves for adequate protection; however, other protection may include gowns, face shields, facemasks and eye protection.

Medical Liability Insurance Coverage

As a Volunteer, except as otherwise agreed to by the affiliate, BTG is under no obligation to provide, carry or maintain health, medical, travel, disability or other insurance coverage for any Volunteer. Each Volunteer is expected and encouraged to obtain his or her own health, medical, travel, disability or other insurance coverage.

EXPECTATIONS, ATTITUDES, ATTRIBUTES

As a volunteer, please...

- Be punctual and reliable in the fulfillment of your volunteer assignment(s).
- Consider as confidential all information that you hear directly or indirectly concerning a homeowner, volunteer or staff member.
- Accept direction from staff willingly and show initiative.
- Tell the Project Manager if you are unable to perform the task at hand.

Flexibility

The only thing that is for sure is that things will not always go according to plan. In addition, you may be scheduled for one task but we need you to switch to something else. Flexibility is critical to the success of our home repairs.

Hopefulness and a positive attitude

Please note that not everyone will do things the way you will do them. Not everyone will share the same skill set. It's important that everyone be positive, cheerful, accepting of others and committed to making things work. By doing so, we will overcome the challenges that are bound to arise.

Willingness to serve

Regardless of the task you are scheduled for, in most cases you will be taking direction from someone. Your commitment to work with us is appreciated. Working as a team is a rewarding experience. We appreciate your understanding and willingness to do whatever is required as we assist families with home repairs.

Enthusiasm

Enthusiasm can make the difference between a project being a success or a failure. We request that everyone be enthusiastic. It will make an enormous difference.

Patience

At times we will have stoppages in work for a variety of reasons. See it as an opportunity to have a break, to think about what we are here to accomplish and to enjoy the surroundings. Lags in workload are not scheduled but will occur. We request that you accept them and be patient.

Sense of humor

Everything is better and more successful when a sense of humor accompanies us – please remember to bring yours!

Grievance Procedure

It is the goal of BTG to have a safe, engaging work environment at our project site, special events, offices and other areas where volunteers may participate. We do our best to match our volunteers with areas where they can use their talents, gifts, and interests. You are our greatest assets. We do not want personal conflicts between employees and/or volunteers or other concerns to distract you from your contribution(s) to our mission. It is important for these situations to be resolved in a timely manner. If a problem arises that cannot be resolved through conversation between the involved parties, the following procedures must be followed.

1. The employee/volunteer should first go to the Project Manager (if absent, the Assistant Manager) with the concern (in their absence, the Executive Director should be contacted). The concern and management's response will be in writing and signed by all involved parties. The Executive Director will be notified of the concern.
2. If the concern remains unresolved, the employee/volunteer will meet with the Executive Director. This meeting will be documented and signed by all parties.
3. If the concern remains unresolved, the employee/volunteer may request a meeting with the Chairman of the Board of Directors to occur within seven days. This meeting will be documented and signed by all parties.
4. Employees/volunteers are encouraged to have open and honest communication through proper procedure without consequences.
5. Confidentiality will be maintained throughout the procedure, unless legal intervention is required.

Thank you for your interest and willingness to help us assist Widows, Single Moms and their children with home repairs. If you have questions or concerns regarding your volunteer experience, please contact Be the Gift (970) 691-8777

This Volunteer Project Procedure Handbook contains a general description of the current procedures of Be the Gift. Although, unforeseen circumstances and situations may arise that are not discussed in this handbook. Handbook policies are subject to change, modification or discontinuation.

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