Trident United Way’s DAY OF CARING

Unite Engage Impact

Friday, November 17, 2017

Volunteer Team Leader Handbook
Day of Caring 2017

Trident United Way’s Day of Caring will be held on **Friday, November 17, 2017**. In 2016, over 5,000 volunteers participated in Day of Caring and made amazing things happen at 275 project sites. What’s even better, many of those volunteers stayed with their Day of Caring partner organizations, **beyond** the single day, into the rest of the year.

Our focus is on fostering year-round engagement and maximizing the impact that our local nonprofits and businesses experience when people volunteer together.

We are fortunate to live in a community that continues to grow their corporate social responsibility; therefore, Day of Caring is a great opportunity for those business leaders and companies to give back.

Day of Caring provides a unique opportunity for agencies and schools to build capacity, improve systems, and strengthen partnerships with community volunteers. Each project, each school, each nonprofit, each volunteer team is one piece of a three-county-wide community event that shows the power of collective impact when we all LIVE UNITED!

We look forward to working with you all!

**Important Dates**

- **September 5**  Online project registration opens
- **September 29**  Project registration closes
- **October 3**  In-Person Info Session – NEW Participants
- **October 4**  Webinar Info Session – Existing Participants
- **October 9**  **Volunteer team registration opens**
- **November 3**  Volunteer team registration closes
- **November 15**  **Volunteer release forms due & T-shirts picked up**
- **November 7 & 8**  Warm-Up Webinar (participation in one date encouraged)
- **November 17**  Day of Caring

**Contact Information**

For questions regarding Day of Caring, please contact:

Amanda Netsch
Strategic Volunteer Engagement Manager
Trident United Way
6296 Rivers Avenue, North Charleston, SC 29406
Phone: 843-740-9000 x 247
anetsch@tuw.org
Participation Eligibility

- Organizations with a 501c3 nonprofit status are welcome to submit a project request to participate in Trident United Way’s Day of Caring.
- Any company or group of 2 or more people can form volunteer teams and sign up for volunteer projects

Volunteer Team Leader Roles and Responsibilities

A **volunteer team leader** is the point of contact for each company or volunteer team for Day of Caring. Volunteer team leaders play an essential role in preparing for a successful day for both the volunteers and the agency or school you partner with.

Volunteer team leaders are responsible for completing a variety of tasks for Day of Caring. Here is a list of tasks a volunteer team leader is expected to be accountable for, albeit not inclusive of everything as each project is different.

- Meet all Day of Caring deadlines e.g. team registration, volunteer release forms, t-shirt pick-up
- View and select team’s project(s)
  - Volunteer team leaders will be able to start viewing available projects online starting in September before team registration opens; therefore, you may choose to form a committee to help select the project or present 3-4 project options and ask team members to vote for their top choice.
  
  - *It is highly suggested that volunteer team leaders have two top projects in mind in the event your first choice has already been filled.*

- Register the team of volunteers for Day of Caring projects (see page 4 for instructions)
- Remind all team volunteers to complete their release form
- Collect t-shirt sizes from team volunteers and pick them up at Trident United Way between November 6 through November 15th
- Communicate frequently with the project coordinator on project planning
  - Pass along details about the project to keep the rest of your team informed about what they will be doing on Day of Caring (see page 6 for ideas on how to engage the entire team)
- Ensure volunteer safety during project work
- Determine a backup contact person at your company in case you have an emergency before Day of Caring
• Discuss lunch, water and snack plans with project coordinator, if necessary
• Discuss potential rain plans or back-up project plans in the event of inclement weather or volunteers finish the primary project tasks early
• Complete the Day of Caring Volunteer Team Leader survey
• Remind volunteers to complete the Day of Caring Volunteer survey

**Viewing Day of Caring Projects**

1. Go to the eVolunteer portal beginning in September
2. Click on the “Search” menu item at the top of the page
3. On the next screen click “Advanced Search”
4. Select Day of Caring 2017 from the “Events” drop down box; you can also select any of the other search criteria to narrow your search
5. When ready, click Search and a list of opportunities that meet your search will populate
6. Click on the opportunity name to view full details

**Preparing for Team Registration**

1. Go to the eVolunteer portal beginning in September
2. Click on the “Login” menu item at the top of the page
3. Select the “Create Account” button
4. Be sure to select the “Volunteer Team” radio button on the volunteer registration page when you complete the form
5. Towards the bottom of the form, select the “Organization” radio button and enter your company name in the “*Name 1:*” field
6. Once you’ve created your account go to the “My Teams” menu item at the top of the page
7. Here you can add people you know will be on your team and/or create additional teams if needed

**Registering Your Team**

1. Log onto the eVolunteer portal beginning in October 9th
2. Search for the opportunity you would like to register for (see instructions above for Viewing Day of Caring Projects)
3. Click on the opportunity name to view full details
4. Select the appropriate team name from the “Working With Team” drop down box

**OCCUPANCY BUILD HOPE FOR THE FUTURE**

Agency: Trident United Way

Working With Team: 

Opportunity Type: Both

Join volunteers around the country for Make a Difference Day and help Charleston Habitat for Humanity with basic construction on one of their build sites. Regardless of prior experience and skill level, there are always ways to contribute on the worksite. Spending time at the worksite benefits volunteers as they develop new skills and connect with the issue of affordable housing directly. In addition, volunteer groups find that working together on a Habitat for Humanity worksite is a great teambuilding opportunity.
5. At the bottom of the opportunity detail page, click “I Am Interested In This Opportunity”

6. The next page will verify your team name to register for the project and what information you would like to release to the agency.

7. Click “Send”
My Teams

Use the menu items under the “My Teams” menu item to view the projects your team is signed up for and to set team volunteer preferences for year-round volunteer engagement opportunities!

Pre-Partnered Volunteer Teams

If your volunteer team has already agreed to partner with an agency/school, they will identify the partnership when they register their project with TUW. Once the agency/school’s project has been reviewed and published, TUW will then register your team to the opportunity and send you an email confirmation. The Volunteer Team Leader will still want to login to ensure everything looks correct, i.e. contact person and team size. Contact dayofcaring@tuw.org for any questions.

Volunteer Release Forms

Each volunteer is required to sign a release form electronically before starting any work on November 17, 2017. The web link to the electronic form will be provided in the confirmation email volunteer team leaders receive after submitting their team registration.

Volunteer team leaders will need to forward the link to the electronic form to the rest of your team.

Once volunteers submit the online release form they will receive an email in their inbox asking them to verify their email address. They will need to click the link in this email to send the form to Trident United Way and receive a copy themselves. Ask volunteers to check their junk folders for an email from Right Signature if they don’t receive it right away.

Volunteers will need to complete the electronic release form by November 15th. If a volunteer joins your team after November 15th, they will still need to complete the release form before starting work on November 17th but may not be guaranteed a Day of Caring t-shirt.

Engaging Your Volunteer Team

As a volunteer team leader, you have the opportunity to get to know your Day of Caring partner on a friendly level through planning your day. Why not share some of the excitement and motivation leading up to Day of Caring with your team. Here are some easy tips for how you can effectively engage your team of volunteers in the selected agency or school partner and the project you will be doing:

- Ask the project coordinator for brochures or flyers on their agency or work to share with the team so they can become familiar with who they are volunteering for
Ask the project coordinator if they could attend one of your staff meetings to introduce themselves and provide an overview on their mission and generate energy for Day of Caring.

Ask the project coordinator if you could come out to the project site to actually see where volunteers will be working.

If a site visit at the project location is not feasible, ask them to send pictures of the project area to share with the team. This will familiarize volunteers with their project, create energy, and provide before and after pictures to commemorate the impact they made on Day of Caring 2017!

Work through the project planning worksheet on page 9 together. This will help you and the project coordinator think through many of the logistical items before volunteers arrive.

Be a Day of Caring Advocate!

We encourage you to invite other companies or groups to unite a volunteer team and, engage in Day of Caring and year-round volunteerism to create, long-term impact in our community. Consider inviting your vendors, clients, or others you do business with to join your volunteer team or unite their own team and be a part of the largest community service day in the tri-county area.

Have them contact Amanda Netsch (anetsch@tuw.org) at Trident United Way for information on participating in Day of Caring 2017!
Day of Caring Safety Planning

To help prevent injuries, here are some safety measures to communicate to your volunteers as applicable:

<table>
<thead>
<tr>
<th>Task</th>
<th>Potential Hazards</th>
<th>Safety Measures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Landscaping</td>
<td>Foot (cuts, abrasions)</td>
<td>Boots, Closed shoes</td>
</tr>
<tr>
<td></td>
<td>Hands (cuts, abrasions)</td>
<td>Work gloves</td>
</tr>
<tr>
<td></td>
<td>Legs (cuts, abrasions)</td>
<td>Long pants</td>
</tr>
<tr>
<td></td>
<td>Sunburn</td>
<td>Sunscreen</td>
</tr>
<tr>
<td></td>
<td>Bug bites</td>
<td>Bug spray</td>
</tr>
<tr>
<td>Clearing Land</td>
<td>Chain saw use</td>
<td>Hard-toed boots</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Ear plugs or muffs</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Chaps for legs</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Gloves, Long sleeves</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Safety glasses, Goggles</td>
</tr>
<tr>
<td>Painting (Interior or Exterior)</td>
<td>Eyes</td>
<td>Safety glasses</td>
</tr>
<tr>
<td></td>
<td>Hands</td>
<td>Gloves (latex or work)</td>
</tr>
<tr>
<td></td>
<td>Ladder use</td>
<td>Waist should never be above the top of ladder; never reach beyond arm length.</td>
</tr>
<tr>
<td></td>
<td>(Use scaffolding when necessary)</td>
<td></td>
</tr>
<tr>
<td>Cleaning</td>
<td>Eyes (chemical burn)</td>
<td>Spray bottles or use funnels when pouring cleaning liquids; Safety glasses</td>
</tr>
<tr>
<td></td>
<td>Ladder use</td>
<td>Waist should never be above the top of ladder; Never reach beyond arm length.</td>
</tr>
</tbody>
</table>

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

Planning for Inclement Weather

Each agency and school is responsible for making its own plans in case of inclement weather and communicating plans to their volunteer team leader. **Day of Caring is not cancelled due to bad weather; however, you may have changes to your project plans.** Most importantly, communicate with your project coordinator about the back up plans before the actual day so everyone knows what to expect.
Project Planning Worksheet

Good PLANNING is CRITICAL to a successful Day of Caring

Make sure you have accurate partner contact info:

Name: ____________________________________________________________
Phone: W: ___________________ C: __________________________
Email: __________________________________________________________________
Additional contact: _____________________________________________

Logistics for the day:

Number of volunteers expected: _______  Number of agency staff present: _______
Shifts or all at once: _______________________________________________
Start time: ___________  End time: ___________  Lunch time:___________
  (Stay tuned for more information about the post-Day of Caring Celebration!)

How long will your agency/school tour or orientation take? ____________
Agenda or Work Plan for the day:
  •
  •
  •
  •

When will you visit the project site prior to Day of Caring? ____________
Parking instructions: ______________________________Bathrooms: ________________________
Safety tips or concerns: ____________________________________________
Suggested clothing/attire: _________________________________________
Rain plan or Back up project plan:
____________________________________________________________________
**Who’s bringing what?**

<table>
<thead>
<tr>
<th>WHAT</th>
<th>AGENCY/SCHOOL</th>
<th>COMPANY VOLUNTEER TEAM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tools/Equipment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Supplies</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Water</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lunch</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Snacks</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Things to think about:**

- Do you want to have nametags?
- Are there any confidentiality issues to consider with clients?
- Follow-up – How will you share pictures?

*Let’s not forget the fun!*