



November 15- November 17, 2023

Project Coordinator Handbook





Trident United Way's Days of Caring will be held Wednesday, November 15, 2023 through Friday, November 17, 2023. In 2022, almost 3,000 volunteers participated in Days of Caring and made amazing things happen at 78 project sites. What's even better, some of those volunteers stayed with their Days 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, Days of Caring is a great opportunity for those business leaders and companies to give back.

Days of Caring provides a unique opportunity for agencies, schools and nonprofits 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 Tri-County 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 18 Online project registration opens
- October 10 Project registration closes
- October 13 Volunteer team registration opens
- November 3 Volunteer team registration closes
- November 5 Agency release forms due
- November 15-17 DAYS OF CARING!!!

Contact Information

For questions regarding Day of Caring, please contact:

Anwar Young, Sr.
Strategic Volunteer Engagement Manager Trident United Way
6296 Rivers Avenue
North Charleston, SC 29406
Phone: 843-740-7738 or 843-740-9000ext 248
ayoung@tuw.org

You can contact: dayofcaring@tuw.org or ktorbush@tuw.org

Participation Eligibility

- **Organizations with a 501(c)3 nonprofit status are welcome to submit a project request to participate in Trident United Way's Days of Caring. Religious organizations that provide community outreach programs, such as food pantries or address education, financial stability and health impact areas, may also submit project requests that support these programs.**
- **Any company or group of 2 or more people can form volunteer teams and sign up for volunteer projects**

Project Coordinator Roles and Responsibilities

A project coordinator is the point of contact at each nonprofit agency and school for Days of Caring. Project coordinators play an essential role in preparing for a successful experience for both the agency or school and the volunteers. Therefore, this person should have strong communication, time management, and organization skills.

Project coordinators are responsible for completing a variety of tasks for Days of Caring. Here is a list of tasks a project coordinator is expected to be accountable for; albeit not inclusive of everything as each project is different.

- **Meet all Days of Caring deadlines e.g. project registration and release forms**
- **Submit project requests with accurate details and information to the best of their ability**
- **Communicate frequently with volunteer team leader on project planning**
 - **Share specific details about the project. The more details a project coordinator shares with the volunteer team leader, the better the project will be!**
- **Determine source of all necessary project supplies and tools**
 - **A project coordinator may request supplies from volunteers when submitting a project; however, volunteers may not be able to provide all the supplies requested, be sure to have a contingency plan if that happens.**
- **Provide volunteers with specific task directions and supervise volunteers during their shift/volunteer time**
 - **Organization is key! Days of Caring volunteers are individuals eager to make an impact. Please show them your appreciation and professionalism by organizing project tasks so that each volunteer feels their time was well spent working together with your agency or school to help accomplish these projects!**
- **Ensure volunteer safety during project work**

- Determine a backup contact person at your agency or school in case you have an emergency before Days of Caring
- Develop a rain plan or back-up project plan for volunteers in the event they finish early
- Communicate the impact volunteers' work is making on your agency or school
- Thank Days of Caring volunteers

Developing Projects

Days of Caring is an incredible opportunity to tackle large and small projects at your agency or school that otherwise may not get accomplished. We want to help you plan creative, meaningful projects that volunteers will enjoy and wish to sustain and that will make an impact, not only on those you engage, but also on our community overall.

Project Criteria:

- Projects are to be completed on Days of Caring
- Projects cannot require any kind of permit for completion
- Projects are to be volunteer friendly and not require highly specialized skills (although we are happy to share those specialized projects as well as some volunteers may have those skills)

Good PLANNING is CRITICAL to a successful Days of Caring.

Here are some tips to consider:

1. Be creative and be realistic!
 - a. What kind of project can your agency or school prepare for and manage?
2. Identify workable projects.
 - a. Walk around your agency or school and look for things that need to be done.
 - b. Are there cleaning tasks you would like to have done but your facilities/maintenance folks can't get to?
 - c. Be sure to select volunteer friendly projects.
 - d. ***Schools, check with your facilities/maintenance department if you have questions on appropriate volunteer projects.**
3. Think November. Can this project help with autumn leaves, or even planning for the holidays?
4. Write down the project and all that it involves. Think in terms of tasks and jobs (action words), like rake, paint, plant, organize, dust, and clean.
5. Create a work plan and timeline. Ask yourself:
6. How many volunteers can work on each task for at least an hour?

- a. How long might it take them to complete the project? Allow time for set up, lunch, and clean up. Volunteers almost always finish earlier than expected so consider shortening the time frame or number of volunteers needed.
- b. What materials or tools will the volunteers need?
 - i. Use the resource links on page 6 to calculate the correct amount of supplies needed
- c. How will the supplies be obtained?
 - i. Consider looking into the resource list on page 5 for help obtaining supplies
 - ii. *Schools, be sure to check with your facilities/maintenance department to determine if you can request supplies
- d. What, if anything, needs to be done prior to volunteers arriving?

NOTE: Projects that provide all or most of the supplies almost ALWAYS get picked first.

Project Ideas

- | | |
|--|---|
| <ul style="list-style-type: none"> • Garden Spruce-up • Wash windows, carpets, walls, toys • Paint picnic tables/park benches • Clean play area for children • Clean and paint fences • Remove litter from around campus • Plan a yard clean-up: weeding, planting, raking, mulching, pruning shrubs, etc. • Spruce-up a playground • Paint the inside or outside of a building | <ul style="list-style-type: none"> • Build a storage racks or bookshelves • Sort and repair toys and equipment • Inventory supplies • Organize storage closets • Catalog and sort books in a library • “Portable projects” for those who can’t leave the office: Set up a drive to collect needed items for students or have volunteers write notes to your clients |
|--|---|

Once you’ve completed all the steps to develop your project, the next step is to submit your project request to Trident United Way.

Additional Resources for Project Coordinators

Project Planning Help

Paint Calculator - <http://www.benjaminmoore.com/en-us/for-your-home/paint-calculator>

Pine Straw Calculator - <http://custompinestraw.com/pine-straw-coverage-calculator.html>

Mulch & Topsoil Calculator - <https://www.lowes.com/n/calculators/mulch-and-soil-calculator>

Standard Picnic Table Supply List - <http://www.diygardenplans.net/diy-classic-picnic-table.htm>

Posting Days of Caring Project (s)

1. Create a GivePulse account

- a. You will first enter the coordinator or point of contact's information (first name, last name, zip code, email and create a password)
- b. Once the point of contact's information has been entered you will be prompted to create the organization.
 - i. It will ask you to input the following (you can always go back and edit some of this later)
 1. Organization Name
 2. Organization Type
 3. Brief Description of the Organization
 4. Address of the Organization
 - ii. It will then provide you with some membership options... please scroll to the bottom of the page and select "continue with the basic plan".
 - iii. Once you select continue with basic plan it will take you to your main organization page where you can create events, edit the page, etc.

2. Log into your GivePulse account and affiliate your organization with Trident United Way

- a. On the left hand side of the task bar select the Network drop down box
 - i. Select manage affiliations.

You are currently using a limited version of the platform. [Upgrade](#) for additional ad

- Manage
- Edit Group
- View Public Page
- Customize

- Users
- Events
- Giving
- Impacts
- Network**

- Add Subgroup
- Manage Subgroups
- Manage Affiliations**
- Network Visualization
- Export Subgroups
- Export Affiliations

GivePulse Alerts

Upcoming Events

Are you a volunteer manager seeking real-CT to delve deep into proven strategies for and retaining volunteers for the long haul. |

New updates to our GivePulse 101 Webin: All webinars are at 11 am CT.

- September 19th Survey Creation
- October 17th Admin Management
- November 21st Badging and Res

These webinars are open to all vol there! [Register here](#) for the webin

The Latest Resources

- GivePulse March - April Product Relea
- Watch This!: Learn about how to use a
- How a Nonprofit Organization Can Par
- Communication Tools for Nonprofits
- If you missed our most recent webinar: handouts, and more.

Open Office Hours - Bring your questions

- Tuesdays 10:30am-11:00am CT and V

Are you a member of The Beat, our non Stay up to date with company events, prod

b. When you arrive on the Manage Affiliations page you will search for affiliated groups

GivePulse English

Manage Affiliations | AmeriCorps

AmeriCorps / Affiliations

You are currently using a limited version of the platform. [Upgrade](#) for additional administrators, subgroups, surveys, private events, label customization, and more!

When you affiliate, you have the option to share and show your public events on your respective pages. You might choose to show their events on your Ameri page. Or you might want your AmeriCorps events on their page but not their events on your page. Whatever the case might be, the only way to have events li the bottom of the page to view all possible scenarios

Affiliates Data Between: | Show Everyone | Export

You have not yet added any network affiliates. [Click here](#) to search for affiliated groups.

Affiliate	Status	Their Events	Your Events
--Select--	Not Cancelled/Deleted		

Currently Empty: Filters may be applied. [Clear filters here](#)

Possible Scenarios

Four possible scenarios on whether my events are listed on their page

- I want to show my events on their page and they also want to show them
- I want to show mine but they don't want to show mine

Four possible scenarios on whether their eve

- I want to show their events on my page and I
- I want to show their events but they don't wan

c. In the search box, type in Trident United Way

d. Select the green +Affiliate button

You are currently using a limited version of the platform. Upgrade for additional administrators, subgroups, surveys, private events, label customization, and more!

Manage
 Edit Group
 View Public Page
 Customize

Users
 Events
 Giving
 Impacts
 Network

Surveys
 Internships
 Points
 Resources

Q Who would you like to affiliate with? What are affiliations?

Search Can't find them?

Hide other networks?

Name	City	State	
Trident United Way	North Charleston	South Carolina	
Trident United Way	North Charleston	SC	<input type="button" value="Affiliate"/>

What are affiliations
 An affiliation is a way to share and promote each others groups and list each others events on your respective pages.

e. Once you select Affiliate it will ask you if you want to affiliate with Trident United Way and to select some options (screenshot below with the defaults).

i. Display options:

1. Please select either: List their events on my page and my events on their page or (if you do not want TUW events on your page) list my events

ii. Allow Affiliate Privileges

1. Please select the one that you prefer

Trident United Way
Request Affiliation

Do you want to affiliate with Trident United Way?
 • Collaborate, accept grants, promote events and opportunities and more on their page and vice versa.
 • Trident United Way must approve your request.

Details

Display Options

Choose whether or not to display each others events

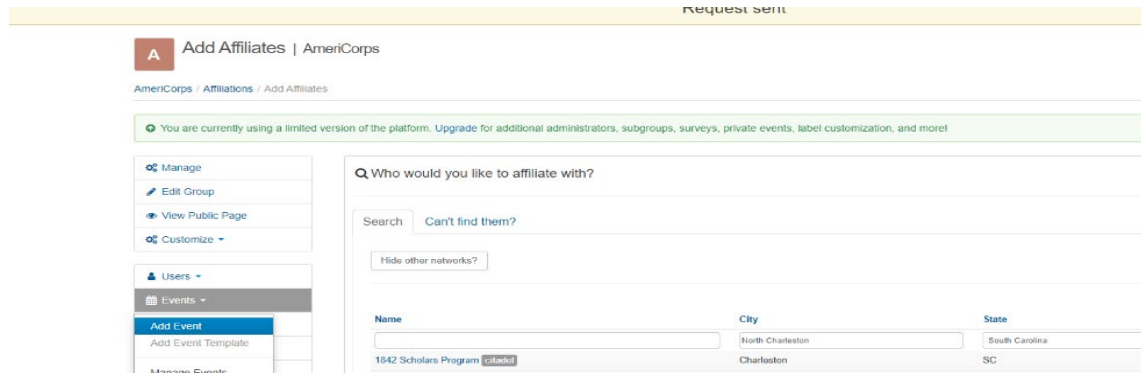
Allow Affiliate Privileges

Do you want Trident United Way to be an admin of your group or to be an event manager of your events?

f. Select Send Request

3. Create your Days of Caring Event(s)!

a. On the left hand side task bar, select the Events drop down and select Add Event



- b. Once you select Add Event You will be taken to the event creation page where you will enter:
 - i. Project Title
 1. **PLEASE INCLUDE DAYS OF CARING at the beginning of your project title;** Ex. Days of Caring Painting Project, Days of Caring Letters to Seniors, etc.
 - ii. Project Description
 1. Please include a summary of what the project entails
 - iii. Image
 1. If you have an image you would like to include such as a logo or you can select from a variety of stock images.
 - iv. Administrator
 1. Here you will see the point of contacts information along with a box where you can choose how you want that information to be displayed.
 - v. Event Type
 1. For Days of Caring please select Volunteer
 - vi. Frequency (descriptions below)
 1. Single: If you have one single shift or start and end time on one day for a single activity
 - a. Ex. Days of Caring Room Cleanup on November 15 from 9am-1pm.
 2. Multiple: If you have multiple shifts or days that the same activity is offered
 - a. Ex. Days of Caring Room Cleanup on November 15 from 9am-1pm AND 1pm-3pm
 3. Ongoing: If there is no time limit to your volunteer opportunity
 - a. Ex. Senior Care Kits, Diaper Drive, etc.
- c. Select Save & Continue
- d. Enter your project details
 - i. # of Participants
 - ii. Where- virtual (drives) or in person
 - iii. Address- Please put the address the project will take place

- iv. **Address notes- if there are any notes about parking, landmarks to help volunteers find their way, etc.**
- e. **Save & Continue**
- f. **Enter your registration details**
 - i. **Registration Open/Close Date**
 - ii. **Cancellation Deadlines (if any)**
 - iii. **Registrant Setting Recommendations:**
 - 1. **Enable Waitlisting (just in case someone cancels)**
 - 2. **Allow Minors (if you allow minors to volunteer with your organization)**
- iv. **Waivers & Document Agreements**
 - 1. **All volunteers must complete the 2023 Days of Caring Volunteer Waiver forms.**
- v. **Notifications**
 - 1. **Select how often you would like GivePulse to remind volunteers about their project. We recommend at least 24 hours prior but it might be nice to remind volunteers a week out as well.**
- g. **Save & Continue OR Publish**
 - i. **You can publish at any time and come back later to modify**
- h. **Registration Form**
 - i. **If there are other questions or pieces of information you would like to obtain from your volunteers you can create here.**
 - ii. **Example, if you are wanting/needing volunteers to bring their own supplies you can create a dropdown with some of the supplies needed and ask volunteers registering which items they would be willing/able to bring.**



- i. **Event Settings**
 - i. **Here you can include any age limits, volunteer requirements, keywords (days of caring), etc.**
- j. **Causes**
 - i. **Here you can select any causes this event supports, ex. literacy, STEM, etc.**

- ii. This just helps if volunteers are looking for a particular cause to support
 - k. SDG's
 - i. Similar to causes, you can select what Sustainable Development Goals your project/organization is targeting or working toward. Ex. Quality Education
 - l. Skills
 - i. If volunteers need to have certain skills to volunteer here is the place to include them.
4. PUBLISH!

Project Registration Support:

If you have any questions about publishing your project or any of the steps, you can contact us at:

General email for DOC- daysofcaring@tuw.org

Anwar Young, Sr - ayoung@tuw.org

Katherine Torbush- ktorbush@tuw.org

You can also find a video tutorial at www.tuw.org/daysofcaring

As an affiliate of Trident United Way you also have access to direct GivePulse support through:

- The Beat which includes support office hours and past webinar recordings- [The Beat | GivePulse](#)
- Resource Library which contains many helpful articles- [GivePulse](#)

Thank you for being a part of 2023 Days of Caring!!

Notification of Volunteers

Once volunteers register for your project, you will receive an email notification from GivePulse. This will prompt you to log into your account to view the volunteer's information.

If the volunteer group does not fill all your volunteer spots, your project will remain open until all spots have been filled then it will be marked as full. If for some reason volunteers change their mind and unregister for your project, your project will show online as open for another group to register. Project coordinators can view and edit their project details online along with viewing the volunteer groups and the group's contact information.

Planning with your Volunteers

Time spent acclimating volunteers to your agency or school and your project will pay off on during their shift/volunteer experience. Remember, volunteers participate in Days of Caring to make an impact in the community. Here are some easy tips for how you can effectively engage volunteers in your agency or school and project:

Provide the volunteer team leader with brochures or flyers on your work that they can share with the other volunteers

- Ask the volunteer team leader if you could attend one of their staff meetings to introduce yourself and provide an overview on your mission and generate energy for Days of Caring
- Consider taking pictures of the project area to send the team. This will familiarize them with their project, create energy, and provide you with before pictures to compare after pictures to!
- Work through the project planning worksheet on page 11 together. This will help you and the volunteer team leader think through many of the logistical items before volunteers arrive.

Planning for Inclement Weather

Each agency and school is responsible for making its own plans in case of inclement weather. Days of Caring is not cancelled due to bad weather; however, you may have changes to your project plans. Consider planning alternate indoor project(s) (i.e., thorough cleaning, organizing storage rooms, engaging with clients, etc.). Some teams will have the flexibility to reschedule. Most importantly, communicate with your

volunteer team leaders about these plans before the actual day so the volunteers are in the loop and know how to reach you.

Days of Caring Safety Planning

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

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

	Ladder use	Waist should never be above the top of ladder; never reach beyond arm length.
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*** Volunteers should not operate power tools unless they are trained to do so.**

Frequently Asked Questions

If I submit a project, am I guaranteed a volunteer group?

We do everything we can to fill all the Days of Caring projects, but every year there are a few projects that go unfilled. If your project has not been filled two weeks prior to the event, please contact Anwar Young <mailto:ayoung@tuw.org>. Your project is still valuable to our community and we will work with you to try and match a volunteer group to come out and complete it; however, it will likely be some time after Days of Caring.

How do I tell Trident United Way I have pre-partnered with a volunteer group?

Please email <mailto:dayofcaring@tuw.org> or <mailto:ayoung@tuw.org> and share the project information, group name, size, and other pertinent info and we will make sure it is loaded into GivePulse!

How will I know if my project has been approved by Trident United Way staff?

Projects posted are automatically approved once you post. PLEASE make sure you "affiliate" your organization with Trident United Way on GivePulse so the project(s) will appear on the TUW Days of Caring site. TUV staff will review all projects prior to volunteer registration opens and make sure all the details are complete or ask for additional information about your project.

What if I need to cancel my project?

If you absolutely must cancel your project, please contact Anwar Young at ayoung@tuw.org ASAP. Volunteers that participate in Days of Caring are very motivated to participate in the day(s) and we do not want to disappoint them. By letting us know as soon as possible, we can do our best to match those volunteers with another project so they still have an opportunity to participate.

I haven't heard from my Volunteer Team Leader. What do I do?

If you have tried to contact your Team Leader and have not received a response, please let Anwar Young know as soon as possible <mailto:ayoung@tuw.org>.

Will there be youth volunteers participating?

We do have some student/youth volunteer teams that participate in Days of Caring. If your project is not youth-friendly, be sure to specify the appropriate age range when submitting your project request; there are fields to complete for minimum and maximum age requirements.

Are we required to provide lunch/refreshments to volunteers

No. While some organizations are able to provide lunch and/or refreshments to volunteers, it is by no means a requirement. If you are unable to provide, let the Team Leader know that volunteers will need to bring their own or make a few suggestions of places to eat near your project. If you will be providing lunch/refreshments, we do ask that you indicate that in your project description.

How should I thank my volunteer group?

At the end of the project, set aside time to congratulate the group on a job well done, to talk about the impact of the project, and to say "thanks" and celebrate accomplishments. Some other ways to recognize your volunteers include sending a follow up thank you letter or email, sharing pictures from the project, or asking for volunteer feedback via a survey.

How does TUW celebrate our collective accomplishments?

Trident United Way will create a brief video that captures some of the sights and sounds of the day's work as one of our community-wide "thank yous." Additionally, we will post photos to our social media platforms for your enjoyment depicting some of the outcomes and accomplishments of the three-day event.

Visit www.tuw.org/daysofcaring for answers to more FAQs.



Project Planning Worksheet

Good **PLANNING** is **VITAL** to a
successful Days of Caring

Make sure you have accurate partner contact info:

NAME:		
PHONE NUMBERS:	Work:	Cell:
EMAIL ADDRESS:		
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: _____

How long will your agency/school tour or orientation take (if you are able to do this) _____

Agenda or Work Plan for the day:

-
-
-
-

Parking: _____ Bathrooms: _____ Safety tips or concerns: _____

Suggested clothing/attire: _____

Rain plan or Back up project plan: _____



Who is bringing what?

WHAT	AGENCY/SCHOOL	COMPANY VOLUNTEER TEAM
Tools/Equipment		
Supplies		
Water		
Lunch/Snacks		

Things to think about:

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

Let's not forget the fun!