



2017 Team Leader & House Captain Handbook

About Rebuilding Together Alexandria	2
Timetable for Rebuilding Day Projects	3
Roles and Responsibilities	4
The Team Leader.....	4
The House Captain.....	4
The Co-Captain.....	5
Initial Site Visit.....	5
Task Planning.....	6
Quality is Job No. 2! (Safety is #1!).....	7
Think Green When Buying Supplies.....	7
How-To Resources for Energy Efficiency Improvements	8
Supply Purchasing.....	8
Volunteer Management.....	9
Procedures on Project Day	10
Prioritizing the Jobs.....	10
Safety.....	12
Basic Tips / Safety Guidelines for Volunteers	12
Safety: Conquering the Worst Case Scenario	14
Safety - Emergency Phone Numbers.....	16
Procedures - After the Project Day.....	16
Evaluations.....	16
Working with the Media	16
Checklists.....	17
Preliminary Activities.....	17
Initial Site Visit.....	18
Project Day.....	18
Work Techniques and "How To" Information	19
Trash Pick-up procedures in Alexandria	19
Appendix of Forms.....	22
HOUSE CAPTAIN'S OUTLINE OF WORK.....	23
TASK PLANNING.....	24
SPECIAL ORDERS.....	25
SITE SUPPORT.....	26
INDIVIDUAL VOLUNTEER SURVEY	27
HOUSE CAPTAIN SAFETY WAIVER	28
INCIDENT REPORT.....	29
DONATION RECORD.....	30

About Rebuilding Together Alexandria

Rebuilding Together strives to achieve greater City well-being by bringing volunteers and resources together to revitalize communities and improve the homes and lives of those in need. We strengthen the lives of low-income homeowners by providing free, safe and healthy repairs to the elderly, disabled, veterans, and families with children. Our goal is that by keeping these residents in improved housing conditions, they remain active members of their local neighborhood, helping Alexandria remain economically, socially and culturally diverse.

Since 1986, 24,000 volunteers have worked on 2,000+ projects, leveraging \$7.3 million worth of in-kind value throughout Alexandria.

Safe and Healthy Homes addresses the 25 point check list that helps insure a home is safe and healthy for its occupants, developed by National Rebuilding Together and the National Center for Healthy Housing. We insure low-income homeowners can remain stably housed and spend their limited income on health and food issues, not home maintenance.

Through our Community Strong program, we make enhancements to common spaces used by thousands of lower-income individuals and families. From community parks and gardens, senior centers, homeless shelters, and school growing gardens, we partner with other organizations to renovate these critical community resources.

Through A Home of Your Own, we acquire foreclosed properties, renovate and sell the units to low- and moderate-income first-time buyers. Homes are rehabbed by our volunteers or discounted skilled trades, then sold with subsidized funding. This program includes financial counselling and homeownership training and builds immediate wealth for families via the equity they 'acquire' upon purchasing the property.

When individuals and families live in safe, affordable housing, with enhanced common spaces, they remain engaged in their neighborhood, which creates the opportunity for community stability.

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Timetable for Rebuilding Day Projects

March 12 - April	House Captain and Team Leader make initial visit to meet homeowner and inspect assigned home, discuss work priorities, and begin completing all forms.
April	Prep Dates - <i>Light</i> houses might require one day of prep work, <i>Medium</i> houses might require 2 to 3 days of prep work, and <i>Heavy</i> houses require 3 to 4 days of prep work. Plan to organize small groups of volunteers to work with the House Captain prior to Project Day to complete these tasks.
April 5	Special Orders and Site Support forms due to Rebuilding Together Alexandria. The House Captain's Outline of Work form is also <i>due to</i> Rebuilding Together Alexandria.
April 22-30	Purchases made at Lowe's (6750 Richmond Highway). Take your Team Leader with you.
April 18-27	The shed will be open on several days for a few hours at a time for House Captains to pick up already in-stock supplies. Dates and Times to be communicated later by email.
April 26-28	Reminder calls to all volunteers and to homeowner to make sure he/she is expecting you on Saturday, April 29. Remind them that fragile objects should be removed and any preparatory work you have both agreed upon should be completed. As a backup, have a small group of volunteers ready to 'remove and pack' on either of these two dates.
April 29 7:30-8:30am	Kick-off Rally! Coffee and donuts will be served. BRING HOUSE CAPTAIN SAFETY WAIVER. First Baptist Church, 2932 King Street, Alexandria, 22302 in the Fellowship Hall. Pick up house/team supplies (first aid kits, special orders, Rebuilding Together tee-shirts, etc.)
May 1-8	Return all unopened supplies to the stores for account credit/refund. <i>Leave all paint and first aid kits with the homeowner.</i> Return all reusable supplies and remaining forms to Rebuilding Together Alexandria ... donation forms, receipts, and House Captain evaluation form.

Project Day

Roles and Responsibilities

The project team consists of the Team Leader, House Captain, and Co-Captain.

The Team Leader

The Team Leader supervises and supports 5-6 Project Day sites and House Captains. The Team Leader will help to establish a *realistic* work scope that can be accomplished in one day, assist with the planning process, and respond to questions and/or concerns that House Captains may have. It is **vital** that the Team Leader accompany the House Captains on the initial house visit.

The House Captain

The House Captain is the **KEY PLAYER** in the operation of Project Day. The House Captain is in charge of a specific project site. As such, the House Captain is responsible for **planning and managing a safe, quality project**. The House Captain should endeavor to make the project day a meaningful and enjoyable experience for volunteers and homeowners alike. Equally important, the House Captain often sets the tone at the house. During this day of hard work, people need to have fun, feel part of a team, and feel appreciated by you (even if the homeowner finds it difficult to show appreciation). Past House Captains have found it *extremely* helpful to assign an additional **Co-Captain** to assist them in all aspects of the project.

House Captains should not plan to physically work on the home, unless necessary! Here is an overview of the House Captain's role:

- Visit the project site and get to know the homeowner and the house ahead of time. Determine and prioritize the work to be done; keep it simple. Deal with homeowner's expectations and do not make any promises. **UNDER PROMISE, OVER DELIVER**
- Develop a work plan for the day to help avoid work space and volunteer conflicts. The House Captain should determine what tools and skills are needed to accomplish the work.
- Determine the materials and supplies you need for your site. Make sure all advance forms are returned to Rebuilding Together Alexandria by the due dates.
- Using your task planning sheets, prepare a shopping list of materials and supplies to be purchased during Buy Week.
- Clearly assign all jobs to the Co-Captain and other volunteers. Ideally, be a leader—not a worker. Direct the work of volunteers on Project Day, stressing SAFETY and a QUALITY project.
- **Do not start any project that can't be completed on the Project Day.** Ensure that your team completes all work that it starts, and leaves the house spic-and-span. Develop a punch list for Rebuilding Together Alexandria's year-round volunteers.
- Return the completed House Captain Evaluation form and the "Final" House Captain Outline of Work Form.

The Co-Captain

The Co-Captain is the House Captain's "right hand person" and should undertake the following tasks:

- Participate in the walk-through with the House Captain and Team Leader, then contact volunteers to provide them with an overview of the project and homeowner, and clarify what to expect on Project Day.
- Determine the skill levels, strengths and interests of the volunteers using the Individual Volunteer Survey Form, and assist in assigning jobs.
- Assist the House Captain in identifying talents, tools and materials needed.
- Assign Crew Leaders to oversee teams responsible for specific jobs (building a ramp, painting a room, installing grab bars, etc.). Crew Leaders are responsible for each task from beginning to end ensuring successful, quality completion and clean up.
- Handle Project Day logistics: coffee/donuts, name tags, first aid kits, T-shirts, signed volunteer forms (try to have an individual donate their time as a Volunteer Coordinator for this).
- On Project Day, free the House Captain to supervise and lead; handle volunteer questions, take care of the supply inventory, assign an individual "runner" to get additional supplies if necessary, etc.
- Remind volunteers to respect homeowners, to check before throwing things out, and to check with the House Captain before taking on any jobs that may be requested by the homeowner on Project Day.
- ***Assign someone to take a few photos before, during and after the work day to share with team members and REBUILDING TOGETHER ALEXANDRIA (info@rebuildingtogetheralex.org). Please consult with the homeowner before taking their photo.***

Procedures Prior to the Project Day

Initial Site Visit

- Before you visit your assigned site, review the Volunteer Scope of Work provided by Rebuilding Together Alexandria staff at the House Captain/Team Leader Meeting.
- Call the homeowner and make arrangements for your walk-through visit. This visit may take up to 2 hours. Coordinate the visit time with the Team Leader and Co-Captain so that they may join the visit.
- Take with you on your visit:
 - Paper, pen, clipboard, measuring tape, flashlight
 - Camera (**very** helpful for future reference)
 - Your Team Leader and Co-Captain should help you evaluate the scope of work
- Introduce yourself as the contact point for Rebuilding Together Alexandria. Be clear to the homeowner who is the House Captain. If you prefer, tell the homeowner to contact Rebuilding Together Alexandria in order to get in touch with you. **You DO NOT have to give out your direct contact information.**
- View the site and determine a reasonable amount of work to be done on Project Day. Priorities are LIFE SAFETY, FALL PREVENTION, WARMTH, and then CONVENIENCE TASKS.

- Plan tasks that can be completed in one day. **YOU ARE RESPONSIBLE FOR DETERMINING THE SCOPE OF WORK THAT CAN REALISTICALLY BE ACCOMPLISHED AND THE MATERIALS REQUIRED TO DO THE WORK.** Discuss with the homeowner any priorities they have and/or identify any you feel are important.
- Describe what you expect to be done and what can't be done on Project Day –**Under Promise, Over Deliver.** Keep in mind that some homeowners are not used to accepting help from people, let alone strangers, so they might find it very difficult to express their appreciation on your visit days and project day. Know that they do appreciate you and your team's efforts and make sure your volunteers are aware of this 'challenge some homeowners face.'
- Review the task list on the Volunteer Scope of Work form, then complete the "House Captain's Outline of Work" form and **have the homeowner sign it** and submit to Rebuilding Together Alexandria.
- Reiterate that we are making **no promises regarding what work** will be done. **HOWEVER, ANY WORK STARTED MUST BE COMPLETED.**
- Talk to the homeowner about the possibility of pre-work. Ask them how much advance notice they will need in setting up these appointments. Contact your Team Leader before proceeding on ANY work that will be undertaken prior to Project Day.
- Indicate that things may be a little chaotic and there will be a lot of people in the home on Project Day. Emphasize that the homeowner can ask any questions or tell you of any concerns.
- Explain that most volunteers will be unskilled and that skilled workers will be doing the more complex tasks.
- Describe how you wish to have the homeowner, homeowner members, and friends involved and how they can help. Let them know that this is a homeowner and community spirited program and they are invited and encouraged to work with us. **(All able-bodied residents are expected to work along with the volunteers or they must vacate the premises.)** As a House Captain, you have the authority to pull your team of volunteers if an able-bodied resident refuses to help or leave. Call your Team Leader before leaving the premises if a situation develops with able-bodied residents.
- Ask the homeowner to take down wall hangings, remove breakables, and put away valuables before Project Day. (Use your discretion if you feel the homeowner is unable to do these things – offer to get him or her help). Request that the homeowner start marking things to be discarded with masking tape and encourage them to start the clean-up prior to Project Day.
- If the homeowner has pets, ask them to find safe and secure accommodations for the animals on Project Day.
- With the homeowner's permission, take photographs of the planned work areas.

Task Planning

See the task list found on the Volunteer Scope of Work document created by staff from the initial site visit as a guide to assist you in defining the House Captain's Outline of Work, based on Rebuilding Together's priorities, the homeowner's priorities, and the abilities of the volunteers.

- Fill out a “Task Planning” form for each of the tasks listed on your Scope of Work form. This will enable you to gather all the necessary materials in advance, schedule your Project Day activities, and assign your volunteers. **Submit a signed House Captain's Outline of Work form to Rebuilding Together by date in timeline.**
 - Some tasks may require skilled labor or specific tools. If you are able to get a skilled trades person or company to donate supplies, tools, or services to your site, great! If you need the skilled personnel to be provided by Rebuilding Together, indicate this on the Scope of Work form and let Rebuilding Together Alexandria know by **early April** for pre-Project Day work.

Quality is Job No. 2! (Safety is #1!)

Basic tips/guidelines on achieving a quality job:

- **Quality** is a commitment to give your best. It is the sum total of the effort going into every task by every worker throughout the project. Your project’s reputation will live on years after your group has been there. Please take every precaution to protect the home from unnecessary dust and dirt and to **take on only those tasks your group can do well in the allotted time**. We will maintain a higher quality reputation if we are more selective in the activities we agree to undertake and finish. Patch jobs will be **short-lived and unsightly “quick fixes” work against a high quality reputation**.
- Please be careful with the homeowner’s belongings! While some things in the house may seem unimportant to you due to their condition they could be very valuable to the homeowner
- **Stress** your commitment to a quality job to your volunteer crew. Making quality a priority issue may account for at least 50 percent of the end result.
- **When** you first meet your homeowner, discuss their concerns and then talk about the job with them. Explain each and every step. Walk through the house, point, gesture, talk about details — do not assume they understand what is about to happen to their home. Listen for concerns and ask questions — reassure them that their concerns are important and that they will get a quality job.
- **During** your morning meeting with the volunteers, tell them what to expect and what concerns the homeowner has. Tell them specifically you are looking for a *quality job*. Ask them to evaluate their work by their *own* standards of quality.
- **Walk** through the job while work is in progress. Look for quality details to point out to both the homeowner and the crew. *Compliment* your volunteers.
- **Final** clean-up is *so important* to a quality job. An extra 10 minutes in sweeping or wiping down dust goes a long way to communicating that a quality job has been done.

Think Green When Buying Supplies

- Replace as many non-energy efficient light bulbs in the home as the homeowner will allow you to.
- Recycle on Project Day and ask the homeowner if they have recycling bins for their use.
- Insulate and weather-strip.
- Install a programmable thermostat and program it according to the homeowner’s wishes.
- Install aerators in sink faucets and showerheads to save water.

How-To Resources for Energy Efficiency Improvements

Just go to <http://energy.gov/energysaver/energy-saver> and peruse the wealth of resources that the site has to offer.

Supply Purchasing

Using the Task Planning Form, make a list of the required materials and supplies for approval by your **Team Leader**.

- Before planning your purchase of materials, we recommend visiting the Home Depot or Lowe's web sites
- Contact your Team Leader to discuss the materials needed and to get their advice on ordering.
- All supplies should be purchased from Lowe's. Each House Captain will receive in April Rebuilding Together Alexandria's account information for your purchases, **PROVIDED THE HOUSE CAPTAIN'S OUTLINE OF WORK FORM IS RECEIVED BY THE OFFICE. Those working on projects beforehand will be given access earlier.**
- Purchase materials and supplies during the designated week **before National Rebuilding Day**. Think 'green' while purchasing materials. Buy plenty of contractor-strength trash bags and 'box o' rags.'
- If an item is unused and unopened, please return it to the store for an account credit/refund.

House Captains are expected to have the team provide their own tools. Remind your volunteers to bring the tools you specify. **Rebuilding Together Alexandria does not provide reimbursement for tools.** If you need to rent equipment, review this with your Team Leader first.

Prohibited Purchases	Approved Purchases	
Power tools Ladders Misc. tools (hammers, screw drivers, etc.,) Food Drinks Carpeting** Landscaping material ** Curtains/Bedding/Furniture	Counter top Kitchen flooring Bathroom flooring Gutters Exterior doors Interior doors Locks Nails, Screws Electrical supplies Plumbing supplies	Paint supplies Appliances ** Renting machinery ** Roofing materials Cement Shutters Drywall Wood Cabinets** Programmable thermostats
<p>**Need approval from the Director of Programs prior to the project day. NOTE: This is not a complete list, if you have questions please speak with your Team Leader prior to making any purchases.</p>		

Any last minute purchases on the project day are strictly limited to those required to finish a project. Reimbursements for project day purchases **will not be made on purchases more than \$200 per address.** Please be sure to purchase all needed materials prior to the project day.

Volunteer Management

After reviewing the type and extent of work to be done and considering other things such as yard work, cleaning and trash removal, determine the number of skilled and unskilled volunteers you will need. Keep in mind that some of your volunteers will not be used to a full day of physical labor. They may "poop-out" early. There may be some "no shows." Take this into account when determining the number of people you need. **BE AWARE:** *You will lose 5-10% of your team after lunch.*

The Site Support Form on page 25 is provided so that you may list an estimate of the number of any additional volunteers you will need. Should you need skilled volunteers, you must also decide whether one or more than one person with a particular skill is necessary.

You should consider the tasks to be completed versus skills required and house space available when requesting volunteers. This will help avoid time and space problems on work day and avoid issues such as people climbing the stairs during painting of the stair well.

Contacting Volunteers

At least two weeks before the project day, you or a Co-Captain/Volunteer Coordinator should have contacted ALL of your volunteers to share your plans, make specific work assignments, and confirm their participation. During this call you should:

- Remember to recruit volunteers for Prep dates (if necessary) PRIOR to Project Day.
- Remind volunteers that the workday is **Saturday April 29th**, starting with a kick-off rally at 7:30am and work being done from **9:00 A.M. to 4:00 P.M.** Confirm the hours they plan to work.
- Have the volunteers complete an Individual Volunteer Survey (Page 27), and return it to the House Captain or Co-Captain at least two weeks prior to the Project Day.
- If it is raining on Project Day, all the work that can possibly be done should still be done.
- Share any important information about the homeowner & his/her homeowner (i.e., disabilities, sensitive issues, etc.) with your volunteer team.
- Provide the location and directions to the house and discuss any special parking, car-pooling or other such arrangements. (Out of respect for the homeowner's privacy, volunteers should NOT pre-visit the site unless performing an assigned task and ONLY after notifying the homeowner).
- Briefly summarize the work to be done at the site and indicate what their work assignment will be according to each volunteer's skill level and interest.
- Ask volunteers to bring (MARKED) hand tools, brushes, rollers, trays, ladders and other items as necessary. (Many teams bring a few basic cleaning supplies)
- Remind volunteers that they will have to sign a Volunteer Waiver Form online. If the volunteer is between the ages of 14 and 17; this form must also have a parent and/or guardian's signature. **NO ONE MAY WORK WITHOUT COMPLETING ONE.**
- If there are pets that live in the house, check with your volunteers ahead of time for allergies.

Typical Challenges with Volunteers

Although most problems with volunteers can be avoided with careful planning, you may still encounter some work day problems.

Too many volunteers: Scheduling is important with large teams; some tasks are strictly morning or afternoon and can be assigned as such. Remember that clean up, trash sorting, and yard work will absorb a good number of

crewmembers. If you are truly overwhelmed with bodies, call your Team Leader; another team may need some extra helpers and we will move them to this site. No more than 15 volunteers per house/per shift are recommended as most of our homeowner's homes are too small to accommodate more than this. Non-profit facilities can usually accommodate more than 15 volunteers.

No-shows: Sometimes volunteers pre-register but fail to show up. If you can get by without them, do so. If not, call your Team Leader ASAP and they will make every effort to send additional volunteers over. If skilled volunteers do not show up, this may be a problem.

Procedures on Project Day

Morning Meeting/Pep Rally

Once all of the volunteers arrive, meet as a group to:

- Introduce yourself and Co-Captain and explain your roles.
- Thank the volunteers for coming.
- Acknowledge the help provided by skilled trades, house sponsor, volunteer groups, etc.
- Give volunteers the **BIGGER** Rebuilding Together picture – tell them they are part of a nationwide effort involving 450,000 volunteers repairing 10,000 homes on this very special day.
- Introduce the homeowner and ask that they say a few words, if they choose.
- Provide an overview of the work to be done at the house. Remind your volunteers to **avoid scope creep!** (Adding tasks not on the original scope of work.)
- Describe the work scope and schedule. Be sure to note where projects may compete for space, materials, tools or expertise.
- Tell/show where supplies are located and whom to contact if they need a supply they cannot find.
- **Emphasize safety** and refer to the Safety Posters on the job site. Describe what to do if someone gets hurt and point out the location of the first aid kit. Assign a Safety Officer to periodically monitor the safety practices of your team and the homeowner.
- **Insist that everyone sign the Volunteer Waiver Form Online (NO exceptions).**
- **Everyone should wear name tags on the front and back of their T-shirts.**
- Pump them up for a great day of hard and rewarding work!!!

Prioritizing the Jobs

- Assign jobs that will require waiting time first. For example, plaster or paint takes a while to dry before a second coat. For these reasons, some projects may need to be completed before the main work day or be the first task of the day.
- Spread volunteers around so you don't have people tripping over each other.
- Maximize your use of skilled volunteers. Make sure all the materials are ready. Plan to have unskilled volunteers assist if necessary.
- Identify other areas you could work if you have volunteers with free time—yard work, cleaning windows, etc.

Throughout the Day

- Keep volunteers busy but remember, many are not accustomed to a full day of physical labor.
- Walk through the job while work is in progress. **Encourage** your volunteers.
- Final clean-up is so important to a quality job that it should begin at 3:00 pm. An extra 10 minutes sweeping or wiping down dust communicates that a quality job has been done.

Stay with your plan. Do not try to accomplish more than you have planned. Home repair is unpredictable, and trying to do tasks you have not planned for may create problems that may grow and become more serious. You are responsible for finishing any tasks you have started, DO NOT take on any projects that you cannot complete.

Quality, quality, quality. We want to leave our homeowners with the satisfaction of knowing that *Rebuilding Together Alexandria* and our volunteers are dedicated to doing a quality job for those in need.

It is often a good idea to take a few photographs of the team in action during the day. These photos may then be shared with the volunteers. PLEASE SHARE WITH REBUIDLING TOGETHER, info@rebuildingtogetheralex.org or our [Facebook](#)/[Twitter](#)/[Instagram](#) #RTAlexandria.

Clean Up

Leave the home or non-profit agency in better shape than you found it.

- Target clean-up to start at 3:00 p.m.
- Trash should be placed in garbage bags or dumpsters and placed where the homeowner's trash pickup is located.
- **Paintbrushes, roller cages, and pans should be washed out for use again next year.** If paint is water soluble, brushes, rollers, pans, and buckets can be washed in a garage sink. Double bag any paint or liquids to be discarded. Assign specific volunteers to this task, otherwise it will not get done. Please return reusable items to Rebuilding Together Alexandria during the following week.
- *Open paint should be left with the homeowner.* Unopened and untinted paint and unused supplies should be taken back to the store where they were purchased for a refund.

End of the Day

AT THE END OF THE DAY, walk through the home with the homeowner and show them what has been accomplished and if necessary, what was NOT done. Develop a list of incomplete items/ punch list, and discuss plans for the return of your team to carry out further work, if needed. Or send the list to Rebuilding Together Alexandria for possible follow up work. **Inform your Team Leader of any punch list items.**

Remember! It is acceptable to leave a room unpainted if you run out of time, but not to leave one wall of a room unpainted. Complete all jobs you start, and don't start what you cannot complete. Do not say you will return unless you intend to do so.

Again, take some end of project photographs to share with Rebuilding Together Alexandria and the volunteers. Contact your Team Leader when you are 30 – 40 minutes out from leaving so that a final walk through can be done.

Safety

Safety is our No. 1 priority! Safety is a serious issue during the work days.

Address safety concerns during your opening remarks to volunteers. All volunteers should be briefed at the start of the day that they are working on a construction site and should take all necessary and reasonable precautions to maintain adequate safety standards. Make sure your volunteers don't get themselves into dangerous situations or situations that could be dangerous for the homeowner.

Remember that many of our homeowners are elderly with vision and mobility limitations. They are more likely than we are to trip over scraps of lumber, hurt themselves lifting trash bags or moving furniture. If for some reason something is left undone when you leave, please make sure the homeowner is aware of this. Repairs should be geared toward making the home safe, warm, and dry for homeowners. Cosmetic work is a bonus.

Basic Tips / Safety Guidelines for Volunteers

A safe atmosphere can be created. A dangerous atmosphere can be prevented. Everyone has a role to play.

- All volunteers should wear a *Rebuilding Together Alexandria* T-shirt with a nametag (front & back). Get to know co-workers by name. If you run into trouble, it is easier to get someone's attention by calling their name rather than "hey you."
- One person should be assigned as a "safety captain." He/she should know where the telephone and first aid kit are, and how to get help.
- Watch out for overhead and underground power and telephones lines. If necessary, have the local power company install "protective sleeves" on power lines prior to Project Day, via the Rebuilding Together Alexandria office. CALL MISS UTILITY **(1-800-552-7001)** if you are doing any underground work.
- Place SAFETY FIRST posters throughout the job site. Ensure that cords and hoses are out of the way, *sawdust is swept away* and debris cleaned up, etc.
- Plan your work crews carefully to maximize the special talents of your group. Identify a lead crew person who is familiar with the various tools and safety concerns of that crew. Volunteers should bring their own tools and only be using their own tools, not ones they are unfamiliar with.
- **Be alert to the possibility of hazardous materials** in this project, including mercury, lead dust from interior and exterior sanding, asbestos in old cavity, pipe or duct insulation, flooring material, and siding. If your project brings you close to these materials, consider alternatives to making dust: (1) don't do this item, (2) cover without sanding, or (3) have the item professionally removed in advance of Project Day and then reinstall a new item.
- **If you suspect Lead Paint, have it tested. You can get a 3M Lead Check Kit from Lowes or Home Depot. If the test comes up positive, stop what you are doing and contact your Team Leader – Do not remove any of the lead paint.**
- **Have a First Aid Kit at the site, provided by REBUILDING TOGETHER ALEXANDRIA.** Show your volunteers where the first aid kit will be kept. Remind volunteers doing yard work about the possibility of insect bites and stings in case of allergies.

- **Use safety glasses, work gloves & dust masks.**
- All volunteers should dress appropriately for the tasks they will be undertaking—loose fitting clothing can get caught in power tools and on nails, etc. Hard soled shoes should be worn to protect feet. The Co-Captain should also make sure that the Homeowner is dressed appropriately when walking around the work site.
- **Make certain all ladders are held securely at the bottom by a “spotter”.** Before the ladder goes up, check for overhead power lines in the vicinity. Make sure the ladder is the right height for the job so volunteers do not over reach. Don't overreach or use ladders that are too long or too short for the job. Always keep two feet on the ladder. Our insurance does not allow volunteers to climb a ladder past a 2nd story.
- **RESERVE SKILLED JOBS FOR THE APPROPRIATE TRADES PEOPLE. ALWAYS USE CAUTION AROUND ELECTRICITY AND PLUMBING.** Don't work on appliances, lights, etc. with the power, water or gas on! Turn off the main power supply and label the electrical box so it won't be turned on accidentally.
- Lift and carry slowly, carefully! Get help if need be! 1-2-3 lift; 1-2-3 go. Sounds silly and slow, but it saves your back and toes (and hospital bills).
- Only professionals and people who have been trained in their proper use should use power tools.
- Remember that most power tool accidents happen after the material has been cut and the tool is in "wind down."
- Accidents sometimes happen because of anger or criticism. Be considerate and stay cool.
- **No alcoholic beverages!**
- **Report any injuries immediately** to your Team Leader. On page 17 of this manual find emergency care facilities in Alexandria. After the accident has been appropriately handled, an Incident Report Form must be filled out and the Rebuilding Together Alexandria office must be notified within 24 hours. **NOTE:** Most accidents happen after lunch or towards the end of the day as volunteers get tired.
- Identify a volunteer on site who might be trained to administer CPR and First Aid.
- **Always use Universal Precautions**, which are procedures to minimize exposure to infectious agents in human body fluids. Infectious agents include bacteria, viruses and fungus. Body fluids include blood, urine, feces, saliva and vomit. *You should always assume all body fluids are infectious.* When giving first aid or handling body fluids protect your hands by wearing latex or nitrile disposable gloves and wash your hands afterwards. When there is a risk of splash protect your face with safety glasses, goggles, or face shield and facemask. If you are exposed remove gloves, wash hands and affected body area immediately with soap and water. Use a towel to turn on the spigot handle. Use antiseptic towelettes or the new liquid disinfectants as a temporary measure. Flush eyes, nose and mucus membranes with water for 15 minutes.
- Report exposure to the Team Leader and to the Rebuilding Together Alexandria office. Seek medical attention as follow-up to these procedures, and **fill out an Incident Report Form.**

Safety: Lead based Paint Policy – Volunteer Labor

Working with lead based paint: General Precautions

Volunteers should follow Safe Work Practices on all homes built prior to 1978.

These Safe Work Practices must include:

- YOUNG CHILDREN will not be present in work area.
- All volunteers will wear work gloves & HEPA disposable masks and have all parts of their skin covered at all times.
- No eating or drinking in these areas.
- Durable plastic sheeting with duct tape will be secured on floors (6' around painted area), windows and heating ducts.
- Durable plastic sheeting will be secured and will extend 10 feet from the base of the house if doing exterior painting. (An additional 3 feet of plastic sheeting shall be secured for each additional story of the house). Bricks or blocks will be used to secure the plastic sheeting.
- All volunteers will use a spray bottle and paper towel (3 wipes per towel) or wet sanding sponges to remove chipped paint. The buckets of water used to wash down these areas to be painted should be dumped down the toilet and never poured into the soil.
- Mop floors and wipe window ledges and other areas with soapy water. If available, tri-sodium phosphate or lead-specific cleaning products can be used.
- Forced air heating or air conditioning will be turned off.
- Faucets and refrigerator door seals will be taped shut.
- Walls will be washed with automatic dishwasher detergent.
- Plastic sheeting, paper towels and/or wet sanding sponges will be disposed of in a heavy-duty plastic bag, securely closed and placed out for trash pickup.
- Vacuum with HEPA filtered equipment.
- After plastic sheeting is removed from the outside of the home, place 3 feet of mulch out from the base of the home at least two inches deep.

Safe Work Practices include a prohibition on paint removal methods that have been shown to be hazardous because they release large amounts of dust and fumes. **Prohibited methods are:**

- Open flame burning and torching
- Machine sanding or grinding (includes the use of belt sanders)
- Abrasive blasting or sand blasting
- Heat guns operating above 1100 degrees Fahrenheit.
- Dry sanding or dry scraping, except dry scraping in conjunction with heat guns or within one foot of electrical outlets, or when treating defective paint spots totaling no more than twenty square feet for exterior surfaces, two square feet for any one interior room or space or 10% of the total surface area.
- Paint stripping in a poorly ventilated space using volatile paint stripping chemicals.
- Note: If you suspect existing material has asbestos, do not attempt to remove/repair it.

Safety: Conquering the Worst Case Scenario

All Project Day sites should be prepared! Even the best risk management procedures and programs cannot guarantee you won't be faced with an accident or crisis. However, you can be ready when something goes wrong. Consider the following:

- A handrail your team installed gives way and a homeowner falls and is injured.
- A volunteer verbally abuses a homeowner.
- A volunteer falls off a ladder and breaks an arm.

What you do following an incident can prevent a lawsuit, as well as the negative publicity it would bring. Because a claim may be filed, preparing in advance to take the necessary steps for legal and insurance protection is your best offense. Make sure your volunteers know what to do. Everyone should understand and follow procedures to respond to and report an accident or crisis:

1. Provide emergency care for the injured person(s).
2. Call 911 if necessary or get the injured person(s) to a care facility if necessary.
3. Complete the Incident Report Form.
4. Take photographs of the site and equipment involved in the incident.
5. Contact your Team Leader

Safety: When to Pull a Team

The safety of our homeowners and volunteers must be paramount. If there is any serious threat to safety, the situation should be dealt with swiftly and definitively by the House Captain, with the assistance of the Team Leader.

Threatening behavior, verbal assaults, sexual harassment, drug or alcohol abuse, or homeowner members who refuse to pitch in are all just cause for pulling a team off a work site. Of course every effort should be made to change behavior if at all possible. Similarly, the homeowner should be informed as soon as a situation arises that there is a significant problem that must be solved. If possible, involve the homeowner in solving the problem but be firm and clear about what must happen right away.

Make sure to consult your Team Leader prior to leaving the site.

If one or more volunteers are not able to follow directions and/or re-direction from the House Captain please call your Team Leader, who will instruct the volunteer(s) to leave the site.

Safety – Emergency Phone Numbers

Call 911 if you need to!

<p>INOVA Alexandria Hospital 4320 Seminary Road, Alexandria, VA (703) 504-3000</p>	<p>Virginia Hospital Center 1701 N. George Mason Dr., Arlington, VA (703) 558-5000</p>
<p>Beauregard Medical Center 4660 Kenmore Ave, Suite 900 , Alexandria, VA (703) 820-7000</p>	<p>CVS Minute Clinic 415 Monroe Ave, Alexandria, VA (703) 683-4433</p>
<p>INOVA Mount Vernon Hospital 2501 Parkers Lane, Alexandria, VA (703) 664-7000</p>	<p>MedStar Prompt Care 3610D King Street 703-845-2815</p>

Procedures – After the Project Day

Evaluations

- *House Captain:* Please take some time to complete the House Captain Evaluation Form and return it to *Rebuilding Together* by **May 8th**. Your feedback will help us to improve the process for years to come.
- *Homeowner:* Please tell your homeowner that they will receive a Homeowner Follow-Up Survey from the office shortly after NRD.
- *Team Leaders:* All Team Leaders are asked to fill out an evaluation on each site that they are supervising.

Working with the Media

Good publicity is essential if we are to continue to increase the amount of work we are able to accomplish each year. As the House Captain, you are *Rebuilding Together Alexandria’s* spokesperson. The Executive Director will send the media to specific sites. If press arrives, we ask that you:

- Make sure you have the homeowner’s permission to show or discuss the home before they start.
- Introduce yourself, Co-Captain, and the homeowner, spelling names if necessary.
- Please refer to us as *Rebuilding Together Alexandria*, not as REBUILDING TOGETHER.
- Be honest in answering questions – talk about the “neighbor helping neighbor” aspect and the good that comes from this project.
- Be familiar with the history of *Rebuilding Together Alexandria*.
- Remember to mention we are a volunteer organization reaching out to those who cannot afford to have the work done themselves. They are in need of our services to make their home and lives more safe and secure. **BE PROUD OF YOUR INVOLVEMENT!!!**
- Any opportunity you have to highlight skilled trade groups or sponsors, please take advantage of it. If you

can, get the name of the reporter, cameraman, etc., and a phone number for follow-up. Make sure that your Team Leader is aware of any visits from the media to your site.

- Mention the name of the sponsor of your house, if applicable. Mention that the cost of refurbishing an “average” home ranges from \$3,500 to \$6,000 and is borne by various businesses, associations, and congregations.
- Good press means greater support for next year. Please keep everything in perspective and DON’T grandstand for your company, group, or even *Rebuilding Together Alexandria*.

Checklists

These checklists are for your convenience and are NOT submitted to Rebuilding Together Alexandria.

Preliminary Activities

- _____ Choose Co-Captain, Crew Leader/s, and a day-of runner.
- _____ Attend the House Captain’s Meeting on **March 11th**.
- _____ Make sure each volunteer submits volunteer waiver
- _____ Contact homeowner & visit assigned house with Team Leader and Co-Captain.
- _____ Plan Project Day strategy. Breakdown project into individual tasks and complete Task Planning Form(s).
- _____ Review volunteer skills & identify any needed skills or preliminary work required—identify on Scope of Work form.
- _____ Review work plan with Co-Captain(s).
- _____ All special orders (grab bars, large amount of paint, appliances, etc.) are due no later than **April 5th**. Fax all requests to Rebuilding Together at (703) 836-1741. They can also be emailed to info@rebuildingtogetheralex.org
- _____ Completed House Captain's Outline of Work and Site Support forms are due no later than **April 5th**. Fax all forms to Rebuilding Together at (703) 836-1741, or email to info@rebuildingtogetheralex.org
- _____ Confirm all volunteers. Co-Captain can call volunteers as a reminder.
- _____ Purchase all materials you plan on using/need, **April 22nd - April 30th**.
- _____ Call Homeowner for a last minute reminder on **April 26th – 28th**.
- _____ Provide/exchange mobile phone/pager numbers with staff and your Team Leader.

Notes:

Initial Site Visit

- _____ Call Homeowner to make a house visit
- _____ Discuss with the homeowner the list of priorities, the realistic goals, and expectations of the project.
Remember to under promise and over deliver. This discussion should include the Co-Captain, and Crew Leader(s).
- _____ Discuss the material and skilled trade requirements of the house.
- _____ Discuss alternative construction methods to ensure a quality 1 day project.
- _____ Discuss the rough scheduling of activities so that construction activities are completed by 3:00 P.M. so enough time is left for clean-up and to reassemble the homeowner's house.
- _____ Review the due date of critical paperwork like material requirements, skilled trades requirements, site support services (trash, etc.).
- _____ Take notes and photographs of the project for future use.
- _____ Complete and submit the following forms after your initial site visit by **April 5th**.
 - _____ House Captain's Outline of Work Form, page 22
 - _____ Site Support Form, page 25

Project Day

- _____ Bring House Captain Safety Waiver of Kick Off!
- _____ Have a pep rally/project review meeting with all volunteers first thing in the morning to go over the day's project.
- _____ Make sure each volunteer signs a waiver form before they begin to work and turn them into REBUILDING TOGETHER ALEXANDRIA.
- _____ Clean up all traces of our labor.
- _____ At the end of the day review with the homeowner all the work that has been completed and go over any necessary instructions.
- _____ Collect all materials and supplies brought to the site. Leave all opened paint with the homeowner.
- _____ Notify your Team Leader if your crew will return to work on the site for follow-up work that needs to be completed.
- _____ Thank all volunteers and celebrate your accomplishments!

After Project Day

- _____ Drop off re-usable supplies to our office by **May 8th**. Return all unused items to the store from where they were bought for an account credit/refund.
- _____ Send in your House Captain Survey and outstanding tasks / punch list (if applicable) by **May 8th**
- _____ Send in your “House Captain's Outline of Work” form on page 22, showing the final tasks that were completed by **May 8th**. This form is very important and necessary so that we can update our records on the work that has been done at the homeowner’s home.

Check out the “How To” videos on our website!

Note: Depending on your projects, you can usually find additional “How To” videos on the web.

Work Techniques and “How To” Information

Both Home Depot and Lowes web sites have “how to” information related to buying guides, calculators, project planning and design tools. The projects covered include; appliances, building supplies (how to install doors, windows, flooring, electrical plumbing, painting, walls), electronics, kitchen and bath, lighting and fans, etc. The Lowes site also includes some videos. Both sites are useful resources for project leaders as well as team mates to read ahead and learn.

The Lowes site is:

<http://www.lowes.com/how-to-library>

The Home Depot site is:

http://www.homedepot.com/c/diy_projects_and_ideas

Installing Smoke/Carbon Monoxide Detectors

The safest recommendation is to put one in every room, but most people are not willing to do this. The simplest rule is to mount one between the bedrooms and the rest of the house, but closer to the bedrooms. If there is more than one sleeping area, each should have its own alarm. In multi-level homes, install one on each level, and if possible have them interconnected so any one unit will sound the alarm throughout the house. The basement ceiling, near steps, is a good location for extra protection.

How to Prepare Materials for Trash Pick-up in Alexandria

General Items: Please consider [donation](#) before disposal, when possible

- Always bag trash before placing it in the refuse can.
- For the safety of our crews, refuse cans, bags and large items cannot weigh more than 75 pounds each*.
- Set your refuse can close to the curb but away from your recycling bin, tree limbs, parked cars, and mailboxes.
- Please fill the refuse can before placing extra bags alongside the container. Up to six (6) additional bags are allowed.

- Any Hazardous Material can be taken to the [City's Hazardous Waste and Electronics Recycling Center](#) at 3224 Colvin Street. The facility is open on Mondays and Saturdays from 7:30am to 3:30pm. Follow the hyperlink above to learn more about what materials are considered hazardous.

Batteries:

- Alkaline (AA, C, 9v) - Dispose in regular trash.
- Hearing Aid & Watch (button-shaped) - Take to [Household Hazardous Waste Site](#).
- Lead acid (SSLA, Pb), including vehicle (car, boat, motorcycle) - Recycle them with your local supplier.
- Rechargeable (NiCd, Ni-MH, Li-ion) - [Household Hazardous Waste/Electronics Recycling Site](#)
- **Brush Items:** Must be no larger than 2-3 inches in diameter; no longer than four (4) feet in length; be bundled and weigh no more than 75 pounds per bundle. Logs or stumps are not accepted. Set out next to trash can on your on regular trash collection day.

Bulky Items: Such as couches, tables, furniture, etc. can be [donated](#), or set out with your regular trash. [*Please see weight limitations.](#)

Glass or Mirrors: Must be wrapped with several layers of newspaper or cardboard, taped at the edges and labeled as "Glass" and then placed in the refuse. Broken glass should be disposed of in a hard plastic container and then placed in the refuse.

Knives: Should be placed between two pieces of cardboard, taped together and placed in the refuse.

Metal Items: The City collects- call 703-746-4410. The following items will be charged a \$20 fee for collection, a bill will be sent to you in the mail for the following: stoves, refrigerators, washers/dryers, hot water heaters, freezers, dish washers

**Residents can bring metal items to Covanta for recycling for free, once a week.*

Needles/Syringes*: Should be disposed of in a hard plastic container, such as a detergent bottle, capped securely, and labeled as "Sharps," then placed in the refuse. Needles and Syringes should never go into the recycling bin.

**What about medical waste generated by medical care workers in your home? Medical waste produced by health care workers (physicians, nurses, home health aides, etc.) as a result of providing medical care in the home is not home generated medical waste. It is Regulated Medical Waste (RMW) and must be disposed of by a licensed RMW disposal company. The responsibility for the proper and safe disposal of regulated medical waste rests with the health care provider providing services in the home.*

Paint: Should not be placed in trash cans or next to trash in liquid form. Leave all opened paint with the homeowner.

Prescriptions Drugs: Never flush down a toilet or place in the sink! Return to the pharmacy or follow these instructions:

1. Keep the medicines in their original container. This will help identify the contents if they are accidentally ingested.
2. Cross out your name and prescription number for safety.
3. For pills: add some salt water to start dissolving them. For liquids: add something inedible like cat litter, dirt or ash.
4. Seal the container and secure with duct or packing tape.
5. Put the container in the trash as close to pick-up time as possible. Do not put in the recycle bin.

Propane Tanks: Return to your supplier. **The City does not accept propane tanks in curbside or drop-off recycling or at the household hazardous waste collection site.**

Rugs: Must be no longer than 6 feet in length, rolled up and secured closed. Set out on regular trash collection day.

Televisions/Computers: Unusable televisions and computers, as well as other unusable electronics, can be set out with your normal trash

Yard Waste:

- Recycle -- Leaves and grass clipping can be [grass-cycled or composted](#) in your backyard.
- Regular Trash -- Bag grass clipping and leaves excluding dirt. No loose grass clippings, branches or yard waste are accepted. Set out on regular trash collection day. * Please see proper preparation for branches.



Appendix

- 1: House Captain's Outline of Work Form**
- 2: Task Planning**
- 3: Special Orders**
- 4: Site Support**
- 5: Individual Volunteer Survey Form**
- 6: Volunteer Waiver of Liability Form**
- 7: House Captain Safety Form**
- 8: Incident Report form**
- 9: Donation Record**



HOUSE CAPTAIN'S OUTLINE OF WORK (Use additional forms if necessary)

House Captain _____

Homeowner _____ Phone Number _____

Street Address _____ Project Number _____

	Area of House	Repair #	Description of Repair/Task	Completed
1				<input type="checkbox"/>
2				<input type="checkbox"/>
3				<input type="checkbox"/>
4				<input type="checkbox"/>
5				<input type="checkbox"/>
6				<input type="checkbox"/>
7				<input type="checkbox"/>
8				<input type="checkbox"/>
9				<input type="checkbox"/>
10				<input type="checkbox"/>
11				<input type="checkbox"/>
12				<input type="checkbox"/>

Homeowner responsibilities in preparation for and cooperation with the Rebuilding Together volunteers:

As the homeowner, I agree to the tasks above, my responsibilities outlined, and state that there are no hazardous materials in or on my property, to the best of my knowledge. I enter into this Agreement with Rebuilding Together Alexandria (“REBUILDING TOGETHER”) in consideration for the repair and renovation work to be performed on my house and property by REBUILDING TOGETHER (the “REBUILDING TOGETHER Work”). I understand and agree that REBUILDING TOGETHER will only perform the REBUILDING TOGETHER Work upon: (1) my representation herein that I intend to use this property as my principal residence, barring catastrophic illness or death, for a minimum of twenty-four (24) months immediately following completion of the REBUILDING TOGETHER Work; and (2) my agreement herein that if I agree to sell this property within twenty-four (24) months of the completion date of the REBUILDING TOGETHER Work, I shall notify REBUILDING TOGETHER in writing at least thirty (30) days prior to the closing and, at closing, reimburse REBUILDING TOGETHER for its out-of-pocket costs for the REBUILDING TOGETHER Work during the twenty-four (24) month period OR make a \$3000 donation to REBUILDING TOGETHER, whichever is greater, at closing out of the proceeds of any sale of the subject property. **We Do Not Guarantee That All Repairs Listed Above Will Be Completed.**

Homeowner Name _____ Sign _____ Date _____

House Captain Name _____ Sign _____ Date _____



TASK PLANNING

House Captain _____ Phone _____

Project # or Address _____

TASK # _____ (from HC's Outline of Work form) Type of task: _____

	Material Description/Tools Needed	Quantity	Proposed Supplier	Cost
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
Total Estimated Material Cost				

List person(s) who are responsible for the shut off of the electric/water/gas in regard to this task.



SPECIAL ORDERS

House Captain: _____ Project #: _____

Medical Item	Yes	No	Misc. Notes
Grab Bar (knurled polished nickel)			
Toilet Safety Rail			
Shower Seat			Width of inside tub:
Fire Extinguisher			
Other:			
Other:			

Appliance	Quantity	Height Avail*	Width Avail*	Depth Avail*	Color: Black or white	Gas/ Elect	Misc notes
Refrigerator							
Dishwasher							
Stove/Oven							
Clothes Washer							
Clothes Dryer							
H2O Heater							
Furnace							
Other:							

*Please measure the space in inches available for the unit, not the size of the current unit.

Skilled Trades Person	Task to be completed	Task to be completed
Electrician		
Plumber		
HVAC		
Roofer		
Other:		



SITE SUPPORT

House Captain: _____ Project #: _____

Street Address: _____

Trash Pick Up Items:	On Street or Behind House

Remember:

- Consider donation before disposal.
- Tree limbs and brush must be no larger than 2-3” in diameter and 4’ in length.
- Left over paint should be given to the homeowner and not discarded.

Additional Volunteers Requested	# of Volunteers	All Day	Morning Only	Afternoon Only
Skilled (in what trade?)				
Unskilled				
HABITAT RESTORE pickup of unwanted household goods:		Must be placed in front of house/yard		



INDIVIDUAL VOLUNTEER SURVEY

For House Captain use during the planning process

Name _____ Home Phone _____

Address _____ Work Phone _____

E-mail _____ Cell Phone _____

SKILL LEVEL

Please take a few minutes to fill out the following survey so that we can ensure that we are using your abilities in the best possible way.

SKILLS	Indicate with a check mark the level of skill you have in each of these areas (do not check if no experience).		
	NOVICE	SKILLED	PROFESSIONAL
Carpentry			
Building a ramp			
Window replacement			
Window glazing			
Door installation			
Drywall/Plaster work			
Floor installation			
Painting			
Electrical			
Plumbing			
Roofing			
Masonry			
Heat/HVAC Systems			
Media relations			
Photography			

SPECIALIZED VOLUNTEER JOBS

Please mark the appropriate box if you would be interested in filling one of the positions.		
Co-Captain	The Co-Captain is the House Captain’s “right hand person” who helps with the overall organization of the Project Site.	
Crew Leader	The Crew Leaders oversee a small group of volunteers on a specific task. (Repairing a porch painting a room, roofing, etc.)	
Volunteer Coordinator	Assists the House Captain and/or Co-Captain with volunteer management. (Tracks the number of volunteers who sign up to participate, organizes the signing of all the volunteer waivers on Project Day, assures that all volunteers are sent a thank you note after Project Day, etc.)	
Safety Officer	The Safety Officer is responsible for ensuring the team follows all necessary safety precautions. This includes individual hydration, equipment safety and emergency/first aid procedures.	



HOUSE CAPTAIN SAFETY WAIVER

April 29th National Rebuilding Day

I, _____, House Captain

working at house address _____, Alexandria, VA

reviewed all safety procedures (found in the safety manual provided) with my entire team of volunteers (total # of volunteers is _____) prior to commencing repair work. I have also displayed safety signs throughout the property.

Signature of House Captain

Date



INCIDENT REPORT

In case of injury, submit completed form to Rebuilding Together Alexandria within 24 hours.

Information on the person filling out this form:

Name _____		House Captain
Address _____ _____		Team Leader
Phone H _____ W _____		Staff
Did you witness the incident? (yes/no) _____		Volunteer
		Other

Information on the injured individual:

Name _____		Homeowner
Address _____ _____		Volunteer
Phone H _____ W _____		Other (explain)
Age _____ Male _____ Female _____		

Explain how and where the injury occurred (be thorough):

Describe injury: _____

When did the symptoms first appear? _____

Did you seek medical treatment? YES ___ NO ___ **where and type:** _____

Was this condition present prior to the person being injured? YES ___ NO ___:

List witnesses to the injury:

Name:	Name:	Name:
Phone:	Phone:	Phone:

Signature of person completing form _____ **Date** _____



DONATION RECORD

Dear *Rebuilding Together Alexandria* Supporter:

Please complete and return this donation form to *Rebuilding Together* and indicate the item(s) you donated and the estimated value of the item(s). Thank you for supporting the *Rebuilding Together* program and making the difference in the life of one of our neighbors.

To be completed by the donor:

NAME: _____

ADDRESS: _____

PHONE: (H) _____ (W) _____

EMAIL: _____

DATE OF DONATION: _____

DONOR'S SIGNATURE: _____

HOUSE CAPTAIN'S OR TEAM LEADER'S SIGNATURE: _____

ITEM(S) DONATED AND VALUE:

Item	_____	Value	_____
Item	_____	Value	_____
Item	_____	Value	_____
Item	_____	Value	_____
Man Hours	_____	Value	_____

If you belong to a *Rebuilding Together* sponsoring group and know the following information, please complete this section:

Group Name _____

House Captain _____ Project Number _____

Homeowner _____

If you have any questions please call *Rebuilding Together Alexandria* at (703) 836-1021.