



DC • Alexandria

2025 Team Leader & House Captain Handbook

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About Rebuilding Together DC • 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 DC and the City of Alexandria remain economically, socially, and culturally diverse.

Since 1986, 30,000 volunteers have worked on 2,900+ projects, leveraging nearly \$10 million worth of in-kind value throughout Alexandria and for the past 6 years in Washington, DC.

Safe and Healthy Homes addresses the 25-point checklist that helps ensure a home is safe and healthy for its occupants, developed by National Rebuilding Together and the National Center for Healthy Housing. We ensure 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 counseling 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

No later than March 3/28	House Captain and Team Leader make initial visit to meet homeowner and inspect assigned home, discuss work priorities, and begin completing all forms.
3/31	The House Captain's Outline of Work form is <i>due</i> . If applicable, Special Orders and Site Support forms are also due to Rebuilding Together DC- Alexandria.
3/31	Begin purchases at Lowe's and include PO# on receipt.
April 25	Prep Dates - Light houses might require one day of prep work, Medium houses might require 2 to 3 days of prep work, and Heavy 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 22	Reminder calls to all volunteers and to the homeowner to make sure he/she is expecting you on Saturday, April 26. 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 26	Rally your team at your project site and begin work no later than 9 am
April 28th - 6th May	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 DC • 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

RTDCA provides Team leaders who supervise and support 3- 4 House Captains. The Team Leader will help to establish a *realistic* work scope that can be accomplished in one day with a possibility of a few prep days, assist with the planning process, and respond to questions and/or concerns that House Captains may have. It is **vital** for first-time House Captains that the Team Leader accompany them 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 and 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. During this day of hard work, people need to have fun, feel part of a team, and feel appreciated by you.

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 workspace 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 DC 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 clear of all debris. Develop a punch list for Rebuilding Together DC • Alexandria's year-round volunteers.
- House Captain **MUST** remain at the job site. Send a Co-Captain or designated runner on any errands on project day.
- 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.
- 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 DC • ALEXANDRIA. 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 DC • Alexandria staff. This is only a guide, you are not obligated to undertake all tasks listed.
- Call the homeowner and plan 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 DC • Alexandria. Be clear to the homeowner who is the House Captain. If you prefer, tell the homeowner to contact Rebuilding Together DC • 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.

Task Planning

- Using the **Volunteer Scope of Work** provided by RTDCA as a guide, create your own **House Captain Outline of Work** with any additions or deletions you feel appropriate for your team. Remember, you are planning a one-day project so plan accordingly based on RTDCA priorities, homeowner priorities, and the skill level of your volunteers.

- Submit a signed **House Captain's Outline of Work form** to Rebuilding Together by **March 31st**. Note: Homeowner **MUST** sign this document. **House Captains will not be added to the list of authorized purchasers on our account at Lowe's without submitting this form.**
- Using your **House Captain outline of work**, assign tasks based on the skills of your volunteers
- Some tasks may require skilled labor or specific tools. If you are able to get a skilled tradesperson 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 **Site Support** form and let us know by April 1st.

Manage Homeowner's Expectations

- 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 days. Know that they do appreciate you and your team's efforts and make sure your volunteers are aware of this "challenge" some homeowners face.
- 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 prep 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.
- Describe how you wish to have the homeowner, household 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 in areas impacted by work, 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 and completed tasks.

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**.
- **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.
- 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
- **When** you first meet your homeowner, discuss their concerns and then talk about the job with them. 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 Lowe’s websites
- Contact your Team Leader to discuss the materials needed and to get their advice on ordering.
- All supplies should be purchased from Lowe’s beginning April 16th. **Access to our Lowe’s account will be granted ONLY after you submit the House Captain Outline of Work signed by both the House Captain and Homeowner**
- 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 DC • 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, screwdrivers, etc.,) Food Drinks Carpeting** Landscaping material ** Curtains/Bedding/Furniture	Countertop 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 align="center">**Need approval from the Director of Programs prior to the project day.</p> <p>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 may lose 5-10% of your team after lunch.**

The Site Support Form on page 29 is provided so that you may list an estimate of the number of any additional volunteers you might need. Should you need skilled volunteers, you must also decide whether one or more than one person with a particular skill is necessary.

When staging and timing various tasks, consider the skills required and the available space needed to avoid crowding. 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 26th**, starting with a check-in at 7:30 am and work being done from **9:00 A.M. to 4:00 P.M.** Confirm the hours they plan to work.
- 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 family (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. In addition, children aged 14 to 17 must be supervised by an adult.
- **NO ONE MAY WORK WITHOUT COMPLETING A VOLUNTEER WAIVER.**
- 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 crew members. 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. Make your own assessments about how many volunteers can safely work on the site.
- Assigned task has been completed and volunteer needs something else to do. Try to assess if another

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task group could use extra help.

- **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 your Co-Captain and explain your roles.
- Thank the volunteers for coming.
- **Insist that everyone sign the Volunteer Waiver Form Online (NO EXCEPTIONS).**
- Acknowledge the help provided by skilled trades, house sponsors, volunteer groups, etc.
- Give volunteers the **BIGGER** Rebuilding Together picture – tell them they are part of a nationwide effort involving thousands of volunteers repairing 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.
- Indicate where supplies are located and who 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.
- **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 of

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 DC • 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 REBUILDING TOGETHER:

Facebook: [RebuildingTogetherDCA](#)

Twitter: [RTDCAlex](#)

Instagram: [rebuildingtogetherdca](#)

Or send it as an attachment to hp@rebuildingtogetherdca.org

Clean Up

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

- Begin clean-up 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 discarded in doubled bags.** Assign specific volunteers to this task, otherwise it will not get done. Please return reusable items to Rebuilding Together DC • Alexandria during the following week.
- *Open paint should be left with the homeowner.* Unopened and un-tinted 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 punch list of incomplete items and discuss plans for the return of your team to carry out further work, if needed.

Or send the list to Rebuilding Together • DC 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 DC • Alexandria and the volunteers. Contact your Team Leader prior to leaving the project site.

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 create a dangerous situation for themselves or 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.

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 DC • 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 emergency phone list and first aid kit are, and how to get help. Notify all volunteers where the first aid kit is. Place the yellow **SAFETY-FIRST** posters at prominent locations on the job site secured with the blue tape provided by RTDCA. Ensure that cords and hoses are out of the way, sawdust is swept away and debris cleaned up.
- 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 DC • Alexandria office. CALL MISS UTILITY (**1-800-552-7001**) if you are doing any underground work.
- 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 monitor their use closely. RTDCA is not responsible for lost or mishandled tools.
- **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 16 of this manual find emergency care facilities in Alexandria and DC. After the accident has been appropriately handled, an Incident Report Form must be filled out and the Rebuilding Together DC • 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 DC • 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

- **Be alert to the possibility of hazardous materials** including mercury, lead dust from interior and exterior sanding, and asbestos on 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 or paint without sanding.

- **If you suspect Lead Paint, have it tested. You can get a 3M Lead Check Kit from Lowes. If the test comes up positive, stop what you are doing and notify our staff. contact your Team Leader – Do not remove any of the lead paint.**

When scraping or sanding lead paint, 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 or another volunteer.
- 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 defense. 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 is 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 Co-captain. Alert your Team Leader immediately.

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!

NORTHERN VIRGINIA	
INOVA Alexandria Hospital 4320 Seminary Road, Alexandria, VA (703) 504-3000	Virginia Hospital Center 1701 N. George Mason Dr., Arlington, VA (703) 558-5000
Beauregard Medical Center 4660 Kenmore Ave, Suite 900, Alexandria, VA (703) 820-7000	CVS Minute Clinic 415 Monroe Ave, Alexandria, VA (703) 683-4433
INOVA Mount Vernon Hospital 2501 Parkers Lane, Alexandria, VA (703) 664-7000	MedStar Prompt Care 3610D King Street 703-845-2815
DISTRICT OF COLUMBIA	
United Medical Center 1310 Southern Avenue, SE Washington, DC 20032 202-574-6000	Urgent Care Matters 5474 St. Barnabas Rd Oxon Hill, MD 20745 301-893-4513
Harbor Medical Center & Urgent Care 221 American Way Oxon Hill, MD 20745 301-567-9100	CVS Minute Clinic 320 40 th St., NE Washington, DC 20019 202-396-2331

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 6th. 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.

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

Preliminary Activities

- _____ Choose a Co-Captain, Crew Leader/s, and a day-of runner.
- _____ Make sure each volunteer submits volunteer waiver online.
- _____ 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).
- _____ Alert Team Leader of any special orders such as appliances and flooring
- _____ Completed **House Captain's Outline of Work, Site Support and Special Orders** forms are due no later than **April 2nd**. Email to vp@rebuildingtogetherdca.org
- _____ Confirm all volunteers. Co-Captain can call volunteers as a reminder on April 27th
- _____ Purchase all materials you need between **March 31st and April 25^h**
- _____ Call the Homeowner for a last-minute reminder on **April 24th**.
- _____ Provide/exchange mobile phone/pager numbers with staff and your Team Leader.

Notes:

Initial Site Visit

- _____ Call Homeowner to introduce yourself and schedule a house visit
- _____ Discuss with the homeowner, the list of priorities, realistic goals, and their expectations of the project. **Remember to under promise and over deliver.** This discussion should include the Co-Captain, and Crew Leader(s).
- _____ Discuss with Team Leader the materials and skilled trade requirements of the house and any alternative construction methods to ensure a quality 1-day project
- _____ Discuss the scheduling of activities, so that tasks are completed by 3:00 P.M. This gives enough time 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 **2nd April**

_____ **House Captain's Outline of Work**, page 24 is required

_____ **Special Orders**, page 28 if needed

_____ **Site Support**, page 29 if needed

Project Day

_____ Greet your volunteers as a group in the morning to go over the day's project. Stress safety as they work and move around the site.

_____ Make sure each volunteer has signed the online waiver form before they begin to work.
NO VOLUNTEER SHOULD BE ALLOWED ON SITE WITHOUT A SIGNED WAIVER

_____ During the day, someone must be designated to monitor safety hazards

_____ 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.

_____ Clean up all traces of our labor.

_____ 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 of the volunteers and celebrate your accomplishments!

After Project Day

_____ Drop off re-usable supplies to either of our offices by May 6th. Return all unused items to the store from where they were bought for an account credit/refund.
Rebuilding Together DCA, 101 Xenia Street SW #102, Washington, DC, 20032

_____ Send in your House Captain Survey and outstanding tasks / punch list (if applicable) by May 6th.

_____ Send in your "**House Captain's Outline of Work**" form on page 24, showing the final tasks that were completed by May 6th. 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

The Lowes web sites has "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,

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Phone: 202.800.6032 email: info@rebuildingtogetherdca.org

flooring, electrical plumbing, painting, walls), electronics, kitchen and bath, lighting and fans, etc. The site also includes some videos and 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>

Installing Smoke/Carbon Monoxide Detectors

Consult with your Team Leader for advice on placement of devices. These should be placed in each bedroom, 1 outside kitchen, and on every floor.

How to Prepare Materials for Trash Pick-up

- We work with a hauler. If your NRD Team will need large trash pick-up, we request that you schedule that with him. Please be sure to schedule at least a week in advance, and to provide him with your phone number, NRD site address, and RTDCA provided PO number for your NRD site.

His contact info is:

David Savoy. S&P Hauling
202-478-9327
david@sphaulingllc.com

Items that must be disposed of by your team at a HAZMAT Dump are:

Paint

Oil/Grease

Chemicals

Batteries:

- Hearing Aid & Watch (button-shaped) - Take to [Household Hazardous Waste Site](#).
- 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.](#)

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.

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: In Alexandria return to your supplier. **The City of Alexandria does not accept propane tanks in curbside or drop-off recycling or at the household hazardous waste collection site.**

In DC, Propane tanks no larger than 20 pounds are accepted.

Appendix

- 1: House Captain's Outline of Work Form—Required**
- 2: House Captain's Safety form—Required**
- 3: Individual Volunteer Survey Form**
- 4: Task Planning**
- 4: Special Orders**
- 5: Site Support**
- 7: Incident Report form**
- 8: 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"/>

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 DC • 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 _____



HOUSE CAPTAIN SAFETY WAIVER

APRIL 26th 2025 National Rebuilding Day

I, _____, House Captain working at
house address _____,
reviewed all safety procedures (found in the safety manual provided) with my entire team of volunteers
(total # of volunteers _____) prior to commencing repair work.

I have also displayed safety signs throughout the property.

Signature of House Captain

DATE



INDIVIDUAL VOLUNTEER SURVEY

For House Captain's 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.	



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 regards 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:	Location on site for pick up

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



Rebuilding Together 25 Safe and Healthy Priorities

	BEFORE	AFTER	CHANGE
	Y / N	Y / N	★
1. The homeowner has safe ingress and egress to the home			
2. The roof is watertight			
3. Rainwater is effectively shed and directed away from the structure			
4. Exterior walls have no gaps, cracks or holes larger than 1/8 inch			
5. Windows and exterior doors open and close, lock securely and seal well			
6. Home is free of live infestation of pests, and sources of attraction are removed			
7. The numerals in the property's street address are clearly visible from the street			
8. Working smoke detector is on each floor and in or near bedrooms to meet code			
9. A working CO detector protects home with gas appliances or attached garage			
10. A currently dated Class ABC fire extinguisher is available in or near the kitchen			
11. Water heaters, furnaces and space heaters that produce CO exhaust outside			
12. No known electrical hazards are present, and kitchens and baths have GFCIs			
13. The homeowner has access to a working water heater, refrigerator and range			
14. The kitchen and bathrooms have an exhaust fan vented outside			
15. The homeowner has access to a working sink, toilet and bathtub or shower			
16. Modifications to toilets and tubs assist those who need help			
17. Grab bars are strategically placed for those at risk of falls			
18. Stairs and steps have secure handrails that meet occupants' needs			
19. Main rooms and stairs are free of tripping hazards			
20. Old, filthy carpeting has been replaced, preferably with durable flooring			
21. Clothes dryer, if present, vents outside w/ metal duct and unobstructed airflow			
22. The homeowner can maintain the interior temperature in a comfortable range			
23. Main rooms and stairs have adequate lighting for occupants to move safely			
24. Interior paint and wall covering is intact			
25. The home is free of active water leaks and serious moisture problems			

KEY - Yes/No columns show each priority before and after repairs have been completed.
 - The third + column highlights the results of repairs that change a priority from No to Yes.

INCIDENT REPORT

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

Information on the person filling out this form:

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

Information on the injured individual:

Name _____		Homeowner
Address _____ _____		Volunteer
		Other (explain)
Phone H _____ W _____		
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 DC • 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 a difference in the lives 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	_____	Project
House Captain	_____	Number _____
Homeowner	_____	

If you have any questions please call *Rebuilding Together DC • Alexandria* at 202-800-6032.