



2019

Missouri Slope Areawide United Way  
**DAY OF CARING MANUAL**

**LIVE UNITED**

United  
Way



MSA United Way: Uniting people and resources to build a better community.

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## OVERVIEW



Day of Caring was established to promote the spirit and value of volunteerism, increase the awareness of local human service agencies, and demonstrate how people working together for the good of the community can accomplish great things.

Volunteers work in collaboration with United Way partner agencies, other social service organizations, civic agencies, private non-profit agencies, and neighbors in need throughout the Bismarck-Mandan community. Participating organizations are matched with volunteers who choose to donate their time and talents to address our community's needs.

MSA United Way will recruit and organize volunteers, meetings, and the kick-off event. Volunteers will be asked to supply safety clothing, such as ear plugs, gloves, safety glasses, etc. They should be instructed to dress appropriately for the job and may be assigned other duties during the day.

We want to provide a meaningful, memorable experience. Projects must be organized and well-coordinated. Volunteers should have fun, but also feel that their project is worthwhile and beneficial to the organization and the overall community.

In order to ensure that each project has the appropriate number of workers all volunteers, agency representatives, employees, friends, and family who plan to assist must register with United Way. Project information and volunteer registration will be available at [www.msaunitedway.org/doc](http://www.msaunitedway.org/doc).

## IMPORTANT DATES

**Project request deadline**  
**Volunteer registration**  
**Day of Caring**

**May 3, 2019**  
**June 3-August 7, 2019**  
**August 14, 2019**

## GUIDELINES

Day of Caring is an incredible opportunity to tackle large and small projects at your organization that otherwise may not get accomplished. Given the unique service opportunity, try to plan creative, worthwhile projects that volunteers will enjoy and make an impact on the services you provide. Involve your entire organization in suggesting project(s).

Project(s) will include work such as, but not limited to:

- Painting
- Fixing
- Remodeling
- Moving
- Building (shelves, planters, fences, ramps, etc.)
- Planting
- Cleaning
- Organizing & Filing
- Client services
- Sorting and packing donations, food pantries, backpacks
- Lawn care for the elderly or disabled

Taking MSA United Way's mission into consideration, "Uniting people and resources to build a better community," the following priority ranking has been developed as a guide in choosing proposed Day of Caring projects:

1. MSA United Way partner agencies
2. Other social welfare organizations (Community Action Program, American Cancer Society, Easter Seals)
3. Civic agencies (parks, schools)
4. Private non-profit organizations and faith-based organizations (Ft. Lincoln, Dakota Zoo, Historical Society)
5. Private individuals (elderly, disabled, military personnel, etc. - partner agency clients will be considered first)

## PROJECT CONSIDERATIONS

- Can the project be completed in the allotted working time (9:00 a.m.- 4:00 p.m.) with non-professional workers, allowing time for set-up, break down, briefing, and lunch or snack, if provided?
- Is the size and complexity of the project appropriate, considering the allotted time?
- How many volunteers are needed, taking into account space limitations? (Remember volunteers work quicker than expected.)
- Does the project require specific skills? For example, would you need an electrician or skilled carpenter? (It is unlikely that most volunteers will have these skills.)
- What is the need vs. availability of tools and equipment, including those provided by the agency and by the volunteers? What tools can you provide? What tools do you need the volunteers/United Way to provide? Are there items that will have to be purchased?
- Is the project too hazardous for the volunteers? Does the work require climbing a tall ladder? (Consider potential liability exposure.)
- Will the agency clients be present? Are young children or elderly persons likely to be around the work area while the work is in progress? Does the performance of work need to be coordinated with the clients' schedules? Are there confidentiality issues?
- Will the agency provide a coordinator (someone to organize and/or oversee the work being performed)? It is essential that each agency designate a site coordinator who is available and able to attend meetings and help with project planning.
- Does the agency have the ability to accomplish the necessary preparatory work in advance of Day of Caring (e.g., purchasing necessary materials, installing foundations for a new structure, obtaining municipal permits, etc.)?
- Are there smaller projects that volunteers can work on if they finish the main project early?
- Are there indoor projects that volunteers can do if the weather is poor?



## AGENCY/INDIVIDUAL RESPONSIBILITIES

Let's create a lasting relationship by providing a meaningful volunteer experience!

Each organization must provide a site coordinator. Site coordinators are directly associated with the organization (agency director, owner, administrator) and are in direct contact with the team captain and United Way.

Site coordinators should be prepared to answer questions and provide volunteers with information about your organization. This is a unique opportunity to market your services to the community, establish relationships with local businesses, strengthen the awareness of your organization, and share your mission with caring community members.

It is important that team captains and site coordinators meet, exchange contact information, and remain in contact throughout the planning process.

Site coordinator responsibilities include:

- Meet with United Way representative for initial site visit.
- Provide United Way with a detailed description of the project prior to May 31. This is important for communicating and matching project needs with volunteer skills.
- Attend all Day of Caring meetings and/or be in communication with team captain.
- Conduct site meeting with team captain to assess project needs (materials, tools, skills, etc.).
- Provide or work with team captain to obtain all supplies necessary to complete the project.
- Track and report all in-kind donations to United Way.
- Provide water and work with team captain to organize lunch.
- Work with team captain to prepare site for volunteers.
- Help spread the word. "Like" our Facebook page for frequent event updates.
- Act as a host for volunteers.
- Provide volunteers with a brief introduction to your organization.

## TEAM CAPTAIN RESPONSIBILITIES

The generosity and dedication of team captains make Day of Caring possible. They are volunteers who have chosen to take on a leadership role for a Day of Caring project.

It is important that team captains and site coordinators meet, exchange contact information, and remain in contact throughout the planning process.

Team captain responsibilities include:

- Meet with site coordinator and assess project needs (materials, tools, skills, etc.).
- Attend all Day of Caring meetings or/and be in communication with site coordinator.
- Conduct site meeting with site coordinator to assess project needs (materials, tools, skills, etc.).
- Assist in soliciting donations and gathering materials required for project.
- Plan volunteer tasks to ensure project flows smoothly and volunteers are kept busy.
- Contact volunteers at least one week prior to the event to inform them what they should wear, bring for supplies, and prepare them for the work ahead.
- Work with site coordinator to prepare site for volunteers.
- Help spread the word.
- Brief volunteers upon arrival and supervise work. Make sure volunteers have work to do, are safe, and having fun.



## Team Captain/Site Coordinator Checklist

- Arrange for an on-site visit
  - Ensure that both parties understand the full scope of the job
  - While visiting the site, you may generate ideas for catering the project to available resources
- Create project needs list
  - What materials, tools, and skills are needed?
- Delegate required planning tasks
  - Review needs list
  - What can the organization supply?
  - What can volunteers bring?
  - Will donations have to be secured?
  - Does either party have contacts to approach for donations or assistance?
- Walk through each part of the job
- Communicate needs to volunteer team
  - Directions to location
  - Appropriate attire
  - Meals, snacks, water, etc.
- Organize the day's activities
  - Volunteer for kick-off registration
  - Brief agency introduction
  - Project overview
  - Supervise volunteers
  - Lunch
  - Water
- Finalize plans
  - Review plans
  - Contact volunteers - you will receive your list of volunteers from United Way





## PROJECT PLANNING CHECKLIST

1. Take 30 minutes to discuss ideas
2. Take a walk around facilities
3. Call a few clients
4. Help recruit volunteers and team captains

## PROJECT IDEAS

### Outdoor maintenance and preservation:

Paint murals on the inside and outside walls of an organization • Plant a garden • Construct or paint picnic tables/park benches • Repair and clean a camp or play area for children • Clean and paint fences • Remove litter from a river and its banks • Build a deck or patio • Plan a yard clean-up: weeding, planting, raking, mulching, pruning shrubs • Spruce-up a playground • Develop a nature trail

### Restoration/repair work:

Paint the inside or outside of a building • Wash windows, carpets, walls, toys • Wallpaper a room • Construct a play gym for children • Build a coat rack at a shelter or childcare center • Build a storage shed for recreational equipment • Rehabilitate a group home • Construct an accessibility ramp • Sort and repair organization toys and equipment • Wash and/or refurbish kennels, cages, or stables • Maintain local trails

### Special events for organization clients:

Plan a “fun” day for residents at a nursing home: games, singing, fingernail painting, hair styling, etc. • Plan and accompany clients on a field trip • Organize a book drive • Play games or read stories with children at a childcare center • Plan and staff a cookout, picnic, “theme” party, or ice cream social for clients • Accompany a youth group on a day hike or outdoor field trip • Organize a flea market for clients in a residential facility • Do library or internet research for grant sources • Fold, stuff, and address organization bulk mailing • Inventory organization educational supplies • Organize storage closets • Do data entry • Catalog and sort books in a library • Prepare emergency medical kits for clients • Conduct a telephone survey • Walk and feed animals and clean cages at the local humane society • Hold a car wash to benefit an organization • Create an art room for a youth center

### Projects to be avoided:

Projects that need technical designs or skills, unless the agency or a volunteer leader can provide them. • Projects that may be unsafe for the volunteers, (e.g., having to work on tall ladders, in too close proximity of vehicular traffic, lift too heavy objects, etc.) Remember, agencies could be held liable if reasonable safety precautions were not considered. • Projects that require complex or time-consuming preparatory work such as obtaining multiple permits, building concrete foundations, scraping old paint, clearing a field, etc. • Projects that will not provide a sense of accomplishment for the volunteers (e.g. a painting project that is too large to complete in one day, cleaning an attic or cellar, etc.) • Projects that cost more to make than it would to purchase

## BAD WEATHER PLAN

Day of Caring will not be cancelled or postponed due to weather. Organizations should have a contingency plan in case of inclement weather on Day of Caring. Bad weather plans should be communicated to United Way, who will make the information available to volunteers.

## SAFETY

To help avoid the potential hazards that can occur during any event of this nature, please review the safety guidelines below to help ensure that the Day of Caring is both a rewarding and safe experience for everyone involved.

**Only properly trained individuals should work with potentially dangerous tools or equipment.**

Below are some actions to think about if an accident occurs:

- Prior to any work being done, ensure that you have the volunteer fully complete and sign the liability form (forms supplied by United Way).
- Stay calm. Have all of the other volunteers stop working if there is any reason to believe that the work is unsafe or if the volunteers simply cannot focus sufficiently on the project's task.
- If a volunteer is injured, designate someone else to oversee the other volunteers so that you can focus on the injured volunteer.
- Try to determine the seriousness of the injury/accident. Ask if there is a volunteer that may have some training to assist the injured individual (i.e., a doctor, nurse, or EMT).
- If the person has a serious injury call 911 immediately. Then call a friend or family member of the injured person.
- If the person has a minor cut or scrape, administer first aid and document the incident.
- Ensure that all appropriate agency representatives are aware of the injury/accident.

## 2019 PROJECT REQUEST FORM

(Please provide as much information as possible.)

Name of organization: \_\_\_\_\_

Contact (site coordinator): \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Location of project: \_\_\_\_\_

Project title: \_\_\_\_\_

Project description: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Required materials: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

# of volunteers required: \_\_\_\_\_ # of hours to complete: \_\_\_\_\_

Estimated dollar value of project: \_\_\_\_\_

Are there any special skills required? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_