GROUP COORDINATOR TOOLKIT

REBUILD UPSTATE

WELCOME! This packet will help you and your team prepare for a successful build day and set expectations for working with your homeowner.

PRE-BUILD DAY

RECRUIT 8-12 VOLUNTEERS

SEND MY WORK GROUP THE RELEASE FORM

SCHEDULE A TRAINING (OPTIONAL)

SEND MY GROUP THE WORKDAY SYNOPSIS (2 WEEKS OUT)

SEND MY GROUP A WORKDAY REMINDER (1 WEEK OUT)

POST-BUILD DAY

OVERVIEW CALL WITH STAFF

SEND STAFF ANY PHOTOS TO SHARE

COMPLETE VOLUNTEER SURVEY

FOLLOW ALONG ON SOCIAL MEDIA AND NEWSLETTERS FOR ANY HOMEOWNER UPDATES

BUILD DAY

DRAFT AGENDA

8:00 AM ARRIVE

8:05 AM
SAFETY HUDDLE,
MISSION MOMENT, &
TOOL TRAILER
ORIENTATION

8:15 AM
SITE LEADER ASSIGNS
ROLES & WORK
BEGINS

12:00 PM BREAK FOR LUNCH

4:30 PM SITE CLEAN UP & PROJECT COMPLETION

GETTING TO KNOW YOUR HOMEOWNER



It takes grace and humilty to ask for help. Your homeowner has provided lots of financial, health, and personal information in order to qualify for repairs through Rebuild Upstate.

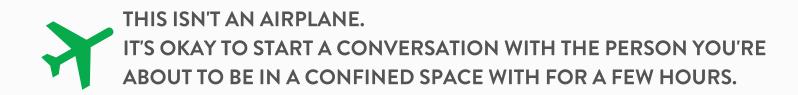
If you're homeowner isn't being as social as you imagined, it may be because they are experiencing stress from their side of the workday. Your homeowner may be living with a disability that prevents them from physically or socially interacting with your group.

Please don't mistake silence for a homeowner not being appreciative.

YOU'D BE OVERWHELMED IF A DOZEN STRANGERS SHOWED UP AT YOUR HOUSE, TOO.

Here are tips to engage homeowners in your workday experience:

- 1. Have 1-2 volunteers greet your homeowner in the morning.
- 2. Need a break? A small group (no more than 3 of volunteers) can offer to speak with the homeowner. Ask about their home, favorite memories, or how long they've lived there.
- 3. Bring an extra lunch for the homeowner and invite them to eat with you.
- 4. Show the homeowner your completed project. Be mindful of any disability that would prevent your homeowner from safely accessing the worksite.
- 5. Take a photo with your homeowner!



WHAT TYPES OF REPAIRS WILL MY TEAM BE DOING?

ACCESSIBILITY.

- Ramps
- Grab Bars/Railing
- Standing Shower Installation
- Door Widening

WEATHERIZATION.

- Install Replacement Windows
- Door Replacement

HEALTH.

- Roof Repair
- Carpet Removal
- Floor Installation
- Mold Removal

THE AVERAGE COST
OF BEING
HOSPITALIZED AFTER
A FALL IS \$30,000.

PROVIDING
WARMER, DRIER
HOMES REDUCES
DOCTOR VISITS
AND ABSENTEEISM
FROM SCHOOL OR
WORK.

REDUCING UTILITY
BILLS PROTECTS A
HOMEOWNER'S
FINANCIAL
STABILITY.

REPAIRS REDUCE

NEIGHBORHOOD

BLIGHT AND
INCREASE PRIDE OF

OWNERSHIP.

NEIGHBORHOOD REVITALIZATION

- Siding Replacement
- Subfloor Repair

HOME REPAIRS MAKE A DIFFERENCE.

SERVING AS OUR EYES AND EARS.

GOT BUILD DAY PHOTOS?

EMAIL THEM TO INFO@REBUILDUPSTATE.ORG TO GET FEATURED ON OUR SOCIAL MEDIA!







