

# 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



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**IT FELT LIKE GRAND CENTRAL STATION.  
I'M SO APPRECIATIVE FOR WHAT THEY'VE DONE.**

It takes grace and humility 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 your 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!



**THIS ISN'T AN AIRPLANE.  
IT'S OKAY TO START A CONVERSATION WITH THE PERSON YOU'RE  
ABOUT TO BE IN A CONFINED SPACE WITH FOR A FEW HOURS.**

# WHAT TYPES OF REPAIRS WILL MY TEAM BE DOING?

## ACCESSIBILITY.

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

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

## WEATHERIZATION.

- Install Replacement Windows
- Door Replacement

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

REDUCING UTILITY  
BILLS PROTECTS A  
HOMEOWNER'S  
FINANCIAL  
STABILITY.

## HEALTH.

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

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](mailto:INFO@REBUILDUPSTATE.ORG) TO GET  
FEATURED ON OUR SOCIAL MEDIA!**

