



# **Volunteer Handbook**

Up to Date July 2019



700 Main Ave, Suite 10  
Fargo, ND 58103  
701-356-7836  
[help@RebuildingTogetherFMA.org](mailto:help@RebuildingTogetherFMA.org)  
[www.rebuildingtogetherfma.org](http://www.rebuildingtogetherfma.org)

July 31, 2019

Dear Prospective Volunteer,

Welcome to Rebuilding Together! We are delighted that you have chosen to volunteer your time with us. We understand that your time is precious, and we are honored that you are willing to spend some of it with us.

Our organization *heavily* depends on volunteers like you to ensure that we operate efficiently and successfully. Volunteers at Rebuilding Together FMA do everything from assessing and selecting homes, to planning campaigns and marketing to removing old siding and painting. In short, Rebuilding Together could not operate without dedicated volunteers like you.

The Volunteer Handbook provides answers to many of the questions you may have about the volunteer programs we offer. It goes over a little bit about our organization, getting started with volunteering, our volunteer policies and procedures, and how to stay safe on the jobsite. **You** are responsible for reading and understanding the Volunteer Handbook and for adhering to Rebuilding Together policies and procedures. If anything is unclear, please discuss the matter with our Program Coordinator.

Again, on behalf of our staff and everyone here at Rebuilding Together, welcome to our volunteer program. Thank you for taking time to help us repair homes, revitalize communities and rebuild lives.

Sincerely,

Russ Richards,  
Executive Director



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# Who We Are

For more than 40 years, Rebuilding Together has been a leading national nonprofit in safe and healthy housing. We rebuild pride by repairing the houses of veterans, people with disabilities, and low-income homeowners, free of charge. With more than 100,000 volunteers, Rebuilding Together's local affiliates complete over 10,000 projects each year.

Our Fargo/Moorhead Area affiliate (RTFMA) was established in 2011 and dedicated to transforming the lives of low-income homeowners through safe and healthy home repairs. RTFMA's service area includes Cass and Traill counties of ND and Clay county, MN. Each building season since its inception in 2011, Rebuilding Together FMA has completed repairs and restorations on 20 to 30 homes completing 30-40 projects. We employ three administrative staff but primarily accomplish our work through volunteers and paid contractors. We work with homeowners in hard situations, but we're committed to repairing the homes of our friends so they can remain our neighbors.

## Board of Directors

Thomas Newberger  
*Red River Human Services Foundation*

Larry Ornberg  
*Formerly of Vocational Training Center*

Kriss Burns  
*Pro-Resources*

Sherri Smith  
*Gate CityBank*

Shane Cullen  
*Park Company Realtors*

Tom Spaeth  
*Accent Kitchen and Bath*

Bill Erickson  
*Total Imaging*

Jamie Stenseth  
*Marketing and Development*

Tim LeClair  
*Eide Bailly*

**STAFF**  
Russ Richards, Executive Director  
*Help@rebuildingtogetherfma.org*

Bradley Loween  
*Wells Fargo*

Andrea Steele, Program Coordinator  
*Andreasteel@rebuildingtogetherfma.org*

Lorelle Olson  
*Bremer Bank*

Beth Jansen, Development Director  
*Bethjansen@rebuildingtogetherfma.org*

Ray Perhus  
*Vision Bank*

## **Our Mission**

Our mission is to repair homes, revitalize communities, and rebuild lives.

## **Our Vision**

Our vision is for everyone to have a safe home and community.

## **Our Programs**

- Safe at Home Program

The Safe at Home Program provides volunteer-delivered safety, fall prevention, and entrance access modifications for older adults or those living with a disability so that they can continue to live in safety and independence in their own homes.

- Green Program

The Green Program provides safe, healthy, and ecofriendly repairs and restorations assisting low income homeowners to decrease energy spending while revitalizing older neighborhoods. The green program includes: volunteer and contractor-delivered repair or replacement of essential systems such as HVAC, water heaters, green appliances, siding, windows, and weatherization.

- Handyman Program

The Handyman Program creates healthier, more livable homes by providing volunteer and/or contractor delivered repairs including: yardwork, cleaning, installing flooring, patching and painting, electrical, plumbing, landscaping, and almost anything that restores the homeowners' independence, safety and security.

- Roof Program

The Roof Program provides contractor delivered roofing repair and/or replacements to create dry, well ventilated homes.

- Total Home Makeover Program

The Total Home Makeover Program includes the restoration of foreclosed upon dilapidated homes that have sat vacant and are not sellable in their current condition; creating safe, healthy, and affordable homes for low to moderately low-income families while revitalizing neighborhood.

# Volunteering

## Overview

While we do employ full time staff, Rebuilding Together is largely run by volunteers. Without volunteers, we would not be able to function at nearly the same number or scale of repairs. There are many ways for you to get involved at Rebuilding Together FMA, all with varying levels of commitment and responsibility.

## Types of Volunteering

- House Captains

Our House Captains are the hands-on leaders working on the jobsites. House Captains must have some experience as a jobsite volunteer with Rebuilding Together as well as a good understanding of home renovation, tools, and safety. This position requires recurring service but has flexibility regarding the scale and number of jobs as well as being able to meet most individual schedules.

- Job Site Volunteers

Jobsite workers make up the majority of our volunteers and are one of the most important parts of the Rebuilding process. Being a jobsite volunteer is an easy, low-commitment way to help us at Rebuilding Together. As a jobsite volunteer, you would do the direct manual repairs to the houses. You would work as part of a team led by one of our house captains and work whenever you wanted to help out with a job. Jobsite volunteers can work as part of a large group, small group, or an individual. Practical skills are appreciated, but not at all required. The following Volunteer Expectations and Safety Expectations sections of this manual will address the expectations and guidelines for jobsite volunteers specifically.

- Development/Claws for Cause Team

This team is responsible for community outreach throughout the year as well as supporting and planning our Claws for a Cause event in April. They work on spreading the word for our events and raising monetary and volunteer support for our practical jobsite work.

- Home Selection Committee

Our Home Selection Committee does most of our home assessments to evaluate the scope of work we would do and how greatly our services are needed. We give them homeowner applicants to follow up with so that we can decide which homes we would be most equipped to help.

- Data Entry Team

If you're interested in helping us with office work, you can lend a hand with data entry. We work on many projects and all the details must be entered into our database software, Salesforce. You would work in our office and the position is very flexible. In helping us with this, you free us up to be able to take on more projects and community outreach.

## **How to Get Started**

If you want to help volunteer at Rebuilding Together, give us a call! Our Program Coordinator, Andrea, can answer any questions that you may have as well as help you choose how you want to volunteer. We may not have a project for you immediately, but we'll let you know if we have a project that might be a good fit for you.

## **Paperwork/Forms**

All volunteers regardless of position must fill out a Release/Waiver of Liability form prior to working and additionally, minors must fill out the Parental Permission section at the bottom. If you would like to work on the jobsites and have any experience or practical skills in installation, remodeling, or use of power tools, let us know! We love to have skilled volunteers, especially ones that do recurring work. If you are interested in working multiple times and have useful skills, a Skilled Volunteer Application should be filled out.

## **Volunteer Groups**

We love having volunteer groups! If you have a large or small group, call us and we'll do our best to find a good project for you. Keep in mind that we might not have a job right away, but we will schedule in you as soon as possible.

## **What to Expect**

We can answer any questions you have, but there are some things you can expect working on the jobsite. On the day that you work, arrive at the house ready to get dirty. Check in with the House Captain right away, and he or she will give you an assignment. You'll work under supervision for the time that you're scheduled and when you're done, check in with the House Captain before you leave. Should any accidents occur on the job sites, a first aid kit will be available with the House Captain or safety captain.

# Safety Expectations

## Importance of Safety

Here at Rebuilding Together, we want to repair homes, but our foremost goal in doing so is to keep our volunteers safe. When you sign the waiver, you assume the risk of any injury or harm that may come upon you, but we still do everything we can to keep you safe. Allowing inexperienced volunteers to work in construction is a risk but following our guidelines will *drastically* reduce any risk of injury.

## Basic Expectations

Your House Captain will inform you of any job-specific safety precautions, and if you're a new volunteer, you'll most likely be doing simpler, easier tasks. However, there are some basic safety guidelines that we expect all volunteers to abide by. Once again, your House Captain is the ultimate safety authority. This list is not exhaustive and should serve as a guide rather than a complete compilation of all safety precautions.

- Learn the names of your fellow volunteers and refer to them by name if possible
- If necessary, wear safety glasses, work gloves, or a dust mask
- Power tools should only be used with permission of the House Captain
- All volunteers must wear closed-toe shoes, a shirt, and pants or shorts
- Immediately report any work mistakes or personal injuries to House Captain
- Always remember, the best safety precaution is a careful worker



# Volunteer Expectations

## Dealing with Homeowner

Because we repair homes rather than build them, we must usually work around the current residents of the house. This fact, along with the age of most of our applicants, creates delicate situations where *all* volunteers must be respectful of both the homeowner and their property. There are no rigid guidelines, but just use your best judgement and never hesitate to refer questions to the house captain.

One thing to keep in mind is that the homeowner has been briefed about the scope of work that is being done and paid for. If the homeowner ever personally asks you to do extra work or repairs, **run it by the House Captain**. You are **not** their personal handyman. Usually there are no problems, but always err on the side of caution when dealing with these situations.

## Volunteer Rules

Generally, our volunteers are fantastic. That being said, we must still have policies and procedures to guide us in our work. Here are some basic rules to keep in mind when working as a jobsite volunteer:

- Be respectful to the homeowners and their property
- Always obey instructions of the House Captain
- **Don't do anything that makes you uncomfortable**, let the House Captain know if you feel uneasy

**If you make a mistake**, bring it up immediately to the House Captain. Always be careful in your work, but we understand that mistakes are common in our line of work and you don't need to worry. Everyone messes up sometimes, and no one is perfect.



## Rebuilding Together Fargo-Moorhead Volunteer Waiver Form



### **RELEASE AND WAIVER OF LIABILITY**

**PLEASE READ CAREFULLY!**

**THIS DOCUMENT AFFECTS YOUR LEGAL RIGHTS!**

THIS RELEASE AND WAIVER OF LIABILITY (the "Release") is given on this\_\_ day of \_\_\_\_ \_ 20\_, by \_\_\_\_\_ ("Volunteer") in favor of Rebuilding Together, Inc., a District of Columbia corporation ("Rebuilding Together"), and its directors, officers, employees, agents, and the heirs, executors, personal representatives, successors, and assigns of each of them ("Rebuilding Together Parties").

Volunteer desires to work as a volunteer on a Rebuilding Together project located in \_\_\_\_\_ ("Project") and to engage in the other activities related to being a volunteer. Volunteer understands that activities may include repairing and rehabilitating homes and other residential buildings, including shelters and group homes.

Volunteer does hereby freely, voluntarily, and without duress give this Release under the following terms:

**1. Waiver and Release.** Volunteer does hereby release and forever discharge and hold harmless each of the Rebuilding Together Parties from any and all liability, claims; and demands of whatever kind or nature, either in law or in equity, which arise or may hereafter arise from Volunteer's activities with respect to the Project and does covenant not to sue any of the Rebuilding Together Parties with respect to such matters.

Without limiting the generality of the foregoing, Volunteer understands and agrees that this Release discharges each of the Rebuilding Together Parties from any liability or claim that Volunteer may have against any of them with respect to any bodily injury, personal injury, illness, death or property damage that may result from Volunteer's activities with respect to the Project, whether caused by the negligence of a Rebuilding Together Party or otherwise. Volunteer also understands and agrees that Rebuilding Together does not assume any responsibility for or obligation to provide financial assistance or any other assistance in the event of injury or illness.

**2. Medical Treatment.** Volunteer does hereby release and forever discharge the Rebuilding Together Parties from any claim whatsoever which arises on account of any first aid, treatment or service rendered in connection with the Volunteer's work on the Project.

**3. Assumption of the Risk.** Volunteer understands the work on the Project may include activities that may be hazardous to the Volunteer, including, but not limited to, construction and repair, painting, moving furniture and appliances, loading and unloading construction supplies and equipment, trash removal, use of tools and equipment and transportation to and from work sites. Volunteer hereby expressly and specifically assumes the risk of injury or harm in these activities, whether caused by the negligence of a Rebuilding Together Party or otherwise.

**4. Insurance.** Volunteer understands that Rebuilding Together does not carry or maintain health, medical, or disability insurance coverage for any Volunteer. **Each Volunteer is strongly encouraged to have adequate medical or health insurance coverage in effect.**

**5. Media/Photographic Release.** Volunteer does hereby grant and convey unto Rebuilding Together all rights, title, and interest in any and all photographic images and video or audio recordings made by Rebuilding Together during the Volunteer's activities with respect to the Project, including, but not limited to, any royalties, proceeds or other benefits derived from such photographs or recordings.

**6. Other.** Volunteer expressly agrees that this Release is intended to be as, but only as, broad and inclusive as permitted by the laws of the District of Columbia. Volunteer agrees that in the event any clause or provision of this Release shall be held to be invalid by any court of competent jurisdiction, the invalidity of such clause or provision shall not otherwise affect the remaining provisions of this Release, all of which shall continue to be enforceable.

**7. Volunteer Consent**

Volunteer (print): \_\_\_\_\_

Volunteer (signed): \_\_\_\_\_

Address: \_\_\_\_\_ City \_\_\_\_\_ State: \_\_\_ Zip: \_\_\_\_\_

Phone (H) \_\_\_\_\_ (C) \_\_\_\_\_

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

Estimate # hours to be worked: \_\_\_\_\_

IN WITNESS WHEREOF, Volunteer has executed this Release as of the day and year first written above.

Witness (signed): \_\_\_\_\_

**PARENTAL PERMISSION (For Those Under Age 18)**

In consideration of the opportunity afforded my (our) child to assist on a voluntary basis in the Project, in which the homes of disadvantaged persons will be repaired by volunteers, and in light of the aims and purposes of the community service provided by Rebuilding Together, Inc., in organizing the Project, I (we) give my (our) permission for my (our) child to participate in the Project, and I (we), on behalf of my (our) child and myself(ourselves) agree to the terms and conditions set forth on the reverse side of this page such that all recitals, acknowledgements, understandings, releases, waivers, discharges, assumptions of risk, grants, conveyances and other agreements of Volunteer so set forth shall be binding upon me (us) and my (our) child with respect to the participation of my (our) child in the Project. Without limiting the generality of the foregoing, I (we), on behalf of my (our) child and myself (ourselves), do hereby release and forever discharge and hold harmless each of the Rebuilding Together Parties from any and all liability, claims and demands of whatever kind or nature, either in law or in equity, which arise or may hereafter arise from my (our) child's activities as a volunteer with respect to the Project.

Signed this \_\_\_ day of \_\_\_\_\_, 20

Parent Name (print): \_\_\_\_\_

Parent Name (signed): \_\_\_\_\_

Address: \_\_\_\_\_ City ----- State: \_\_\_ Zip: \_\_\_\_\_

Phone (H) \_\_\_\_\_ (C) \_\_\_\_\_

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



# Rebuilding Together, Fargo-Moorhead Area

700 Main Ave Ste 10  
Fargo, ND 58103  
(701) 356-RTFM

[help@rebuildingtogetherfma.org](mailto:help@rebuildingtogetherfma.org)  
[www.rebuildingtogetherfma.org](http://www.rebuildingtogetherfma.org)

## Volunteer Application

Name \_\_\_\_\_

Address: \_\_\_\_\_ Home Phone: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_ Zip: \_\_\_\_ Work Phone: \_\_\_\_\_

Email address: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

T-shirt Size: S M L XL XXL XXXL Group you are affiliated with \_\_\_\_\_

Age \_\_\_\_\_ If under the age of 18 please fill out a parent consent form

Availability: Yearly\_ Monthly\_ AM\_ PM\_ All day\_ Occasionally\_ \_

### Emergency Contact Information:

Contact Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Contact Address: \_\_\_\_\_ Home Phone: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_ Zip: \_\_\_\_ Work Phone: \_\_\_\_\_

Email address: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

### Skills:

House Captain:	Unskilled	Some Skill	Skilled	Licensed /or Certified
Clutter Organizer:	Unskilled	Some Skill	Skilled	Licensed /or Certified
Carpentry:	Unskilled	Some Skill	Skilled	Licensed /or Certified
Computers:	Unskilled	Some Skill	Skilled	Licensed /or Certified
Concrete Flat Work:	Unskilled	Some Skill	Skilled	Licensed /or Certified
Data Entry:	Unskilled	Some Skill	Skilled	Licensed /or Certified
Drywall:	Unskilled	Some Skill	Skilled	Licensed /or Certified
Electrical:	Unskilled	Some Skill	Skilled	Licensed /or Certified
Flooring Carpeting:	Unskilled	Some Skill	Skilled	Licensed /or Certified
Fundraising:	Unskilled	Some Skill	Skilled	Licensed /or Certified
Green Team:	Unskilled	Some Skill	Skilled	Licensed /or Certified
General Contractor:	Unskilled	Some Skill	Skilled	Licensed /or Certified
Heating/HVAC:	Unskilled	Some Skill	Skilled	Licensed /or Certified
Homeowner Liaison:	Unskilled	Some Skill	Skilled	Licensed /or Certified
Landscaping:	Unskilled	Some Skill	Skilled	Licensed /or Certified
Masonry:	Unskilled	Some Skill	Skilled	Licensed /or Certified
Painting:	Unskilled	Some Skill	Skilled	Licensed /or Certified
Photographer:	Unskilled	Some Skill	Skilled	Licensed /or Certified
Plumbing:	Unskilled	Some Skill	Skilled	Licensed /or Certified
Roofing:	Unskilled	Some Skill	Skilled	Licensed /or Certified
Safety Monitor:	Unskilled	Some Skill	Skilled	Licensed /or Certified
Stucco Work:	Unskilled	Some Skill	Skilled	Licensed /or Certified
Tile Work:	Unskilled	Some Skill	Skilled	Licensed /or Certified
Windows Doors:	Unskilled	Some Skill	Skilled	Licensed /or Certified
Other: _____	Unskilled	Some Skill	Skilled	Licensed /or Certified

**Equipment:** Do you have equipment that can be used: **Check for yes.**

Ladders-Extension	_____
Ladders-Scaffolding	_____
Ladders-Step	_____

Specialty Tools-Concrete	_____
Specialty Tools-Drywall	_____
Specialty Tools-Electrical	_____
Specialty Tools-UVAC	_____
Specialty Tools-Plumbing	_____
Specialty Tools-Roofing	_____

Power Tools-Circular Saw	_____
Power Tools-Compressor	_____
Power Tools-Drills and Bits	_____
Power Tools-Extension Cords	_____
Power Tools-Jack Hammer	_____
Power Tools-Jig Saw	_____
Power Tools-Miter Saw	_____
Power Tools-Nail Gun	_____
Power Tools-Roto Zip	_____
Power Tools-Router	_____
Power Tools-Sander	_____
Power Tools-Sawzall	_____
Power Tools-Shop Vac	_____
Power Tools-Table Saw	_____
Power Tools-Work Lights	_____
Other Tools	_____
Other Tools	_____

Hand Tools-Chalk-Line	_____
Hand Tools-Clamps	_____
Hand Tools-Hack Saw	_____
Hand Tools-Hammer	_____
Hand Tools-Hand Saw	_____
Hand Tools-Levels	_____
Hand Tools-Pry Bar	_____
Hand Tools-Punches	_____
Hand Tools-Razor Knife	_____
Hand Tools-Screw Drivers	_____
Hand Tools-Square	_____
Hand Tools-Tape Measure	_____
Hand Tools-Tin Snips	_____

Landscape-Flat Blade Shovel	_____
Landscape-Garden Hose	_____
Landscape-Leaf Rake	_____
Landscape-Pick Axe	_____
Landscape-Push Broom	_____
Landscape-Round Point Shovel	_____
Landscape-Sledge Hammer	_____
Landscape-Spade	_____
Landscape-Steel Rake	_____
Landscape-Tree Saw	_____
Landscape-Wheelbarrows	_____

Other Tools	_____
Other Tools	_____

In consideration of the opportunity afforded me to assist on a voluntary basis in the Rebuilding Together Inc. and Rebuilding Together Fargo Moorhead Area home repair project, in which the homes of disadvantaged persons will be repaired by volunteers, and in light of the aims and purposes of the community service provided by Rebuilding Together, Inc. and Rebuilding Together Fargo Moorhead Area in organizing this project, I here by waive any right or cause of action arising as a result of my participation in said project from which any liability may or could accrue against Rebuilding Together Inc., Rebuilding Together Fargo Moorhead Area or any of their officers, directors or employees, collectively and individually. Without limiting the generality of the foregoing, I agree that this waiver shall include any rights or causes of action resulting from personal injury to me or damage to my property, sustained in connection with my activities for the home repair project. Yes \_\_\_ No \_\_\_

Permission for Use of Photo for Promotional Materials: To help us spread the word about Rebuilding Together Fargo Moorhead Area, we produce a number of promotional materials that are distributed to the public. We request your permission to use your name, photo image, and any comments, verbal and/or written, in our promotional materials. Yes \_\_\_ No \_\_\_