Volunteer Welcome Packet
Welcome!

Thank you for choosing to volunteer and serve with Chesapeake Housing Mission.

Volunteers are essential to the work we do and the goals we want to achieve in our community. We want you to know how much we appreciate you and your time - this could not be done without you! The work you do and the time you give is immeasurably valuable to the client, client’s family, and caretakers you will be serving.

Please read through the following pages which will give you information about our organization and clients as well as details about how to get started working with Chesapeake Housing Mission and what is expected.

Should you have any questions at all, please don’t hesitate to contact us. We love our volunteer groups and want your experience to be a fulfilling and rewarding one and we believe it will be!
About Us

Chesapeake Housing Mission was established in 2009 and provides vital housing repair services through Christian Mission to low-income families living in the Chesapeake Region. Equally important, we provide transformational life experiences for our volunteers and those we serve including their families, caregivers, and communities.

Our organization is comprised of all volunteers and our Board of Directors has 80+ years of experience with Appalachian Service Project, the organization we are modeled after. Since our inception, CHM has completed over 300 projects in Dorchester, Somerset, Wicomico, and Worcester counties.

We are focused on making homes Warmer, Safer, and Drier through volunteerism and donations.

Luke 12:48 From everyone who has been given much, much will be demanded; and from the one who has been entrusted with much, much more will be asked.

Contact Us

Chesapeake Housing Mission
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Salisbury, MD 21804

Phone: 410-546-4534
Email: chmedcvo@chesapeakehousingmission.org
Web: www.chesapeakehousingmission.org
Our Clients

The demand for our services is rapidly increasing due to the growing aging population and the number of those in need.

Our clients are identified as living below the poverty level and are referred to us by case managers from Bay Area CIL, MAC, WorCOA, DCS and County Health Departments. We meet with these agencies monthly to prioritize the list of referrals making certain that we are serving those with the greatest need.

Please let us know if you have a specific type of client (Veteran, Location, etc.) in mind that you would like to work with and we will try our best to accommodate your request.

Types of Projects

The majority of the projects we perform are wheelchair ramps. Wheelchair ramps are ideal for large volunteer teams that may or may not have construction experience. We also perform indoor projects and single story dwelling roof repairs but these are saved for the more experienced groups. We will ask you about your group size and experience level to be sure that you are assigned an appropriate project.

Due to weather conditions, we typically perform projects from March through November. Indoor projects are performed year round.
1. Have an open heart, a willingness to help others, and compassion for your neighbors without judgement. **No construction experience required!**

2. Pick a **Volunteer Leader**. The Volunteer Leader organizes the volunteer team and works directly with CHM to coordinate the project. *(see Page 6 for more details)*

3. Find a group of like-minded volunteers to form a team. **Wheelchair ramps require approx. 15 volunteers at the site. Minors under the age of 18 must be supervised (1 adult for every 3 minors).**

4. Contact us with your project date and rain date (*chmedcvo@chesapeakehousingmission.org*). If possible we would prefer a week day but understand that does not always work so weekend days are fine too.

5. Assign a **Project Manager**. This should be someone with some construction experience and will be the person that will lead the build. If you do not have one, we will assign a Project Manager for you. *(see page 7 for more details)*
Important Dates

Project Date:

The Project Date is the date that you choose for your project. Typically, the Volunteer Leader and Project Manager should report to the project site at 7:30 a.m. on the day of the project and the remainder of the group should report at 8:00 a.m. Most projects are able to be completed in a single day however larger ramp projects may require a few volunteers to be available a day or two before the project for a “pre-build” where parts of the ramp are constructed. Your Volunteer Leader will be contacted if a pre-build is required.

You are responsible for your own water, lunch, and snacks. Work gloves are safety googles will be provided along with all the tools necessary to complete the project. Please dress appropriately (No flip flops or shorts) and keep in mind that you may get dirty.

Rain Date:

We ask that all groups assign a rain date for their project in the event of inclement weather.

Client Assignment Date:

Approximately 30 days prior to your project date CHM will assign a client to your project based on the needs of those on our waiting list, your team’s skill level, and your requests, if any. We ask that you be flexible so that we can serve the most critical on our list.

Walk Through Date:

Approximately two weeks before the project date we will contact your Volunteer Leader and Project Manager to check their availability for a “Walk Through” at the project site. At the Walk Through the Volunteer Leader and Project Manager, along with any other volunteers from your group that would like to attend, will have an opportunity to meet the client and agency case worker, see the project site, and review the project design. You will also have an opportunity to ask any questions you may have about the project at this time.
Key Players

Volunteer Leader:

The Volunteer Leader is the point of contact for CHM as well as the volunteer team.

Prior to the scheduled project date, the Volunteer Leader communicates to their team all necessary details of the project and collects a signed CHM liability waiver annually from each volunteer. The Volunteer Leader must also attend the Walk Through (see Walk through Date on page 5).

CHM will advise you if there are any minors in the home of your assigned client. If so, all volunteers over the age of 18 are required to complete background check form and the Volunteer Leader must provide these to CHM prior to the project date.

On the day of the project, the Volunteer Leader should arrive at the project site at 7:30 and is required to perform the following tasks:

- Ensure that all volunteers are wearing the necessary safety equipment and using proper care. All minors (under 18) must be supervised while using power tools, especially saws. A ratio of no less than 1 adult for every 3 minors must be maintained.
- Work with the Project Manager to 1) review the materials inventory to identify shortfalls, 2) assign teams and allocate tasks, 3) confirm that all tools have been returned to the trailer at project completion and that the trailer is organized, 4) help remove construction debris from the site.
- Has all volunteers sign the bible (provided by CHM) that is presented to the client at the completion of the project.
- Track volunteer hours worked and record attendance.
- Take pictures throughout the day including a final picture of the completed project with the client, client’s family, and volunteer team.
Project Manager:

The *Project Manager* is responsible for leading the project and should have some construction experience. The *Project Manager* is the final decision maker when it comes to the build and postponing the project due to inclement weather.

Prior to the scheduled project date, the *Project Manager* is required to perform the following tasks:

- Attend the Walk Through. At the Walk Through, the *Project Manager* will have an opportunity to see the project site, discuss the project design requirements with CHM, and ask any questions they may have.
- Work with CHM to finalize the materials order and arrange delivery *(at least 7 days prior to project date)*.
- Contact Miss Utility (PH: 800-441-8255), CHM ID#186659), mark obstructions at the project site, and display the building permit.
- Arrange for the pickup of a CHM tool trailer. We suggest that you pick up the trailer a few days in advance to become familiar with its contents and check the charge on the tool batteries.

On the day of the project the *Project Manager* should arrive at the project site at 7:30 and is required to perform the following tasks.

- Work with the *Volunteer Leader* to 1) review the materials inventory to identify shortfalls, 2) assign teams and allocate tasks, 3) confirm that all tools have been returned to the trailer at project completion and that the trailer is organized, 4) remove construction debris from the site.
- Oversee the quality of the construction to ensure that the project will be approved by local inspectors. If required by the jurisdiction, photograph the depth of the post holes and send the photos to the local building inspector for approval.
- After the project completion 1) thank client and communicate any necessary project details, 2) remove and deliver excess building material* to a CHM inventory location, 3) return CHM tool trailer, 4) follow-up with client in one week to confirm project satisfaction.

**Note:** For first time groups on the day of the project, someone from CHM will meet you at the project site to help you get set up and answer any questions you may have.

*all decking boards 4’ or greater, other materials 8’ or greater, and unused pickets*
Volunteer Members:

Anyone can volunteer! You do not need to have construction skills to be part of a CHM volunteer team – CHM will teach you what you need to know to be a successful volunteer and make a difference in someone’s life.

Prior to the project date, each volunteer must sign an annual liability waiver. Those under 18 must have the waiver signed by a parent or legal guardian.

On the day of the project, all volunteers will be expected to:

- Arrive at the project site at 8:00.
- Dress appropriately for a construction site (no flip flops or shorts).
- Wear gloves and safety goggles (CHM will provide).
- Use good judgement and take proper safety measures especially around power tools.
- Bring water, lunch, and snacks.
- Be prepared to work. Depending on what is needed, the job you are assigned may change many times so please be flexible.
- Have fun and experience the blessing of giving back!

Corinthians 12:4-6 There are different spiritual gifts, but the same Spirit gives them. There are different ways of serving, and yet the same Lord is served. There are different types of work to do, but the same God working in every person
Frequently Asked Questions

**Q:** Can we make requests as to the type of project, location, or client that is assigned to us?

**A:** Yes, we will try and accommodate your requests as best as we can but sometimes this isn’t always possible. We ask that you be flexible so that the most critical clients are serviced first.

**Q:** What do I need to bring to the project site?

**A:** You are responsible for your own water, lunch and snacks. Work gloves and safety goggles are provided but you are welcome to bring your own. All the tools necessary to complete the project will be supplied.

**Q:** What should I wear to the project build?

**A:** Please dress appropriately – you may get dirty. We request that you do not wear flip flops or shorts.

**Q:** Do I need to have construction skills?

**A:** No, all the training necessary to complete the project will be done at the project site.

**Q:** Do I need to bring my own construction tools?

**A:** CHM will provide all the necessary tools.

**Q:** Where can I view the pictures taken on the day of the project?

**A:** The Volunteer Leader on your team is responsible for taking pictures the day of the project. CHM will post these pictures to our Facebook page shortly after your project date. Don’t forget to like us on Facebook!