



Hands On

GEORGIA

Project Coordinator Handbook

Hands On Georgia

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Hands On Georgia

Project Coordinator Handbook

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*Hands On Georgia would like to thank
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Welcome to Hands On Georgia!

Thank you for your interest in **Hands On Georgia** and in starting a Hands On Georgia volunteer project in your community. Hands On Georgia is the premier organization addressing volunteer service and civic engagement in Georgia. Hands On Georgia offers training and technical support to help Georgians meet the needs of their communities through volunteer programs. Starting a Hands On Georgia organization is not difficult, but it requires time, energy, an entrepreneurial spirit, and a dedicated group of committed citizens.

What Does Hands On Georgia Do?

Hands On Georgia's programs include:

1. ***The Governor's Call to Service*** – Each year, Hands On Georgia will issue a call from the current Governor, constitutional officers, state department agency heads, congressional delegation and General Assembly leadership to citizens of the State to meet specific targeted goals for volunteer engagement. Hands On Georgia members will be invited and involved.
2. ***Hands On Georgia Week*** – Hands On Georgia will organize a statewide week of service in which thousands of volunteers will work throughout Georgia to improve their communities. Hands On Georgia projects will be featured in press materials about the event.
3. ***Community Program Development and Support*** -- Hands On Georgia will support member organizations to develop sustainable service projects & events ranging from tutoring programs to playground building.
4. ***Emerging Organizations Program*** -- Hands On Georgia will support the organizational development of new Hands On Georgia volunteer groups around the state to create new levels of volunteer engagement.
5. ***Statewide Volunteer Leadership Coalition*** -- Hands On Georgia will help build sustained community leadership across Georgia by partnering with local leaders, involving local residents, leveraging private sector investments, and empowering regional entities to design and implement regional development objectives and ensure coordination among all existing resources. Hands On Georgia member organizations will play a key role in this coalition.

Project Coordinators like you have recognized needs in their own communities and taken action to make a difference. Hands On Georgia is thankful for your hard work and willingness to serve your community. To assist you in developing and managing a Hands On Georgia project, we have created the Project Coordinator Handbook. The handbook contains important information on all aspects of planning, developing and implementing of a Hands On Georgia project in your community.

Hands On Georgia

Background

It all started in 1987 with 12 friends who wanted to volunteer in their community, but found it difficult due to their demanding work schedules and increasing life responsibilities. Their jobs and family life made it difficult for them to participate in traditional volunteer opportunities that required daytime hours, training and a long-term commitment. They felt overwhelmed trying to identify a community organization with a good reputation where they felt their time, would make a difference. They decided to seek out and possibly design service projects that took place outside of traditional work hours. They envisioned projects that were “hands-on” and would not require a lot of training. Their belief was that the impact of 10 volunteers working for one hour would be as great as one volunteer working 10 hours. Local service agencies embraced the idea and the group began designing significant projects around the city. The concept grew to become its own volunteer not-for-profit agency, New York Cares.

As word about New York Cares spread, more and more projects were developed with schools, soup kitchens, shelters etc., and more and more people came forward excited about finding an agency through which to donate their time. The concept quickly moved to other cities and additional organizations were formed in Atlanta (Hands On Atlanta), Washington, DC, (Greater DC Cares), Chicago (Chicago Cares) and Los Angeles (LA Works).

Hands On Atlanta, an Atlanta-based volunteer organization, was founded in 1989 by a small group of young people, and grew by word of mouth. Since then, Hands On Atlanta (HOA) has experienced phenomenal growth and is now Atlanta’s premier volunteer organization and a model for volunteer organizations across the nation. Since its inception, HOA has created 478,723 volunteer opportunities that have cumulatively contributed 2,873,880 hours of volunteer service to the metro-Atlanta community. HOA partners with more than 400 community-based agencies and over 40 public schools. Each day the efforts of hundreds of volunteers make a direct impact on societal concerns that include: animal support; children and youth needs; conservation; assistance to people with disabilities; literacy; meal services; housing and renovation; support to senior citizens in need and more. HOA has established itself as a nationally recognized volunteer organization and has won awards for its approach to nonprofit management. At the same time, it has held on to its grass-roots connection to Atlanta and continues to empower people to make a difference in the community.

Because of Atlanta’s tremendous civic spirit and financial support, HOA has become a leader in the national service movement. In 1992, HOA, along with New York Cares and Greater DC Cares, founded **CityCares**, to help strengthen the network of “Cares” and “Hands On” members across the country, and to promote volunteerism. In 1998, the CityCares national office moved to Atlanta to benefit from shared space and collaboration with its largest affiliate, Hands On Atlanta. Since that move, CityCares has grown rapidly. The organization now has a multi-million dollar budget, a staff of 19, a unique Web-based data management system, and an exciting collection of national programs that are creating new paths between direct service and civic engagement.

Recently, CityCares changed its name to “**Hands On Network.**” Today, there are 42 members of the Hands On Network in cities as small as Greenville, SC, and as large as New York. Inquiries are received every week from other cities hoping to start their own Hands On organization.

Hands On Columbus (HOC) began in Columbus, Georgia in December 1999 as a program of The Pastoral Institute, a faith-based counseling, educational- and training center. HOC believes that many of the same challenges that face large cities are also relevant in our small and mid-size cities, and that Columbus can effect systemic change by facilitating the involvement of its citizens. In four years, HOC has become a successful community building effort and seen the needs of underserved populations being met by volunteers. HOC’s current calendar, sent to over 1,000 members, features 46 projects occurring almost every day of the month with 18 different partner agencies.

Vision

Committed to making a difference in the State, Governor Sonny Perdue approached Hands On Atlanta, Hands On Columbus and Hands On Network to ask the organizations to initiate a statewide volunteer initiative called Hands On Georgia that could spread the success of Hands On Atlanta and Hands On Columbus to dozens of other interested communities in Georgia. Governor Perdue believes that the innovative techniques of volunteer engagement employed by Hands On Atlanta and Hands On Columbus could also be effective in smaller and rural Georgia communities. In the past year alone, communities in the State -- from Hazlehurst to Thomasville to Tifton -- have approached Hands On Atlanta, Hands On Columbus and Hands On Network with the desire to start similar efforts. Until now, the development of Hands On organizations in new communities has been occurring ad-hoc in partnership with motivated individual citizens. Today we have an opportunity to expand statewide through the support of Hands On Georgia.

Together, Hands On Atlanta, Hands On Columbus, Hands On Network and The State of Georgia have collaborated to create a statewide volunteer coalition called Hands On Georgia. Hands On Georgia will help build sustained community leadership across Georgia by partnering with local leadership, involving local residents, leveraging private sector investments, and empowering regional entities to design and implement regional development objectives and ensure coordination among all existing resources.

Hands On Atlanta and Hands On Columbus have seen the power of service -- how it weaves together communities, supports vital nonprofit organizations, and transforms both those serving and those served. We have also seen how service can be a bridge to citizenship. It can help create more informed, persevering and inspired citizens. At Hands On Atlanta, Hands On Columbus and Hands On Georgia, we have become conscious of the continuum of service -- volunteering is an end, but it also is a means. It is a means to empower people in communities and neighborhoods, in schools and houses of worship to make real, systemic change to improve the quality of life for all. To that end, we are moving to not only encourage people to do good things, but also to reflect upon the circumstances and reasons why those things need to be done in the first place. We believe that this will make for better communities, more engaged citizens, higher voter turnout and increased neighborhood improvement efforts. In short, volunteering can increase the importance and relevance of social issues for individuals and convince them that they have a role to play in addressing them. Volunteering leads individuals to see themselves as citizens who can make a difference.

To move forward, Hands On Georgia calls upon the citizens of Georgia to help tackle tough issues in our State through volunteer service and engaged citizenship. The message is simple -- we need strong civic participation from the citizens of Georgia in order to make our schools work effectively, to keep our environment healthy, to nurture children whose family support has broken down and to bring Georgia's citizens together across divisions of region, race, and economic lifestyle through the common platform of service.

Hands On Georgia

Mission & Values

Mission

Hands On Georgia is a statewide network that supports innovative volunteer approaches to meeting Georgia's critical needs through service and civic engagement.

Statement of Values

- Hands On Georgia believes that volunteering is essential to maintaining a caring and vibrant democratic society.
- Hands On Georgia values every individual's potential to make a difference in the State and believes that volunteers need a range of opportunities to fulfill this potential.
- Hands On Georgia values partnerships and believes that working with individuals, neighborhood groups, nonprofit organizations, businesses, and schools is the most effective way to address state needs.
- Hands On Georgia values diversity and believes that serving together creates opportunities for people to appreciate their differences and fosters mutual respect.
- Hands On Georgia values civic engagement and believes that service transforms individuals into active citizens and leaders who take an increasingly greater role in the State.
- Hands On Georgia believes that volunteering and community-building are most effective at a grassroots and local level.
- Hands On Georgia believes that both individuals and organizations should be active participants in the debate and discussion around citizen volunteerism and civic engagement.
- Hands On Georgia partners and participants strive to be models for innovative volunteer service, developing entrepreneurial strategies for bridging resources and needs.
- Hands On Georgia partners and participants seek to revitalize Georgia's communities by offering flexible, creative, individual and team-based opportunities for "hands-on" service.

Hands On Georgia

Critical Success Factors

Scheduling Flexibility

Volunteers can participate in one project, on-going projects or a variety of projects that fit their schedules. Hands On Georgia projects are most often scheduled before or after regular work hours, or on weekends, to complement busy work schedules.

Commitment Flexibility

Volunteers can participate as little or as often as their schedules allow -- once a week, once a month or once a year. Monthly newsletters outlining all service projects enable individuals to pick and choose those activities that are of interest to them and fit their schedules.

Project Management

Hands On Georgia organizations are not simply brokers of volunteers. Instead, Hands On Georgia members manage and lead projects that have been created through their partnerships with community-based organizations. Hands On Georgia staff also train volunteer leaders who then supervise and coordinate volunteer projects.

Hands On Georgia

Project Development

Thank you for your interest in developing an ongoing volunteer project in your community. The following is a step-by-step guide to developing and managing a successful project.

I. Creating a Community Project

If you're reading this guide, chances are you've identified a need in your community and you are planning to take action to meet that need. Congratulations! It is concerned, committed citizens like you that make our society vibrant. As part of the national Hands On Network, Hands On Georgia can connect you to a host of helpful resources for the development of your project. Hands On Organizations around the country have been pioneering innovative service projects since 1987. Hands On Georgia can provide you with sample materials, program guides and support documents to help you get started.

To help you envision the types of resources Hands On Georgia can provide, the following is a sampling of programs from other cities.

Creative Ongoing Programming in the Hands On Network

- Every month, through "Project Fix-a-Bike," Atlanta volunteers repair and repaint old bicycles, which are then distributed to children in inner-city neighborhoods.
- In 1996, the Eighth Annual New York Cares Coat Drive, in partnership with Jersey Cares, collected more than 80,000 gently-used coats and distributed them to men, women and children in need.
- In Kansas City, volunteers work one-on-one with beginning adult readers to help with basic literacy skills.
- Volunteers in Washington, D.C. prepare and deliver nutritious meals to people living with HIV/AIDS.
- In San Diego, volunteers improved the local environment by planting trees in the downtown area and refurbishing a wildlife sanctuary.
- Boston volunteers with human resource experience conducted mock interviews with older, economically disadvantaged individuals as part of an effort to help them find employment.
- Volunteers in Nashville adopted classrooms in a low-income neighborhood school, and volunteers organized class events such as parties and field trips.
- On Saturday mornings, Chicago volunteers offer enrichment classes at local elementary schools. The children's activities range from making Zulu warrior masks to writing haiku poetry.
- Volunteers in Philadelphia spend time with seniors, participating in various activities, such as entertainment nights and art projects, or just lending a friendly ear.

- In Atlanta, over 13,000 volunteers turned out for a day-long serve-a-thon to revitalize housing developments through renovation, clean-ups, community improvement and other community-building efforts.
- In Greenville, volunteers spend time one-on-one with children residing in shelters to improve literacy, help them become familiar with the library and foster a love of reading.
- In Seattle, volunteers decorate the insides of inner-city classrooms at night before Halloween and return on Halloween Day in costume to pass out candy to the children.
- In 1999, six Hands On Georgia Members sponsored service projects and other events in honor of Dr. Martin Luther King Jr.'s legacy.
- Volunteers in Phoenix help students at homeless shelters and domestic abuse shelters develop greater self-esteem and confidence by giving them individual attention and working with them to enhance their academic skills.

For additional project ideas and step-by-step “do-it-yourself” instructions, see the Volunteer 1-2-3 web site co-produced by Hands On Network and The Home Depot at www.volunteer123.org.

II. Agency Contact

1. Once you have determined what type of project you would like to do, you will need to contact the appropriate social service agencies (where applicable) in your community to introduce yourself and your project idea. For example, if you want to organize a project to capture the oral histories of local seniors you may decide to work with a local senior center.
2. You will need to contact the agency, introduce yourself and schedule a meeting to discuss your project idea and determine the next steps.

III. Initial Site Visit

1. The purpose of this visit is to plan the project with the agency/school representative. You should also determine what dates and times you will hold the project and begin to develop an understanding of how you will manage the project from one session to the next.
2. As you drive to your initial site visit, take note of the driving directions that were given to you. Make sure that they are accurate. You will later need to provide driving directions to your volunteers and you won't want them to get lost!
3. During the site visit, ask questions that help you understand what the agency's greatest needs are and the ways that ongoing volunteer support can have the greatest impact.
4. Strategize about the types and amounts of materials that will be needed to complete the project from visit to visit.

5. Strategize with your agency partner about how to secure tools and materials. Can the agency provide any of the materials needed? Can you ask volunteers to bring tools from home to support the project? Can you work together to solicit the support of local businesses?
6. Determine the type of participation that you can expect from the agency. Will they have supervisors and potential agency / community volunteers to work with you at the project?

IV. Volunteer Recruitment

In order to maintain a healthy ongoing service project you'll need volunteers! It is important to develop a volunteer recruitment strategy to ensure a successful project.

1. Recruit a Volunteer Recruitment Chair

One of the most important volunteer jobs related to the planning and preparation of your project may be Volunteer Recruitment Coordinator. If your project is small, you may be able to both organize the project and recruit the volunteers. However, if your project is large, requiring many volunteers, you might really benefit by identifying an individual who would be willing to lead volunteer recruitment for you.

2. Volunteer Registration

To successfully complete your project, you will need a specific number of volunteer participants. If you have too few participants, the project will likely go unfinished. If you have too many volunteers, some will have little to do and might feel that their time was ill spent. To prevent this, consider registering volunteers in advance for the project. This can be as simple as providing a project contact name, phone number and / or e-mail address that interested volunteers can use to sign up for the project. Pre-registering volunteers will also enable you (or your volunteer recruitment chair) to talk in advance with interested volunteers about the skills, supplies or friends they might also bring to the project.

3. Recruitment Strategies

- a. Schools

1. Work with a principal or teacher to recruit students.
2. Create a flyer to send home with students inviting their families to volunteer.
3. Create a "teacher challenge" to encourage the school staff to volunteer.
4. Hang posters in the hallways.
5. Recruit teams or clubs from the school. (i.e. the football team or marching band)
6. Ask to make an announcement at the next all school assembly or teachers meeting.

7. Publish an article in the school newspaper.
- a. Places of Worship
 1. Address the congregation, a religious text study group or the governing body.
 2. Publish a notice in the weekly service bulletin.
 3. Hang a poster in the entrance.
 - a. Local Businesses
 1. Encourage teams of employees to participate (suggest the team wear company t-shirts to promote their corporate community spirit!)
 2. Ask to publish announcements in employee newsletters.
 3. Hang flyers in the windows or on community bulletin boards at local businesses.
 4. Speak at a chamber of commerce meeting.
 - a. Local clubs & organizations (*Rotary, DAR, Ladies Auxiliary, etc.*)
 1. Speak about your project at a local meeting.
 2. Ask to publicize your project in any club newsletters.
 3. Ask that the club or organization “sponsor” the project and agree to send a target number of volunteers.
 - a. Media
 1. Press Releases: create a press release about your project and send it to the local media.
 2. Public Service Announcements: write a PSA for local radio stations.
 3. Media Sponsors: Ask a local newspaper, radio station and / or television station to sponsor the project and promote it in print or on air.
 4. Community Service Calendars / Happenings: Some publications (and also some media web sites) list community events. Find out which ones list events in your area and send them information about your project.
 5. Pro Bono Ads: Some newspapers reserve unsold advertising space for nonprofit ads. Find out what size ads your paper accepts and have someone design an ad for your project. Submit the ad in the appropriate size(s) to your newspaper.
 6. Ask a local media celebrity to volunteer on the project and then to recruit readers, listeners or viewers to participate with him or her. For example, a radio personality could hold an on-air contest where winners would be able to serve on the celebrity’s volunteer team.
 7. Investigate posting your message on local cable TV public access message boards.
 - a. Other Ideas
 1. Host an “open” potluck meal and invite your guests to invite anyone they like to come learn about your project.
 2. Start an e-mail chain letter. E-mail the details of your project to everyone you know locally and ask all your recipients to keep forwarding the message to more people.
 3. Hold informational meetings at the local library.

4. Organize a booth to promote your efforts at a street fair or festival in your community.

** Be sure to include the contact information volunteers can use to sign up for the project.*

V. Advance Preparation

1. Call your agency contact to confirm that the project is set to go. Confirm logistics and go over project details.
 - a. Remind the agency representative to prepare a brief presentation about the organization to the volunteers and remind him/her to thank them for their time.
 - b. Schedule a final site inspection if necessary.
1. Pick up any tools and materials that have been donated or arrange to have tools picked up and delivered to the project site.
2. Make sure all tools and materials are at the site, in your possession (for example, in your trunk) or otherwise immediately available.
3. Make any final calls to landscapers, gardeners, painters, etc. (project-specific contacts).
4. Confirm details with volunteers. Provide each with a phone call or e-mail that:
 - a. Introduces you as the Project Coordinator;
 - b. Thanks them for volunteering;
 - c. Provides the date and time of the project, project site address and directions for getting there;
 - d. Describes what will occur at the project;
 - e. Lets volunteers know what to wear/ not to wear;
 - f. Encourages volunteers to bring supplies they may have (i.e. tools, rakes, etc.);
 - g. Tells volunteers who to contact if they have a change in plans; and
 - h. Provides parking information.
1. Be familiar with your contingency plans for:
 - a. Rain;
 - b. Varying number of volunteers; and
 - c. Other problems which can be anticipated.
1. Strategize about how you will manage your volunteers at the project:

When managing an ongoing volunteer project, one of your objectives is to make the project such a great experience that volunteers return again and again. To

make your project one that volunteers will love, it is helpful to understand what they might be thinking. The following list of questions offers you an opportunity to think about your project from the perspective of a volunteer. Hopefully it will help you think of creative ways to capture the enthusiasm and ongoing commitment of your volunteers!

- What made me want to sign up for this project?
- What information did I get? Is it accurate? Do I understand what I will be doing? What should I wear?
- If I had questions was it easy to get accurate and complete answers?
- Do I feel like my participation is enthusiastically received?
- When I arrive, what will I see? How will I know where to go? Who will greet me?
- After I arrive at the site, will I get clear directions on what to do? Will I understand why this work is important to the agency/school?
- Will food be provided?
- Is what's being asked of me reasonable? Is it safe and do I have the capability to do it?
- Is it fun? Is the project happening in a way that is exciting, positive, and productive? Do I feel like my presence is important in the work being done?
- Does someone check with me after I start working? Is there someone readily available to answer questions as I proceed with my task?
- Is there enough work to do and adequate materials and supplies to complete it?
- Where can I go to take a break, get something to drink, warm up, or cool down?
- Can I be reassigned to another task if I don't enjoy what I'm doing or feel I'm not effective?
- After the work is finished, who will let me know if what I did was important and effective?
- Was I thanked for my time and contributions?
- If I have an idea or a complaint, how do I give input or make a suggestion?
- Do I know how to get involved again?

8. Consider planning a group discussion at the end of your project:

After each service project, Hands On Georgia encourages volunteers to reflect on their service experience. While volunteers think about their experiences independently, a conversation among all participating volunteers creates a stronger sense of accomplishment and establishes a deeper connection to the community. A group conversation at the end of your project provides structured time for volunteers to think and talk about what occurred during the project. This group conversation can often deepen volunteers understanding of the social issue your project addresses and increase their commitment to service. We

encourage you to facilitate these conversations after each service project and toward that end, have offered the following template for your use.

Three Steps to Facilitating a Service Learning Conversation

Step One: SERVE

- Ask volunteers the “WHAT” question. i.e. *What happened today?*
- At end of project: With the agency/school representative, congratulate and thank volunteers for achieving the goal.
- With the agency/school representative, connect the day’s volunteer service to broader contemporary issues. The agency/school representative might offer a short story or anecdote that will demonstrate the impact.
- With the agency/school representative, offer some statistics to give a scope of the social concern.

Step Two: UNDERSTAND

- Ask volunteers the “SO WHAT” question. i.e. *What are the consequences of the day’s actions?*
- Hold a group conversation about a central issue related to the day’s service.
- Choose a quote from Dr. King or other world leader to begin a conversation related to that quote.
- Ask volunteers to offer their life experiences and knowledge that may include work-related activities, family responsibilities, and previous education that they can use to make a positive impact.

Step Three: INSPIRE

- Ask volunteers the “NOW WHAT” question. i.e. *What are the next steps to have further positive impact?*
- Give homework- Encourage volunteers to tell their story of volunteer service. Be sure to point out that our friends, co-workers, or family members will be inspired to volunteer because they know that you were able to make a real change in our communities.
- Sign up for the next service opportunity – Be prepared to take advantage of the enthusiasm that service can create.

Preparing for Your Service Learning Conversation

You will have to think ahead to make your service-learning component as effective as possible. Will you have an opportunity to meet as a group at the end of your project and discuss what you experienced that day? If not, what can you do during the project to get everyone thinking about their affect on the community?

The most effective approach is to gather everyone together at the end of the project (maybe this is during lunch or a break) and reflect upon the significance of the day, the work completed, and the affect it will have on the community and

/or the social issue addressed. Work with your Agency partner to better facilitate the discussion. Once you begin, the conversation will flow smoothly. It will only take a moment of prodding to get people to express what they are already thinking about. Speak from your own heart and ask your Agency partner to speak on behalf of the social issue addressed. S/he will have statistics to showcase the real work being done.

If you are unable to gather everyone together at the end, you can still incorporate a service-learning component into your project. If you have broken your volunteers up into Task Groups and their work is calm and quiet (like mural or wall painting, gardening, or putting something together) then you can introduce the group to service learning as you would with the example above. Have the team discuss the questions you offered as they work on their task. You will need to facilitate the conversation or at least get it started. But once you begin, the conversation should flow smoothly.

If your volunteers are running about from task to task or your tasks are labor-intensive (drilling, knocking out cabinets, laying carpet) you will not be able to stimulate an effective conversation. You will have to be creative, but service learning can still be effective.

Sample Service Learning Questions

Choose one question from the appropriate service area to begin a conversation (For the “So What” portion of the conversation.)

AIDS Support

1. How can we as individuals, as well as our community, state and country, be more effective in addressing the needs of people living with HIV and AIDS?
2. What is the one thing that you would want to know about HIV and AIDS from people who are living with the virus? How would you use that information?

Animal Support

1. Had you ever considered homeless animals before your service today? Were you surprised by the number of homeless animals you saw?
2. What do you think that we can do to reduce the number of homeless animals?

Arts and Sciences

1. As of 1996, 43 states required two years of science to graduate from high school. Thirteen states required three to four years? What is the impact of that choice?
2. According to the College Entrance Examination Board, students of the arts continue to out-perform the non-arts peers on the SAT. With this in mind, what is the best way to support arts education?

Children and Teens

1. Many students read under grade level. Why is this an important indicator for our communities future?
2. What is your perception of how childhood changed since you were a child? Is it better or worse?

Technology

1. How does technology enhance education? What ways can we use technology as an educational tool?

Conservation

1. How do you define recycling? Do you recycle in your home? Does your apartment complex, job or school recycle? Should you initiate a recycling program?

Disability Services

1. What are the everyday obstacles face people with disabilities? What can you do to help alleviate those obstacles?
2. A disability is a functional limitation that interferes with a person's ability to walk, hear, talk, or learn. If you lived with one of those disabilities how would your morning routine differ?

Family & Women's Services

1. Every nine seconds a woman is battered in the United States; Domestic violence is the leading cause of injury to women between the ages of 15-44, each year an estimated 3.3 million children witness their mothers or female caretakers being abused every year.
2. How did your work today help address some of these issues?

Homelessness and Meal Service

1. The average age of a homeless person in the United States is nine years old? How does this impact our town?
2. If you could ask one question of a homeless/hungry person, what would you ask? How would you use that information to contribute to the solution?

Literacy/Refugees & Immigrants

1. When you think of "literacy" what is your immediate opinion? Did this project have an impression on your opinion?
2. Have you ever been in an environment where English was not the primary language? What challenges did you face? If not, imagine what it would be like to live in a place where you could not read signs or newspapers?

Senior Care

1. Ask a few volunteers to offer a personal story about an elder who has had a significant impact on their life. This could be someone they once met who shared a bit of wisdom, a close friend, a relative or a role model. What significant impact did this senior person make in your life?

2. What is the difference between a nursing home and an assisted living facility? Do you have a different perspective now of what it is like to live in one of these facilities?

Housing Revitalization (painting, renovation and repair)

1. What are the possible solutions for those who cannot afford safe quality housing?

Tips for Getting a Conversation Going

- Introduce yourself. Be sure the participants know who you are, and establish yourself in the role of facilitator.
- Explain the purpose/structure of the conversation. If you want open participation, let the participants know from the beginning.
- Do not ask yes/no questions. Be sure the participants have to give you more than a one-word answer.
- If you notice that one participant seems to be running the conversation, take a comment they make, turn it into a question, and ask another quieter participant directly.
- Be sure to make eye contact with the participants and listen to their answers.
- Relax! Just let the conversation flow, and don't feel to pressured to keep the structure rigid.
- If you feel the conversation gets off track, but you think the comments are useful, then let the conversation continue in that way. Don't feel pressured to stick to a script/plan.
- If the conversation gets off track, but the comments are not useful, then use some portion of the comments to get back to your original questions/purpose.
- Give the participants something to think about, the conversation doesn't have to end that day.
- Thank everyone for participating!!!

VI. At the Project

- Arrive at your project site 30 minutes to one hour early to set up.
- Have all tools and materials ready and waiting at the location where a particular task will take place.
- Have all volunteers sign an attendance sheet and put on a name tag (including yourself).
- Have an agency / school representative speak to volunteers about the school or agency, their mission, their struggles, the difference their volunteer efforts will make, thoughts on safety and other announcements.
- Be a leader:
 - Know your outcome and convey it to your volunteers.
 - Be organized and assign / delegate work to your volunteers.
 - Keep the work moving and on schedule.
 - Have fun and encourage volunteers to do likewise.
 - Give positive reinforcement.
- Be a public relations agent for your project with volunteers, agency reps. and interested community members.
- Bring a camera and take pictures.
- Be sure to start clean-up efforts at least 30 minutes before the scheduled end of the project.
- Hold a group discussion before volunteers leave.
- Have volunteers complete an evaluation form before they leave the project site. This will help you and your agency partner evaluate what went well and what you might improve next time.
- Leave the site clean and in a “finished” state.
- **CELEBRATE!!**



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Project Planning Tools

Thank you for your interest in Hands On Georgia!
The forms included in this handbook will help you manage both
the big picture and the small details of your ongoing service project.

Hands On Georgia Project Master Plan

I. Key Contacts

Keeping complete and accurate records for all contacts will enable you to easily thank people that have helped make your project a success.

A. Project Coordinator(s): *(Name, Address, Phone, Fax, E-mail)*

B. School or Agency Contacts:
(Name, Title, Organization, Address, Phone, Fax, E-mail)

1. Chief of Staff:

2. Primary Project Contact(s):

C. Other Volunteer Leaders: *(Name, Address, Phone, Fax, E-mail)*
(If applicable.)

D. Volunteer Recruitment Contact: *(Name, Address, Phone, Fax, E-mail)*
(If applicable.)

E. Tools & Supplies Contact: *(Name, Address, Phone, Fax, E-mail)*
(If applicable.)

Hands On Georgia Project Master Plan

II. The Project

A. Describe the project:

B. Rain Contingency: Can this project be completed if it rains?

YES _____ NO _____ If yes, are there alternate plans the volunteers should know about ahead of time?

C. Directions to the Project Location

It is important to be sure the directions are correct and easy to understand so that your volunteers don't get lost on the day of the project.

1. Driving Directions:

2. Directions for using Public Transportation (where applicable):

D. Frequency & Duration

What dates and times will the project occur? How long will each session last?

E. Number of volunteers needed to complete project:

Hands On Georgia Project Master Plan

III. Tools & Supplies

- A. What Tools and Supplies will you need to complete the project?**

- B. How will you secure tools and supplies for this project?**

- C. When and where will tools and supplies be delivered in advance of the project?**

IV. Volunteer Recruitment

A. General Volunteer Recruitment:

The volunteer recruitment contact agrees to take responsibility for recruiting _____ (#) volunteers.

Volunteers will be recruited from:

B. Community Volunteer Recruitment:

The school or agency representative agrees to take responsibility for recruiting _____ (#) volunteers. *(This could include parents, students, teachers, community members, organization members, etc. depending on the agency partner.)*

C. Age Requirements:

Can children participate in this project? If yes, what ages?

Hands On Georgia Project Master Plan

Project Task Overview

Detail the scope of work for each task (in order of priority) that will be undertaken at your volunteer project. Attach the individual task plans (form included in this handbook) for each task to this document. *(Please make as many copies of this as you need)*

Task 1.

of Volunteers

Task 2.

Task 3.

Task 4.

Task 5.

REMEMBER CLEAN-UP!

Hands On Georgia Project Master Plan

Individual Task Plan

(Make as many Copies of this as you need -- One for each Task!)

Project Task:

Detailed Description of Task:

Tools and Supplies Needed:

Special Tools/Equipment required:

Anticipated duration:

*Remember, your volunteers are not skilled professionals.
Please keep this in mind when estimating the duration of a job.*

of Volunteers required for this task:

Special Skills Required:

Advance preparation requirements:

Hands On Georgia

Planning for Tools and Supplies

As you plan your project, you will try to estimate the number of volunteers and the types and amount of supplies you will need. Here are some quick hints:

- As a rule of thumb, gallons of paint = (sq. ft. to be painted) x (# of coats) / 550
- Hours of work needed should include: pre-project preparation; actual work time; and clean-up - *This is important! Leave the site looking good!*
- Create a floor plan of furniture before you move it.
- Paint should dry 60 minutes between coats
- Weeding a 50' x 50' lot will take 1 person 4 hours by hand, 1 hour with a weed whacker.

These are only estimates! Have confidence in yourself--you will be the final judge.

Project Supplies Check List

Painting

- Paint (1 gallon paint per 300 sq. ft.)(1 volunteer per 100 sq. ft.)
- Brushes (trim)(1 /volunteer)
- Brushes (3-4 in) outdoor use (1 per volunteer)
- Roller cages (1 per volunteer)
- Roller covers (Thicker for textured walls) priming: x 2
- Pans (1 per 2 rollers)
- Extensions (painting walls and outside)
- Ladders (step 4ft, 6ft, 8ft) (extension 16ft, 24ft)(1 per 200 sq ft)
- Drop clothes (cover flooring/furniture)
- Primer (needed when changing type of paint latex to oil vice versa)
- Paint rags (1 box per 5 volunteers)
- Mineral spirits (when using oil based paints and primers)
- Latex gloves (1 pair per volunteer)
- Contractor bags
- Sand paper/blocks (1 per volunteer)
- Church key (opening cans)
- Stir sticks (1gl/5gl sizes)
- Paint buckets (when painting trim)
- Tape

Painting Portable Murals

- 5 colors of paint (exterior semi gloss latex)
- Blue, red, yellow, black, white
- 2 sponge brushes per volunteer (various sizes 1,2,3inch)
- Chinese bristle brushes for painting outdoor concrete
- Artist brushes (5 /pkg.) 1 for 2 vols.
- 3 paper paint buckets per color
- 5 (16 oz) cups per color
- 4X8 medium grade plywood ½ inch. Per mural
- Primer (Kilz latex 1 gal per 5 pieces of plywood)
- Rollers covers
- Roller cages
- Pans
- Drop clothes

- Paint rags
- Water source for cleaning
- Contractor bags
- Latex gloves
- Artist, or design, transparencies
- Church key (opening cans)
- Stir sticks (1gl/5gl sizes)

Landscaping (Each volunteer needs a tool at all times during project)

- Shovels (flat head clearing grass, moving mulch, Square point: digging holes etc)
- Rakes (bow: leaves, garden: heavier rocks limbs etc)
- Loppers (cutting large braches)
- Hedge Shears (trimming shrubs)
- Hand Pruners
- Hand Trowels
- Hand Cultivator (three tined)
- Narrow spade
- Wood chips
- Gloves (1 pair per volunteer)
- Tarps (1 per 2-4 volunteers when mulching, carrying debris etc)
- Contractor bags (38 per roll heavy duty)
- Plants
 - Drought resistant: Crepe Myrtles Trees, River Birch Trees
 - Annuals (plant year after year)
 - Perennials (come back each yr Plant in the fall only)
 - Winter plants: pansies
 - Summer plants: High light/ Low light Bulbs
- Top Soil
- Water Hoses
- Buckets for Water

Picnic tables (4 volunteers per table)

- Kits (when possible)
- Supplies:
- Drills and Bits
- Wrenches (3/8 inch)
- Screw Drivers (Flat and Phillips)
- Hammers
- Level
- Extensions

Banners (2 per banner)

- Fabric (colorful, cotton 1 yard per banner)
- Felt (10 8X11 pieces of each color 8-10 colors)
- Hot glue guns and sticks (Make sure you have outlets and/or extension cords)
- 2 packages of variety of pom-poms and pipe cleaners
- Paint Pens
- Drop Cloths (1 per banner or table)
- Scissors
- Extensions/ Multi-extensions
- Contractor bags
- Themes

Thank you Cards for students, seniors etc

- Construction paper
- Glue sticks
- Pencils
- Markers
- Crayons
- Scissors
- Border paper
- Information sheet
 - Number of recipients: names if possible
 - Why they are receiving
 - What they have done (if students # of hours of community service)
 - How they have impacted the community

Gardens

- 4X4 post (8 per bed)
- Soil
- Liner
- Circular saw
- Saw horses
- Lag Screws
- Lag Bolts
- Landscape Timbers
- River Rocks (2 large bags)
- Plants or Seeds
- Drill and Bits
- Extension Cords
- Level
- Water Hoses
- Water Buckets

Notes on Painting

Since many Hands On Georgia renovation projects involve painting, it is important that Project Coordinators know some of the basics about painting. If the wrong paint is applied to an object, a true disservice can be created. A few notes:

COLORS

Very often, too little time is spent determining the right paint color. Paint colors have a tremendous psychological effect on the individuals being served.

The Project Coordinator should not necessarily use the building's old paint color, nor should the coordinator use the first color which comes to the owner's mind. Try to use colors which complement the surroundings, and search for colors which will enhance the environment. Show to the owner color samples and color charts. More importantly, seek the opinion of someone who is knowledgeable about colors.

REMOVING OLD PAINT

It is not necessary to scrape off all of the old paint before painting over it. It is, however, important to scrape off loose paint. After this is done, apply a primer to areas where the old paint has come off easily. It is not necessary to prime areas where the paint can not be scraped off easily.

All surfaces should be cleaned of dirt before being painted. If you wash the surfaces, however, allow at least 36 hours for the water to dry completely before painting.

A primer should also be applied to some surfaces which are being painted for the first time, i.e. wood, cinder block, etc.

Paint primers usually dry in 90 minutes.

TYPES OF PAINTS

Oil-based - Found often on school walls, metal objects, and other surfaces. Difficult to remove from walls, paint brushes, clothes, etc. If latex paint is placed on top of oil-based paint, it will flake off within a few months.

To determine if a surface has oil-based paint, first try to find the can of paint used originally on that surface or the construction specifications used by the contractor. If this is not possible, rub the surface with a rag which has been dipped in mineral spirits. If "gooey balls" form, then oil-based paint has probably been used.

Also, be sure to match the paint's flat, semi-gloss, or glossy characteristics.

Latex - Not as difficult to remove from walls, paint brushes, clothes, etc. It is okay, but not preferred, to put oil-based on top of latex. Again, try to find concrete ways to determine if latex was originally applied to a surface. If this is not possible, then rub the surface with a rag which has been dipped in mineral spirits. If the paint comes off relatively easy, then latex has probably been used.

Lead: A Serious Hazard

If your rooms were painted before 1978, the paint may contain lead. This substance is extremely toxic, especially to children, and can damage the nervous system. Because it enters the body through dust, fumes, or, in the case of children, chips of paint that are eaten, lead is a common remodeling hazard.

If you suspect lead is present in your painted walls, check stores for consumer lead testing kits. The Environmental Protection Agency can also advise you about how to deal with lead during a remodeling. It's important to take precautions before doing any remodeling work such as stripping paint or tearing down walls. For more information, visit the National Lead Information Center Web site at www.epa.gov/lead/nlic.htm or call the NLIC at 800-424-5323.

Notes on Landscaping & Gardening

Because simple landscaping and gardening do not require specialized skills, many volunteer projects involve planting and mulching. It is important for the Project Coordinator to have a working knowledge of the fundamentals of landscaping and gardening.

Mulching/Spreading woodchips:

Mulching helps prevent erosion in the area you are working in. If you are working on nature trails, laying a thick coat of mulch/woodchips will help keep the trails in good condition. If you are laying mulch around trees or in flower beds, the extra layer of protection will keep the roots of the trees safe and also keep in the nutrients needed to help plants grow.

Planting:

Fall and spring are the preferred planting times so the plantings have time to adjust to their new location before the harsher weather of winter or summer arrive. It's best to plant when it's not especially hot or sunny. An overcast day when rain is forecast is ideal – your watering will get done for you! During the winter (MLK Day), you may be limited to planting pansies.

Planting flowers:

1. Knock the plant from its pot, keeping as much of the root ball as you can. If the plant's roots are heavily entwined, you may want to cut through them with a knife or pull them apart with your hand. This encourages them to spread out into the surrounding soil.
2. Although the flowers are pretty, it's best to pinch them off. Right now, the plant needs to put its energy into developing a good root system, not flowering. Pinching encourages healthier plants with more flowers later on.
3. Prepare the bed with a spade, working in at least 1 inch of organic matter. The soil should be loosened to a depth of at least 12 inches for annuals, 18 inches for perennials. Smooth the soil with a garden rake. When the bed is ready, plant the flowers at the same soil level they were in the container.

Planting trees or shrubs:

1. Dig a hole just deep enough for the shrub to sit in. Then make the hole about two times wider than it is deep, creating a slight mound for the shrub to sit on.
2. If the shrub is bare root, position it on the mound. If it is in a container, either knock it from the container or cut it away with hand shears. If the shrub is balled and wrapped in burlap, you'll have to decide whether to partially or completely remove the burlap. If the burlap is treated or plasticized, remove it completely. If it is natural burlap, loosen it from the root ball of the shrub, and then drop it in your planting hole. The natural burlap will disintegrate.

3. Loosen any roots that encircle the root ball. Position the shrub in the hole, putting it at the same level it was in the container or burlap. Fill the hole halfway with water, and fill the rest of the hole with any soil amendments needed, such as compost to enrich the soil, garden sulfur to raise the pH level, or lime to lower the pH. After filling the hole completely, form a saucer around the shrub to retain water. Fill the saucer with water, let it drain, and then fill again. Mulch with a 2-3 inch deep layer of wood chips to conserve moisture and prevent competition from weeds and grass. The mulch should go out as far as the shrub's branches. Do not, however, let the mulch touch the stem since it can promote rot.

Notes on Supplies

Here are a few supply tips:

- Schools should have access to paint, and other supplies through the school system. If you are a Project Coordinator at a school. Help your principal or teacher by creating a list of materials needed and getting them to turn it in to the maintenance department as soon as possible.
- Volunteers who live (or who have friends that live) in apartment complexes can often recruit volunteers from the complex landscaping crew to help develop landscaping plans, loan tools and volunteer on the day!
- Each county extension office (listed in the blue pages of the phone book) has a "Master Gardener's" program. Gardeners that would like to become "Master Gardeners" often have to do a certain number of community service hours to receive their certification. Sometimes they even have plants available to donate.
- Getting plant material donated is extremely difficult. You may try visiting local stores and nurseries several months before the event and offer to take anything that they would otherwise throw away. If you are a green thumb, you may be able to keep the plants alive until the event.
- Involve as many friends (or friends of friends) that you can that have skills necessary to complete the project. For example, volunteers with any kind of carpentry experience can help design and build puppet theatres for children. They even know what materials are required and maybe even how to make one out of recycled materials. A volunteer with any type of graphic design or art experience can design and stencil a mural for volunteers to paint on the day. The more people you involve, the more skills, ideas and creativity surround your project.

Hands On Georgia

Project Registration Form

Project Name:

Project Coordinator:

(Name, Title, Organization, Address, Phone Numbers, E-mail Address)

Agency Partner:

(Organization Name, Contact Information)

Project Description:

Total Number of Volunteer Participants Estimated:

Project Frequency (i.e. # of sessions per week or month):

Project Duration (i.e. # of hours):

Event Sponsors (if applicable):

**To register your project as an
official Hands On Georgia volunteer project,
please fax, mail or e-mail this form to:**

Hands On Georgia Project Registration
Hands On Georgia
600 Means Street
Atlanta, Georgia 30318
See www.HandsOnGeorgia.org for our e-mail address.