

GUIDE FOR ADULT/COLLEGE PROGRAM CONTACT PERSONS AND GROUP LEADERS

TABLE OF CONTENTS

<u>Subject</u>	<u>Page</u>
Staying in Touch with ASP	2
Group Preparation	3
Vehicles and Travel	3
Center Activities	4
Typical Home Repairs	4
Crew Preparation	5
Leader Responsibilities	5
ASP Staff Responsibilities	6
Forms and Fees	7

STAYING IN TOUCH WITH ASP:

Your contacts at ASP until your event:

Karen Frederick, Director of Volunteer Services
423-854-4434; karen.frederick@ASPhome.org

Olga O'Patick, Coordinator of Volunteers,
423-854-4407; olga.opatick@ASPhome.org

Carolynn Bailey, Coordinator of Volunteers,
423-854-4405; carolynn.bailey@ASPhome.org

We need to hear from you if:

- Your contact person changes (CP)
- Your group size changes
- Your trip date changes
- You want to cancel your trip
- You need to know what your balance is
- You have any questions at all

Pre-Trip Contact With Center Staff:

You will receive a call from your center staff 10 days to two weeks prior to your trip; along with a follow-up call about 3 days before you arrive. If you for some reason do not hear from the staff, please let us know, or you may call them directly. **The information you will discuss with them is based on what you provided on the [Pre-Trip Communication form](#) and the [Construction Information form](#).** From this discussion, our staff is able to plan and prepare for your ASP experience.

- | | |
|-------------------------------|-----------------------------------|
| ○ Total # volunteers | ○ skill levels |
| ○ # work crews | ○ questions your group may have |
| ○ # males/females | ○ special needs (dietary/medical) |
| ○ # vehicles & type | ○ Travel plans |
| ○ specialized equipment/tools | ○ expectations for your trip |

Please communicate with your group after these calls so they are aware of ASP expectations, center information, or any additional information or changes. As the Contact Person or Group Leader, you are the primary liaison between the Center staff and your group during your stay.

Group Preparation:

1. All members of your group are asked to read and follow **ASP's Expectations, Rules, and Regulations, the ASP Safety Manual, and the ASP 3 S's**. These documents are all available on the ASP website under the **Required Reading** section.
2. ASP provides study sessions for those groups who wish to conduct pre-trip preparation sessions. Click on this link www.asphome.org/plan_your_trip/plan-youth/trip/sessions to find study sessions
3. All volunteers must agree to participate in the activities at the Center, including meals, chores, and meetings.
4. Each member must be personally prepared with bedding, clothing, tools, personal safety equipment/gear, money or travelers checks, medicine, etc.
5. Click on this link www.asphome.org/plan_your_trip/plan_adult_trip/prep_packets for additional trip planning information.

Vehicles and Travel:

EACH WORK CREW MUST HAVE ITS OWN VEHICLE capable of transporting 5-7 people, your tools, equipment, coolers, lunches, and needed building supplies or materials. Larger vans work best. If mini-vans are used, prepare for the limitations of these vehicles with the rough terrain where many clients live. Large buses are not permitted. Pickup trucks are great for transporting supplies, but not for the work crew. It is acceptable to put a carrier on top of a vehicle or to pull a trailer so that there is more space to haul materials, supplies, and tools. **When groups come with vehicles that are not capable of hauling supplies to the worksite, they should be prepared for long delays in receiving what they need for their project.**

1. Rent vans on the way to Appalachia to minimize the overall expense.
 2. It is a good idea to have an extra set of vehicle keys and to give that set to your second driver.
 3. Each vehicle should have a copy of travel plans and the phone number of the center.
 4. Thoroughly check your vehicles before your trip.
 5. Vehicle registration and insurance information should be in each vehicle.
 6. Use of blankets, plastic, etc. will minimize the wear and tear on a vehicle's interior
 7. When you applied to participate, your group agreed to work a specific period of time. If you have plans for any sightseeing, it will need to be either before or after your ASP experience.
 8. If your group caravans and vehicles are separated resulting in delayed arrival, be sure your drivers know to call the center and inform them of the situation. If you have cell phones in each vehicle, exchange those numbers with each other so you can stay in contact.
 9. Be flexible in your travel plans if you learn from the staff during your contact call that there are better directions/routes/information for getting you to your center. (You always want to use the better directions when traveling the back roads of Central Appalachia.)
- 10. Arrival time for groups is 4:00 p.m.**

Center Activities:

1. Make sure that all of your adult/college program volunteers understand that participation in Evening Gatherings is not mandatory; however, the staff is prepared to lead your group based upon the input you provide. Volunteers may also opt simply to relax and get to know other volunteers.
2. Members of your group may be asked to participate in or lead morning devotions (10 minutes). Remind the Center staff if you are prepared to do devotions.
3. Be sure that your group understands the daily schedule for an ASP volunteer. The work day will not end until 4 or 4:30 p.m. each day.
4. Prepare your group for communal living; there is a lot of “give and take”. Chores are an important part of it. Be ready to do your part as directed by the staff. At the end of the week, you will have additional chores to help get the center ready for the next week of volunteers.
5. Click on this link to www.asphome.org/plan_your_trip/plan_adult_trip/centers to read about the year round centers.

Typical Home Repairs:

The types of projects you’ll likely be working on will fall under these categories:

Roofing	Drywall and insulation
Stairs	Building porches
Painting	Building wheelchair ramps
Foundation repair	Floor Repair

The Home Repair Ministries Department of ASP has the difficult task of selecting which homes will be worked on. They visit each home and consult with the homeowner to make the determination of what can be repaired by volunteer groups who sign up to serve. They take into consideration the skill level of each group, any anticipated repairs that could surface, work that could take longer than expected, weather conditions, and the fact that each group will work at a different pace.

The ASP staff at your center will be available to provide construction supplies, tools, and deliveries of what group leaders are unable to haul to the work site in their vehicles. **Although the ASP staff is available to provide support and guidance at the work site, it is the Group Leader who is ultimately responsible for overseeing volunteers at all times and for supervising repairs at the assigned home.** Effective communication between the Group Leader and the ASP Staff will ensure proactive discussion regarding project status, supply requirements, quality control at the work site, and an overall positive ASP experience for the family, for the volunteers, and for the staff.

Crew Preparation:

1. In advance of your trip, spend time with your group discussing their talents and desires for the ASP experience as you divide your volunteers into work crews.
2. A work crew is 5-7 people. If you have an extra volunteer who would like to help the staff, arrange this with Olga or Carolynn in advance. That extra person might also be able to serve as 'floating volunteer' to your work crews. If they do, though, they will need their own vehicle.
3. Every work crew must have a vehicle. Each floating volunteer must have their own vehicle.
4. Be sure that every volunteer has a basic tool kit. (see Individual Packing)
5. Your work crews should have plenty of water jugs and coolers.
6. Each work crew should also have a complete First Aid kit. Remember to include preparations for insect bites when stocking your kits.
7. All volunteers are expected to read and understand the [ASP Safety Manual](#), [ASP Expectations, Rules, and Regulations](#), and the [ASP 3 S's](#).
8. Click this link www.asphome.org/plan_your_trip/plan_adult_trip/prep_packets for additional trip planning information

As a leader of an adult/college group, you are responsible:

1) for your volunteers at all times

- ◆ ensure all volunteers from your church/organization abide by ASP's rules and guidelines for conduct, safety, sensitivity, and stewardship.
- ◆ see that chores are performed satisfactorily at the center.
- ◆ assist with devotions and graces.
- ◆ transport volunteers to and from the worksite.

2) for the supervision of repairs at the assigned home.

- ◆ initiate the home repairs at your family's home to the best of your ability.
- ◆ be honest about your ability, not taking on more or less than you are capable of doing.
- ◆ abide by worksite instructions of the staff.
- ◆ bring as many supplies to worksite as possible.
- ◆ return completed supply sheets promptly every evening.
- ◆ report progress and special concerns during the week.
- ◆ complete an accurate continuity sheet at the end of the week.
- ◆ attempt to keep all members of your work crew busy without jeopardizing quality.

The ASP Staff is responsible for:

- ◆ setting up homes and deciding what is to be done at each.
- ◆ providing construction supplies and tools, and delivering those supplies that GLs cannot take themselves.
- ◆ giving support and guidance at the worksite and at the center.
- ◆ providing and arranging meals during the week.
- ◆ providing necessary supplies for daily center chores.
- ◆ planning and leading evening activities (Evening Gatherings, game night, etc.)
- ◆ scheduling center's activities.
- ◆ communicating responsibilities to group leaders
- ◆ answering questions and giving advice.

Recommended Communication Practices:

1. Report on areas of concern as they come up (i.e., group relations, chores, supply availability, etc.).
2. Talk with staff persons if you have questions, concerns, etc.(privately).
3. Be aware of any communications from the staff – signs around the building, handouts, announcements at meals, etc.
4. Don't let situations get out of hand or "blow up." Talk to someone on the staff. Conflict can have good and positive resolution; don't shy away from communication.
5. At The Worksite - Be sure that you know what needs to be done on the work site and how to do it. Staff and group leaders sometimes disagree about how to do a job – be sure you resolve this before going to the work site. The staff has final say on project decisions.
6. In The Morning - If problems have been shared the previous night, be sure they are resolved before the workday begins.
7. Announcements – These will come at various times (usually before each meal) when staff will announce concerns of the center or messages to specific folks.

Forms and Fees:

1. When sending in money, please use the forms that are provided and indicate how the money is to be applied (ie. Group fee, Payment 1, Payment 2, or Payment 3).
2. Before duplicating the **Volunteer Statement and Registration Form**, write your group number at the top. Be sure that all contact information for each volunteer is on this form and that your volunteers have listed medications they routinely take (prescriptive and over-the-counter medications). This could be a life-saver in an emergency. If possible, staple a copy of volunteer medical card to the medical/registration form. The notary seal is key to helping to ensure speedy and efficient medical treatment if needed. In an emergency, this is crucial.

No one will be allowed to participate in ASP's work program or events without the **Volunteer Statement and Registration Form**.

MATRIX OF FORMS AND FEES:

Group Application Fee	\$95 per group	Due With Application
Payment Form	<u>Adult and College</u> \$50 per person	Due 120 days Pre-trip
Payment Form	<u>Adult</u> \$200 per person – Week \$75 per person – Weekend <u>College</u> \$125 per person –Week \$50 per person - Weekend	Due 60 days pre-trip
Payment Form	<u>Adult</u> \$75 person – Week \$30 per person weekend <u>College</u> \$80per person – Week \$35 per person - Weekend	Due 2 weeks pre-trip
Pre-Trip Communication Form	We plan for your group based on the information you provide on this form	Fax or email to your center 2 weeks pre-trip
Construction Information Form	This is a summary of your group's skill level. This info influences staff project selection for your group.	Fax or email to your center 2 weeks pre-trip
Volunteer Statement and Registration Form	Liability release and medical information form – must be notarized. Bring to the Center	Due upon arrival at your center Also, bring one set of copies for each vehicle
Weekly Family and Volunteer Work Crew Roster (form)	Necessary for purposes of locating a volunteer in case of an emergency Bring to the Center	Due upon arrival at your center Bring original plus 1 copy

To Summarize:

- Contact ASP Volunteer Services with questions, changes, or concerns
- **You are the focal point for communications between your center staff and your group**
- Make sure your group understands ASP rules and regulations – direct them to the Required Reading on the website.
- Plan your work crews
- Coordinate your travel schedule and vehicle needs
- Understand what you'll be doing – comprehend the extent of typical home repairs
- Complete forms and make payments on time