

HOUSE CAPTAIN INFORMATION 2019



CHRISTMAS *in* OCTOBER

Celebrating 36 Years of Rebuilding Houses,
Lives, and Neighborhoods

CHRISTMAS IN OCTOBER KEY INFORMATION

Mission Statement

Our mission is to bring together volunteers from throughout the metropolitan area to rehabilitate the houses of low-income homeowners, particularly the elderly, disabled, and veterans so that they may continue to live in warmth, safety, and dignity.

Thank you for serving as a House Captain/Team Leader for this year's program. We simply could not make this happen without you. Please review the contents of this packet for event dates and information you will need.

Volunteers Event Day October 12th



Contact Information

Phone: 816-531-6443
Fax: 816-531-6444

Mailing Address

P.O. Box 32108
Kansas City, Missouri 64171

Warehouse Address

3261 Roanoke
Kansas City, Missouri 64111



Executive Director

Steve Alley

steve@christmasinOctober.org

Important Dates for the Program and Planning Your Work

House Captain Meeting

The House Captain Meeting for volunteer groups is currently scheduled for:

Aug. 14th 2019 at 6:00 p.m.

CIO Warehouse

3261 Roanoke, Kansas City, MO 64111

Everything that you need to know will be covered at this meeting. It is important that at least one of your House Captains attend this meeting. All volunteers are welcome to attend. Also, we can schedule another date for your group if you are not able to attend on this date.

Warehouse Check-Out Dates for Materials

You may pick up materials and equipment at our warehouse located at 3261 Roanoke Road, Kansas City, Missouri 64111. The warehouse will be open on the dates shown below to pick up materials for your project. If you are working on a different date we can arrange an alternate date and time that fits your schedule.

	Wednesday	October 2	10:00 a.m. - 6:00 p.m.
	Thursday	October 3	10:00 a.m. - 6:00 p.m.
	Friday	October 4	10:00 a.m. - 6:00 p.m.
Union Work Day	Saturday	October 5	10:00 a.m. - 1:00 p.m.
	Monday	October 7	Warehouse Closed
	Tuesday	October 8	10:00 a.m. - 6:00 p.m.
	Wednesday	October 9	10:00 a.m. - 6:30 p.m.
	Thursday	October 10	10:00 a.m. - 6:30 p.m.
	Friday	October 11	10:00 a.m. - 5:30 p.m.
Volunteer Work Day	Saturday (Event Day)	October 12	7:30 a.m. - 8:00 p.m.
Return Materials	Sunday	October 13	1:00 p.m. - 5:00 p.m.

Warehouse Check-Out Procedure

You Must check in at the volunteers table prior to selecting materials at the warehouse. They will have a Material Check-Out form that must be completed with the items you are checking out.

NOTE: You will NOT be able to check out any materials or equipment for a home that is not in our database and assigned to your group.

At the end of the event day, please return materials to the warehouse. For painting projects, please leave any **opened** paint cans with the homeowner and return unopened cans to us.

Materials

Make a complete list of materials needed for your projects. We try to have most items you will need at our warehouse, but you if we do not have the item, we have several vendors we partner with to purchase these items. You must use our Vendor Authorization Card and the vendor will call us at checkout for us to authorize the item(s) and costs. These chargers will be billed to Christmas in October. The Vendor Cards have the approved vendors listed on the back of the card.



Additional Purchases of Materials

If your team has funds we certainly appreciate your using them, as we do have limited resources and funding. We are very appreciative of all donations our volunteers make and we can give them a donation letter if they provide a receipt for these purchases.

Christmas in October is NOT able to reimburse participants for purchases they make on their own credit card or for cash or at stores NOT on our approved Vendor list.



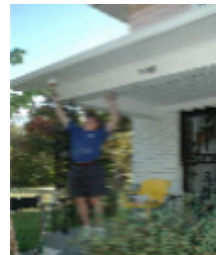
New Team Information

Registering is a two-step process. **Group Registration:** If your group is new to CIO you must first register your group by submitting an e-mail to info@christmasinOctober.org, which includes Name of your Group, Address and Contact Number. CIO staff will create your group in our system and contact you via email when complete. **Second, House Captain Registration:** After you are notified that the group has been created please register yourself online in the House Captain area on the website.

CIO Website Information on Houses

The information provided by the homeowners in their application is entered into CIO database upon receipt, which will be available for House Captains when they sign in to our website. Information collected during the CIO inspections will also be available. Homes that are not considered suitable are removed from the database.

The database information should assist House Captains in selecting a house that matches the skills of their volunteers as well as submitting requests for skilled help and orders for paint, lumber, dumpsters and portable toilets.



Typical Event Day Tasks

Volunteers may perform a variety of tasks including:

- interior and exterior painting
- caulking
- cleaning gutters
- installing insulation
- weatherizing doors and windows
- replacing broken windows
- clearing away brush
- installing smoke detectors
- removing trash

More skilled volunteer tasks might include:

- repairing doors and windows
- roofing repairs
- repairing damaged floors
porches and stairs
- plumbing repairs
- completing electrical repairs
- installing handrails
- repairing or installing gutters
- repairing minor furnace problems

Selecting a Home for your Team's Project

Inspecting Homes

While viewing the house details in our database, select “Add This House to Your Inspection List” button to reserve the house for your team to inspect and to make final determination if it is suitable for your volunteers. Please keep in mind, you do NOT need to do everything on the homeowner list. Most people are extremely grateful for anything we can help them with on their home.

After you have previewed the options in the CIO database and have a list of addresses to inspect, contact the homeowner and schedule a time to inspect their home.

It is a good idea to take photos of the home you decide to select along with pictures of specific problems while you are with the homeowner. These can be used for showing your volunteers what needs to be done and who will be responsible for particular repairs.

It is important to let the homeowner know that this will be a preliminary step in the process. Explain that your team will be inspecting several homes before making a final selection of a house for event day. Let the homeowner know that, if their home is selected as a project by your team, you will contact them to let know and when you will return with further information . If skilled help will be requested, you should tell them that others may be contacting them prior to event day for those repairs.

Finalizing Your House Selection On-line

After you have met with the homeowners and have completed your inspections of the homes, you need to select one of the homes as your project for event day. To request a house for your team, you need to select it from your list of “Pending Inspections” and Click the “Select this house for my group “ button to assign the house to your team.

After you have selected a home, please “Remove” any other homes still on your pending list, so that they are available for selection by other volunteer groups. **Please complete the return of these homes to the general database as quickly as possible. If you have any problems releasing these homes from your Pending File, please contact Steve or Diane for assistance.**

House Captain Checklist

As a House Captain, you are crucial to this program. You're responsibilities include the items listed below. Also we have suggested this timeline to make help you plan you project. Additional details on these topics are included in this document. Also, feel free to contact Steve or Diane with questions.

Activities during August/September

- Attend House Captain Orientation meeting in August
- Recruit volunteers and friends and family members are always welcome
- Pick several homes to inspect (via CIO website)
- Meet with the residents and review potential work for their home
- Make final selection of house(s) for your team
- Let the homeowner know what you are planning and when you will arrive
- Prioritize and organize the projects you and your volunteers can complete
- Identify and request any Special Requests or Skilled Help required
- Order dumpsters, portable toilets, wood and paint if needed from the Christmas in October website.
- Organize your volunteers and assign areas of responsibilities to team members to complete on Event Day

House Captain Checklist (Continued)

7-10 days before your event day

- Determine and collect the materials required for your project at the warehouse and/or at authorized vendors
- Coordinate food and drinks for the volunteers
- Send a reminder note/email to your volunteers
- Call and remind homeowner the date and time you'll be there

Activities on your Event Day

- Arrive early and supervise work
- Remind volunteers of safety and address any safety issues or concerns
- Assure all volunteers have signed Waiver of Liability form. All volunteers working on the home must sign this form. There is a copy of this form on the next page for your convenience.**
- Take pictures of projects and include the homeowner! Send or publish copies to your volunteers and CIO.
- Start cleanup at 3 and to finish by 4 PM
- Return borrowed tools and materials to the warehouse
- Encourage your volunteers to attend Event Day after party to celebrate at the warehouse.
- Have FUN!

WAIVER OF LIABILITY
Christmas in October Home Repair Project

In consideration of the opportunity afforded me to assist on a voluntary basis in the Christmas in October Home Repair Project, a 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 Christmas in October in organizing this project, I hereby 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 Christmas in October or its officers and directors, collectively or 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.

We would like to be able to contact you for future volunteer opportunities for Christmas in October. If this is acceptable, please check the box , which indicates, yes you would like to be contacted. Please provide your e-mail address as another method to contact you. Thank you!

Date	
Name of Volunteer Group	
Name of Homeowner	
Address of Homeowner	
Total Number of Volunteers	

Print Name	Check to confirm OK to contact you.	Volunteer Address	Signature	Email Address (Optional)

Mailing address: P.O. Box 32108, Kansas City, MO 64171
Warehouse address: 3261 Roanoke, Kansas City, MO 64111
Phone: 816-531-6443
Fax: 816-531-6444

WAIVER OF LIABILITY
Christmas in October Home Repair Project

Print Name	Check to confirm OK to contact you.	Volunteer Address	Signature	Email Address (Optional)

Mailing address: P.O. Box 32108, Kansas City, MO 64171
Warehouse address: 3261 Roanoke, Kansas City, MO 64111
Phone: 816-531-6443
Fax: 816-531-6444

Remind the Homeowner

Be sure to clearly communicate to the homeowner exactly what repairs your team plans to work on during the event. Tell the homeowner that we will do the best we can with the materials and labor we have available at the time. Please keep in mind that any project your team starts **MUST** be completed so plan your work and time accordingly. Choose if want your team to stay late on event day or return later to finish a task. You can make your own plans if there is bad weather on event day.



Skilled Help Requests

The home may need repairs that your volunteers cannot make, such as a water heater not working, a stopped up sewer drain, or significant plumbing and electrical issues. For these repairs, you must submit the Skilled Request located online on the CIO website. These should be completed as soon as possible, so that they can be forwarded to the plumbing or electrical professional to schedule the repair. If the home needs more than one type of skilled help, please submit a separate request for each one. We will do as many of these repairs as we can, but there are always more requests than we have professionals.

Ask for Help from Talented Friends and People you Know

If possible, please ask local plumbers, electricians, roofers, tree specialists, or carpenters to help you with repairs that require skilled help. Many small businesses are willing to volunteer their help if they are simply asked. We provide the material for projects, so it is just a matter of getting the labor. Christmas in October can provide a tax donation certificate in exchange for their help.

Rejecting a Home that is not Suitable for our Program

Even though CIO volunteers will be inspecting many of the homes this year, you may still find cause to reject a home. We apologize for any inconvenience this may cause. We have tried to eliminate houses that we consider unsuitable for the program. If the home is in good condition or the homeowner does not seem appreciative, send an e-mail to info@christmasinoctober.org stating you think the home should be rejected. Volunteers are participating because they feel that this effort is worthwhile and appreciated. A house should also be rejected if it is determined to be a health or safety hazard for the volunteers.



Gutters

If the home you have selected needs guttering, we ask that your volunteer group prepare the fascia board before the event day. You will need to submit a Gutter Request form for the gutter materials. Your team would need to install the gutters on event day. A copy of this form is included in this packet and is available on the CIO website. Please fax or e-mail this form to CIO as indicated on the form.

Windows, Glass and Screen Repair

If you have volunteers who are skilled at replacing window glass and screens, you can get screen and glazing compound at the warehouse. To request cut glass you will need to complete the request form that can be found in this packet or use the one on the CIO website. After completing the form, you will then fax or email it to CIO. The glazer will call/email you when the glass is ready to be picked up.

If your team is not able to replace the glass and screens themselves, our glass center will handle glazing and screen replacement if you bring the sash to the warehouse. An identification sticker must be firmly attached to each sash and include the following information: the homeowner name and address, the cell phone number for a volunteer to be notified when the sash is ready to be picked up. Identification stickers will be available at the drop-off location at our warehouse.

It is very important that requests for cut glass and sashes to be repaired by the Glaziers be turned in as early as possible to assure that they are returned early in the day to give your team members time to re-install it in the house on event day.



Trash

There will be no event day trash pickup. It is important to let us know if there is excessive trash left at the curb. All bulk trash will be picked up by the city after the event and continue throughout the next several weeks. Please make sure the homeowner understands this. Bulk items need to be separated from the other trash to make it easier for pickup. Bulk items are picked up by a separate crew on a different route from the homeowners normal trash. Regular trash will be picked up in accordance with each neighborhood's normal trash day. **All trash must be placed at the curb to be picked up!**

Yard waste must be separated from household trash, and must be tied with twine in bundles not exceeding four feet in length and not weighing more than 70 pounds. It is also recommended that metal items be separated, so that people driving by scavenging for metal do not disturb the pile waiting for city pickup.

Dumpsters

If you have excessive amounts of trash or yard waste, please request a dumpster. If you determine your project will require a dumpster, please submit an online Special Help Request through the House Captain Website for your particular house. Please place the request as early as possible to assure one is available and on site for your work day.

Dumpsters that must be placed on the street require a permit and 14 days notice.

Privacy

We recommend that House Captains do not give their phone number to a homeowner. It is our policy **not** to give out your phone number to anyone and we encourage you not to use your mobile phone to contact them. If one of the homeowners you are helping calls us about an issue or question on their home, we will send you an email asking you how you want us to respond.

Returning Materials

Please return all ladders, paint brushes, caulk guns, and all other equipment on Event Day. If that is not possible, please call the office before you bring items back to make sure someone will be here to check items in. The office will be open 9:00 a.m. - 4:00 p.m. Monday through Friday after Event Day.

House Captain Report

After you have completed the repairs, you must file a House Captain Report. This takes approximately 2 minutes. To file the report, go to the website, sign in, and locate your home. Select the "Create/Edit House Captain Report button." You can check the boxes for the repairs you made and add any details you wish.



After Party at the Warehouse on October 13th

Bring back your ladders and leftover materials, then share a beer and brats with Christmas in October volunteers and staff! Hang out with other groups and share stories on how the day went.

Materials and Skilled Help Requests

For Materials-

Our plan is for the teams to enter their orders for paint, lumber, dumpsters, and portable toilets online.

The only two requests for materials that can be e-mailed or faxed are for cut glass and gutters. Samples of information needed to order these items are included in the next two pages.

For Skilled Help Assistance-

If the house you selected needs skilled help beyond what your team is capable of handling, please place the your order for Skilled Help online. Our skilled volunteers are plumbers and electricians. These resources are very limited.

**CHRISTMAS IN OCTOBER HOUSE CAPTAINS
REQUEST FOR CUT GLASS**

HOUSE ADDRESS _____

HOUSE CAPTAINS NAME _____

HOUSE CAPTAINS PHONE # _____

PLANNED PICKUP DATE: ____/____/____

**Glass cannot be ordered on-line so please fax to 816-531-6444 or e-mail to
info@christmasinoctober.org**

CUT GLASS SIZES

Size	Quantity	Wood Frame	Metal Frame
_____ X _____	_____	_____	_____
_____ X _____	_____	_____	_____
_____ X _____	_____	_____	_____
_____ X _____	_____	_____	_____
_____ X _____	_____	_____	_____
_____ X _____	_____	_____	_____
_____ X _____	_____	_____	_____
_____ X _____	_____	_____	_____

Always measure the length and width of the opening in which the glass is to fit at more than one place. Windows are often not absolutely square. If there is a difference between two measurements, use the smaller. Deduct 1/8 inch from the full opening width and length to allow for expansion and contraction. Otherwise, the glass may crack with changes of temperature.

FAX # (816) 531-6444 or email to info@christmasinoctober.org

**HOUSE CAPTAINS
REQUEST FOR GUTTERS**

HOUSE ADDRESS _____
 HOUSE CAPTAINS NAME _____
 HOUSE CAPTAINS PHONE # _____
 PICKUP DATE: ____ / ____ / ____

**Please fax to 816-531-6444 or e-mail to info@christmasinOctober.org
 (CIO does not provide installation)**

CIO does not provide installation

Gutter Measurements

All gutters are white and lengths should not exceed your vehicle's ability to carry them. If you check the "Overlap" box we will add about 1 1/2" to your lengths.

Length	Overlap	Quantity	Comments
_____ ft. _____ in.	<input type="checkbox"/>	_____	_____
_____ ft. _____ in.	<input type="checkbox"/>	_____	_____
_____ ft. _____ in.	<input type="checkbox"/>	_____	_____
_____ ft. _____ in.	<input type="checkbox"/>	_____	_____
_____ ft. _____ in.	<input type="checkbox"/>	_____	_____
_____ ft. _____ in.	<input type="checkbox"/>	_____	_____

Downspouts
 10 ft.

Please fax to 816-531-6444 or e-mail to info@christmasinOctober.org