AGENCY HOST TOOLKIT

Tips & tools for creating a fantastic
Day of Caring
September 13, 2023

Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it's the only thing that ever has." – Margaret Mead

CONTACT INFORMATION:
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United Way of Berks County

To: Agency Representatives

From: Darby Wiekrykas
          Volunteer Engagement Mngr.

Subject: **Day of Caring September 13, 2023**

United Way of Berks County is excited to announce that our Annual Day of Caring, which promotes volunteerism, community spirit, and unity, will be held **Wednesday, September 13, 2023.**

Now more than ever, we want to engage company employees and community members in a meaningful yet fun-filled day of volunteer activities that bring us together to build a better community for all. Volunteers from businesses sign up and choose projects that benefit nonprofit organizations throughout the county. Volunteers are looking for projects that are hands-on, can directly impact the clients served, and can walk away feeling useful and that they have made a difference.

A Day of Caring volunteer waiver form will be sent later if your agency decides to participate.

What is the **benefit** to your agency?

- Showcase your agency and services to your volunteer team and Berks County
- Positive experience for your Staff and Board of Directors
- Peoplepower to complete needed projects
- Gain additional resources - your agency has the opportunity to potentially receive wish list items and new volunteers for future projects
- Media exposure - United Way of Berks County advises all local media outlets of Day of Caring programs which are highlighted each year in the Reading Eagle and Channel 69 News
- Easy project management - United Way will work with you to develop rewarding projects that benefit staff, clients and volunteers
- Your participation will demonstrate the community partnership between your agency and United Way of Berks County

GENERAL INFORMATION…

- Volunteers will be available for a full-day 9:00 am – 3:00 pm project OR a half day.

- Please register your project(s) no later than **August 9, 2023. Companies will begin registering for project(s) August 14, 2023.**

- If your agency is not registered in eVolunteer, see the "Registering in eVolunteer Website" page.

- If your agency is registered and ready to submit a project for Day of Caring, see "**Post a Day of Caring Project".**

- In the event of rain, it is up to the agency to decide whether or not the project can reasonably be accomplished. See "What if it Rains."

PROJECT PLANNING

If you can dream it, it's very possible someone can do it! As a community partner, we would like you to identify opportunities at your organization where skilled and unskilled volunteers can use their time and talent. **Remember, you don't have to be a partner agency**; the only requirement is that you are a non-profit organization, school, city or county agency in Berks County.

Consider your ongoing volunteer needs and see how they may be adapted to involve Day of Caring volunteers. Some groups want to participate but are not able to allow an entire staff to volunteer.

- Meet with your staff and volunteers to discuss potential project ideas
- Identify appropriate projects
- Compile information for each project including:
    - Details
    - Skills required of volunteers
    - Number of volunteers needed
    - Timeframe of project (i.e. ½ day or full day)
- Appoint staff to oversee project as Project Coordinator(s)
- Obtain permits or approvals, if necessary
- Consider lunch provisions for volunteers
- Assess risks and ensure safety plan is in place for each project
- Identify inclement weather plans and if appropriate, alternate projects.

PROJECT IDEAS

What were you talking about when you said, "I wish we had the time, resources, volunteers to…"
This could be the chance to make it happen.

Here are a few additional thoughts to get the ideas flowing:

- **Projects** which address **Education**, **Financial Stability**, **Health** or **Safety Net Services**
- **Maintenance/beautification**: mulching, weeding, creating new flower beds, planting grass seed, pruning bushes/trees, planting flowers, raking leaves, mowing grass, river/stream clean up, trail building/clearing, any type of fall clean-up
- **Painting**: inside/outside, rooms, decks, porches, murals, benches etc.
- **Construction:** build/install shelving, clean/remove materials, build wheelchair ramps, repair fences, remove old carpet
- **Administrative**: bulk mailings, shredding files, copying, assembling first-aid kits, (**please no fundraising activities**)
- **Virtual: phone calls, training sessions, resume and interview assistance.**

PROJECTS MUST BE SUBMITTED BY
08/9/23

Please invite your staff and board members to join our **2023 Day of Caring**. Through your agency's participation, United Way donors can see their investments making a Community Impact in improving people's lives in Berks County.

REGISTERING IN e-Volunteer

Day of Caring will be managed through our eVolunteer software. If your agency is not registered on the new website, please follow step-by-step directions below. Your agency must be registered before submitting a project. **If your agency has already registered, skip to "Post A Day of Caring Project".**

REGISTRATION DIRECTIONS (*New Agency*)

Before starting, make sure you have the following information on-hand

- Volunteer Coordinator's up-to-date email, phone number & address
- Agency mission statement
- Agency description of services statement
- Title of listings, descriptions, and dates (where applicable)

Creating an account:

1. Go to https://ecommunity.uwberks.org/crm/Start.jsp
2. Follow the link to register
3. Fill out the form and submit. You will be contacted when your account has been created

Creating your organizational profile:

1. Select Organization from the top menu to fill out or confirm your organization's information
2. Organization Contacts are individuals other than the Volunteer Administrator who will be the point of contact for a volunteer opportunity
3. Organization Profile allows you to enter your History, Mission Statement and Agency Description

When complete, this information is transferred to the Volunteer Center for approval. You may have to wait 24 hours to post your Day of Caring project.

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POST A DAY OF CARING PROJECT

Go to https://ecommunity.uwberks.org/crm/Start.jsp

Enter User ID and Password - If this is your first time logging in, select "Forgot User ID or password" and complete form to create your new password (your user ID is your individual agency e-mail)

Select Opportunities from the top menu

Click *on Add*   You will be adding your project like a regular volunteer opportunity

Step 1: Create a Project Opportunity

1. Enter "Title". Use descriptive words for the headline, i.e., serving meals, painting, gardening, etc. This will make it easier for volunteers to search for a project and know exactly what it is you want done.
2. Enter "Description". Enter more details about your project; volunteers will read your description.
3. Enter "Contact"
4. Enter Day of Caring Date   **09/13/2023**
5. Enter Maximum Number of Volunteers – **Click DO NOT EXCEED Maximum Referred/Assigned Volunteers**
6. Minimum age should be **18 years** for this event
7. Requirements – Provide information such as whether volunteers should bring their own gloves, lunch etc. or if background clearances are necessary for the day
8. Supplied by Agency – **Please indicate if you are providing lunch for the volunteers.**
9. Address – **Enter the actual address of project**, **not your organization**, **if the project will be held in another location**
10. **IMPORTANT! Events - Click the Day of Caring (9/13/23) box**
    (Note: Projects are to be completed on Day of Caring from 9:00am–3:00 pm. It is up to you to schedule additional days to complete the project if needed or if you need to reschedule due to weather). Sometimes a company will ask to volunteer another day that week.
11. Click One Time
12. Click *Add*

You're finished! As a reminder, **you can create more than one project!** If you have additional projects to enter, **start at *opportunity*** again*. Your project will then be sent to the Volunteer Center for approval. Projects may not become available to the public until the following day.

AFTER REGISTRATION/POSTING…WHAT NEXT?

United Way of Berks County promotes Day of Caring during Campaign Planning Workshops, via Facebook, newsletters and to companies who have active United Way at Work committees.

Once approved, your project(s) will be visible in eVolunteer on the United Way website. Starting **8/14/23**, companies will begin registering volunteers for Agency projects. Upon registration, Volunteer Group Team Leaders will receive project registration confirmation which will include your project and contact information. Volunteer Group Team Leaders are asked to contact you directly to work out specific details for your Day of Caring project. You will also receive an e-mail when a company or volunteer has selected your project.

COMMUNICATING WITH YOUR VOLUNTEER TEAM

This is perhaps the most important aspect of a successful Day of Caring project. Once your project is chosen, it is **entirely up to the agency and team to communicate about the details**.
- Continually monitor your projects on our website and contact the Volunteer Group Team Leader registered for your project(s)
- Access your Group Team Leader and Volunteer list by logging in to the website, select Opportunities from the top menu, then click the "volunteer list" icon to the right of the opportunity

Provide the following to your Volunteer Group Team Leader(s):
- Specific details of the project
- **Volunteer waiver form (will be sent closer to DOC)**
- Volunteer agency guidelines
- Limitations, restrictions or special needs of volunteers (physical or dietary)
- **Materials list (i.e., what you will provide and what you may request volunteers to bring such as garden gloves etc.)**
- Inclement weather plans
- Dress code
- Lunch options (if applicable)
- Parking for volunteers
- Meeting time and place
- Exchange primary contact & emergency contact information
- Potential risk & safety plan arrangements
- Locations of first aid kits and restrooms
- Ensure Team Leader(s) have the correct address to the site project
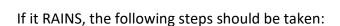
Additional options:
- Discuss and distribute information obtained to staff, as appropriate
- Create name tags (if desired)
- Confirm staff assignments and meeting times

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WHAT IF IT RAINS?

United Way of Berks County's Day of Caring will be held **rain or shine Wednesday, September 13, 2023.** Hundreds of volunteers will work on community projects from 9:00 a.m. - 3:00 p.m. Many projects involve outdoor activities or will take place in an open space.

If it RAINS, the following steps should be taken:

1. It is up to the **agency** to decide whether or not the projects can reasonably be accomplished. The decision to cancel must be made by **7:30 a.m. on the Day of Caring.**

2. The **agency** must contact the volunteer   team leader(s) or coordinator(s) noted on the project prior to 8:00 a.m. to cancel. You will want to exchange cell phone numbers with the volunteer coordinator(s) prior to the event date.

3. The **volunteer coordinator or team leader** is responsible for notifying all individuals on their team if the project is cancelled due to rain.

4. If the **agency project coordinator** has not contacted all volunteer team leaders and individual volunteers by 8:00 a.m., he/she **must go to the site and remain there until 10:00 a.m.** to let anyone who might show up know that the project has been cancelled.

5. It is up to the **agency and volunteer team(s)** to decide whether or not to complete the task(s) at another time.

GET SET, GO!
DAY OF CARING

- Have each volunteer sign in and sign release forms, if appropriate
- Thank them for coming
- Give name tags (if desired)
- Provide orientation for volunteers and brief tour of agency/programs

  - Introduce volunteers to key staff and project coordinators
  - **Take few moments to talk about your agency's clients and services**
  - Make a connection, if applicable, between your agency and United Way's focus area (education, income, health and safety net services)

- Take pictures!
- Maintain contact throughout the day with team leaders to assess:

  - Progress
  - Need for breaks
  - Volunteer engagement (i.e., restless, bored, questions)
  - Need for reassignments or alternative projects

- Arrange for break and eating area for volunteers; make sure they know where it
- At lunch, sit with volunteers to get to know them and thank them for being there
- Have cold refreshments throughout the day, especially if you have an outdoor event

At the end of the day, bring all volunteers back together for a debrief

- Thank them for their time and talent
- Ask volunteers to share, *"What did you learn, what did you realize, or what were you surprised by".* Capture a few good stories or ah-ha moments and share with United Way. Don't forget to send us some photos as well.

Thank you for participating!

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