

2017 HOUSE CAPTAIN INFORMATION

Celebrating 34 Years



CHRISTMAS
in
OCTOBER



Rebuilding
Houses, Lives
&
Neighborhoods



With Your
Help We Can
Put the Pieces
Back
Together

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 14



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



House Captain Checklist

As a House Captain, you are crucial to this program. You're responsibilities include the items listed below. If you need additional information on any of these items, they are indexed for you reference.

New House Captains

- [Register your team and gain access to the CIO database of homes](#)

Activities during August/September

- Attend House Captain Orientation meeting in August
- Recruit volunteers and friends and family members are always welcome
- Pick homes to inspect (via CIO website) (Page 7)
- 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, porta potties, wood and paint if needed from CIO.
- Organize your volunteers and assign areas of responsibilities to team members to complete on Event Day

7-10 days before your event day

- [Determine and collect the materials required for your project](#)
- Materials at the warehouse
- Materials 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
- Have FUN!
- Assure all volunteers have signed Waiver of Liability form
- Take pictures of projects and include the homeowner! Send or publish copies to your volunteers and CIO.
- Start cleanup at 3 and 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.

House Captain Meeting

The House Captain Meeting for volunteer groups is currently scheduled for:
Aug. 16th 2017 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. We can schedule another date for your group if necessary.

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
- trimming trees
- 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

There are some skilled and union professionals available to resolve issues that are beyond the skills of the general volunteer team including

- repair or replacement of furnances and water heaters
- significant electrical and plumbing issues

There are always more requests for skilled work than what we have available through our skilled volunteers. It is important that you do not promise the resident any professional work will be completed. Please use the online house management tool to submit your request early to improve the chances of your house receiving skilled help.

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 as noted above. 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.

New Group/Team or House Captain Registrations

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. **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 Christmas in October website. You can now select House Captain Login on our website to view the houses in the CIO database using your last name and email address.



Inspecting/Previewing Homes

While viewing the house details, 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.

It is important to inspect these houses as soon as possible, so that houses that are not suitable for your team can be returned to the database for selection by other groups.

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 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 or houses 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 when you will return for 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.

The House Captain must fill out the online inspection report to make skilled help requests and order materials.

Selecting a House for Event Day

After you have met with the homeowner and have completed your inspection of the home, 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 preview list, so that they are available for selection by other volunteer groups. **Please complete the return of these homes as quickly as possible.**

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.



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 have 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.



Rejecting a Home

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 healthy or safety hazard for the volunteers.

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 with their home, we will send you an email asking you how you want us to respond.

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 can pick up items we do not have at selected local vendors using our Vendor Authorization Card that will be available two weeks before the event. .



Warehouse Material Check-Out Dates and Times

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. If you are working on a different day we can arrange an alternate date and time that fits your schedule.

	Wednesday	October 4	10:00 a.m. - 6:00 p.m.
	Thursday	October 5	10:00 a.m. - 6:00 p.m.
	Friday	October 6	10:00 a.m. - 6:00 p.m.
Union Work Day	Saturday	October 7	10:00 a.m. - 1:00 p.m.
	Monday	October 9	Warehouse Closed
	Tuesday	October 10	10:00 a.m. - 6:00 p.m.
	Wednesday	October 11	10:00 a.m. - 6:30 p.m.
	Thursday	October 12	10:00 a.m. - 6:30 p.m.
	Friday	October 13	10:00 a.m. - 5:30 p.m.
Volunteer Work Day	Saturday (Event Day)	October 14	7:30 a.m. - 8:00 p.m.
Return Material	Sunday	October 15	1:00 p.m. - 5:00 p.m.

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. You will to fill in your contact information, homeowner address, and the list of materials 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 and the inspection report completed.

Take only the materials you need. Most materials provided by Christmas in October are not donated. We purchase in bulk at discount prices, but we need to keep costs to a minimum. 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.

Vendor Purchases and Authorization Cards

Christmas in October provides almost everything your group will need to repair a home. If you need something we do not have at our warehouse, you can ask for a Vendor Authorization Card that you can use to obtain the materials from the vendors listed on the back of the card. If you use a Vendor Authorization Card, the clerk at the store will call us to authorize the purchase, which will be charged to Christmas in October. If your team has funds we certainly appreciate your using them, as we do have limited resources.

Christmas in October is **NOT** able to reimburse participants for purchases they make on their own credit card or for cash. 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.



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 be re-installed in the house.



Trash

There will be no event day trash pickup. Please 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 separate bulk items 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 web 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 are put on the street require a permit and 10 days notice.**



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. If you don't have a skilled volunteer on your team or can't get someone to donate his or her time, you will need to submit a Skilled Help Request using the online house management tool.

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, significant plumbing and electrical issues. For these repairs, you must submit the Skilled Request Form in this packet or on the CIO website. These should be completed as soon as possible, so that they can be forwarded to the appropriate professional to schedule the repair. If the home needs more than one type of skilled help, please fill out a separate form for each one. Submit this form to CIO via fax or e-mail as instructed on the form.

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. - 3:00 p.m. Monday through Thursday and from 9:00 a.m. - 1:00 p.m. on Friday beginning the week 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. A House Captain Report is attached to this packet as an example or to use if do not access to a computer.



After Party at the Warehouse on October 8th

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.

Waiver of Liability Forms

You must mail, drop off, or fax us signed Waiver of Liability Forms prior to event day! The waiver is attached in this packet. **All volunteers working on the home must sign this form.**

Useful Forms

For Materials-

Our plan is for the teams to enter their orders for material online. This packet is a guide to know what information is needed to place the orders. The only two requests for materials that can be e-mailed or faxed are for gutters and cut glass.

For Skilled Help Assistance-

If the house you selected needs skilled help beyond what your team is capable of handling, Please place the order on the Skilled Help form and e-mail or fax it to CIO. Our skilled volunteers are plumbers and electricians. These resources are very limited.

Paint

Your order must be placed online. If you are not able to use the online tool, please contact Steve or Diane for assistance.

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

Color # and Color # of Gallons Application (where are you using it)

Interior - flat - used for interior walls (1 Gallon covers approx. 200 sq ft)

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Interior - Semi-Gloss - used on trim, in kitchens and bathrooms (If available)

_____	_____	_____
_____	_____	_____

Exterior - Satin - used on exterior walls of house - (1 Gallon covers approx. 200 sq ft)

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Primer - White (can be used interior or exterior)

of Quarts Application (where are you using it)

_____	_____
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Lumber

Your order must be placed online. If you are not able to order online, please contact Steve or Diane for assistance.

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

Dimensional Lumber

Size	Number of Boards	Treated	Untreated
___ x ___ x ___	_____	_____	_____
___ x ___ x ___	_____	_____	_____
___ x ___ x ___	_____	_____	_____
___ x ___ x ___	_____	_____	_____
___ x ___ x ___	_____	_____	_____
___ x ___ x ___	_____	_____	_____
___ x ___ x ___	_____	_____	_____
___ x ___ x ___	_____	_____	_____
___ x ___ x ___	_____	_____	_____

Plywood - (4 x 8 sheets)

AC - 1/2" _____
 AC - 3/4" _____
 CDX - 1/2" _____
 CDX - 3/4" _____

Particle Board

3/8" _____
 1/2" _____

Dumpster and Portable Toilet Requests

To help guarantee your order it must be placed online. If you are not able to order online, please contact Steve or Diane for assistance.

Name of Homeowner: _____

Residents Address: _____

Residents Phone Number: _____

House Captain Name: _____

House Captain Cell Phone: _____

Date work will be performed: _____

Delivery date requested: _____

Order must include exact placement location the on property.

(Keep in Mind, a truck will need access to roll off dumpster or porta potty).

Placement in street requires approval and permit from City.

**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

Skilled Help Requests

Homeowner: _____

Address: _____

Phone: _____

House Captain: _____

House Captain Phone: _____

Plumbing Help

This would include issues with drains and hot water heaters.

Date of Request:

Briefly describe the issue:

Location in the home of problem:

Electrical Help

Date of Request:

Briefly describe the issue:

Location in the home of problem:

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

House Captain Report

As a House Captain, your contribution to the program is critical. It is important that you communicate to us what repairs your group made to the home when you have completed the work. This information is used to gauge our performance and measure our economic impact to the community. **Please fill out this form online.** It is designed to only take a couple of minutes to complete. You can find the form online in the House Captain section for your house. Our website, www.christmasinOctober.org

http://esgci0.dnsalias.com/cio/Outcome.aspx

House Captain Report

OutID:
Date Updated: 6/15/2012

Item	Repaired	Installed/Replaced	Comments
Plumbing	<input type="checkbox"/>		
Heat/Furnace	<input type="checkbox"/>	<input type="checkbox"/>	
Electrical	<input type="checkbox"/>		
Doors/Windows	<input type="checkbox"/>	<input type="checkbox"/>	
Painting	<input type="checkbox"/>		
Carpentry	<input type="checkbox"/>		
Roof/Roofing	<input type="checkbox"/>	<input type="checkbox"/>	
Gutters	<input type="checkbox"/>	<input type="checkbox"/>	
Insulation/Weatherization	<input type="checkbox"/>	<input type="checkbox"/>	
Roto-Rooter	<input type="checkbox"/>		
Wheelchair Ramp	<input type="checkbox"/>	<input type="checkbox"/>	
Concrete Work	<input type="checkbox"/>		
Water Heater	<input type="checkbox"/>	<input type="checkbox"/>	
Handrails/Grab bars	<input type="checkbox"/>	<input type="checkbox"/>	
Smoke Detectors	<input type="checkbox"/>	<input type="checkbox"/>	
Tree Service/Trim	<input type="checkbox"/>		
Yard Work	<input type="checkbox"/>	<input type="checkbox"/>	
Exterminator	<input type="checkbox"/>		
Other Repairs	<input type="checkbox"/>		

Other Comments:

Unskilled Volunteers: Unskilled Volunteer Hours:
 # Skilled Volunteers: Skilled Volunteer Hours:

Unskilled Volunteers: Requires no special knowledge for basic tasks, such as painting, weatherization, yard work, etc.
 Skilled Volunteers: Requires higher-level knowledge and training for specialized labor for such skills as carpentry, plumbing, electrical, etc.
 (Do not include any help you may have received through Skilled or Special Help Requests, i.e. union help.)

Warning: You will NOT be able to edit the "House Captain Report", after marking the house as COMPLETE!

Contact Info

3261 Roanoke Road
Kansas City, MO 64111

P.O. Box 32108 KCMO
64171

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

ChristmasinOctober.org