



2009

**SITE COORDINATOR'S MANUAL
NORTH/NORTHWEST TEXAS**

Provide Christ-Centered,
Quality Youth Work Camps
That Serve People In Need
And Promote Spiritual Growth
And Leadership Development In Youth



U.M. ARMY VISION

Continue to grow in ministry with God and become the hands and voice of Christ while receiving guidance from the following core principles:

- We are a God-led, volunteer, youth-focused organization.
- We believe God changes lives through the U.M. ARMY experience.
- We believe in increasing the number of lives touched in a planned and responsible way.
- We believe in being proactive in protecting the persons we touch, the environment and the corporate organization.
- We believe camp operation can be accomplished with hard work, compassion and honesty.
- We believe in developing well-trained camp leadership.
- We believe that all aspects of the U.M. ARMY organization will be managed with integrity.

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WHAT IS MY ROLE AS SITE COORDINATOR?

The role of the Site Coordinator is critical to the success of any camp. Preparation prior to camp is the key and requires the close coordination with the Camp Director, Host Church Coordinator, and referring agencies. If you have served in this role before, you have probably developed a system with which you are comfortable and know is proven to work. For new Site Coordinators, the information contained in this section is one way to be prepared and ready for camp. You can make it as elaborate as you wish with your personal computer.

Quality of work is important. The work we do, we do for Christ. “Whatever you do, work at it with all your heart, as working for the Lord (Col 3:23a)... “It is the Lord Christ you are serving (24b).” “Serve wholeheartedly, as if you were serving the Lord...” (Eph 6:7a) “...I tell you the truth, whatever you did for the least of these brothers of mine, you did for me.” (Mt 25:40)

The painting, the porch, the yard work, it is as if we are doing it for Christ, it is Jesus’ house. Christ does not demand perfection in what we do, but He deserves our very best, and excellence should be our goal. Once again, the key to success in this role is to be totally prepared prior to camp.

As one veteran site coordinator has said, “Let’s work smart so we can complete our tasks on time, thus enabling us to worship stronger and longer with our clients and our fellow camp participants.”

Referring agencies are a primary source of all referrals which become work sites for camp. In some U.M. ARMY chapters, the local U.M. ARMY chapter office makes the primary contact with the referring agencies in your camp area and creates lists of potential sites. In other locations, the responsibility for contacting the referral agencies and working directly with them to obtain referrals may be the responsibility of the camp Site Coordinator.

In either case, it is your responsibility is to:

- work with referring agencies regarding site inventory
- pre-site visit at least 75% of the referrals prior to camp
- locate and mark sites on the local map
- prepare paperwork prior to camp
- keep current with Color Group Leaders during the week
- complete required documentation prior to leaving camp

Once again, the key to success in this role is to be totally prepared prior to camp. Communication with the Camp Director and taking ownership will assure a great week for the youth.

The main activities of your role can be broken down into the following categories:

- Preparation Prior to Camp** – includes contacting referral agencies and conducting pre-site visits to potential work sites.
- Organizing Site Materials** – includes assembling work team site packets, mapping sites, and preparing materials lists for the Tool Coordinator
- Assigning Work to Teams** – delegation of the work sties to specific teams for completion of the work to be done
- Monitoring** – involves keeping track of teams and their progress on work sites. May also include assessment of materials required and obtaining additional work sties.

Please Note: The U.M. ARMY office will provide the Camp Director with site sheet forms, site signs, client handouts, Client Night invitations, and work site spreadsheets for you to help you and work teams in site work.

Pre-Camp Preparation Activities

Preparation prior to camp is the first step for success at the work site. Thorough pre-site visits that produce detailed work write-ups is a key tool that will help you reach the goal of being totally prepared prior to camp. To prepare for these pre-site visits, the site coordinator will:

- Contact referral agencies (as required) for work site referrals
- Compile a list of possible work sites for inspection from the referrals you have received
- Gather a team of people, preferably representatives from each participating church, willing to spend some time prior to camp to:
 - Identify work sites that are suitable for our work teams
 - Produce a detailed work write-up of each site that includes a materials list of building supplies
- Assemble necessary packets for pre-site visits and work teams

From these detailed work write-ups and materials lists will come a complete list of building materials to be ordered by the Tool Coordinator and available on the first day of camp.

CONTACTING LOCAL REFERRAL AGENCIES

Contact your Camp Director to determine if referrals will be supplied to you by the U.M. ARMY chapter office or whether it will be responsibility to contact agencies directly.

Follow the steps below if you will be working directly with referring agencies to obtain referrals:

- Make Contact with the Local Service (Referral) Agency - There is a Resource Packet for Referral Agencies that covers this information. As soon as you know the area for your camp, and the approximate number of work teams participating in your camp (this should be at least two months prior to camp) contact the State Agencies on Aging, State Department of Health, and any other local interagency to inform them that U.M. ARMY will be operating in their area. Be sure this contact is coordinated with your Camp Director and Host Church Coordinator. Often local churches, shelters, and support agencies locally will know of those in need of our services.
- Explain that U.M. ARMY stands for United Methodist Action Reach-Out Mission by Youth and that we are a group of volunteers that expresses God's love by assisting those who are in need by:
 - Repairing and /or constructing porches, steps, handrails, wheelchair ramps, windows, floors, walls, ceilings, etc.
 - Painting and yard work
 - Visitation
- Explain that camp will be for 5 work days - Monday through Friday - that we will arrive Sunday to stay, usually in the local Methodist church, and that we will depart on Saturday. We will accomplish as many sites as we can prioritize on need. Do not promise that we will get to all of the sites. There is a limit of 3 days that we can spend on any one site.
- Explain the number of people participating in the camp and the approximate number of sites that are anticipated to be worked (1 site for every 2-3 camp participants depending on difficulty) and that we may not be able to help everyone. Please keep in mind as a leader of the camp that the number of sites worked is not the most important aspect of the U.M. ARMY experience. We are there as Christians to help others, to learn the true meaning of love and respect for others and ourselves, and to grow spiritually. Also inform them that the U.M. ARMY work teams are comprised of mostly high school youth and are therefore unable to perform some repairs such as electrical or plumbing work
- After the agent understands our organization, they will need to make a list of possible clients in the area and the needs that exist. An important aspect to point out to the agent is that the directions to the client's residence should originate from the U.M. ARMY headquarters and should be as accurate as possible. The Referral Agency should have their form that will have this information. They will usually give the name, address, phone number, medical consideration and work to be done. **It is very important that the work sites be kept within a 20 mile radius of the host church.**

It will be helpful if the agent would organize the clients by quadrants in the region. This will greatly assist the pre-site inspection team in planning their trip. You can then assign 2-3 teams per quadrant and the time spent traveling/searching for these clients will be reduced.

PRE-SITE INSPECTIONS

Pre-site visits are an extremely important first step for a successful, rewarding, and meaningful experience in the mission field. A thorough and complete pre-site visit is one of the most important aspects of making the “work” part of our camps go smoothly and efficiently. Although this is a time consuming, and seemingly thankless task, it pays big dividends during camp.

The purpose of these pre-site visits is to identify appropriate work sites and produce a detailed work write-up with an accurate building materials list for each work site.

Assemble Pre-site Inspection Teams

A pre-site inspection team consists of at least 2 people; one experienced U. M. ARMY person and a driver. (A driver from the Host Church is ideal, contact Host Church Coordinator for help finding drivers.) The number of teams depends on camp size, available volunteers, and amount of time available. Teams should include people from all participating churches if possible. College youth with U. M. ARMY experience are an excellent resource.

It is highly recommended that all of the Color Group Leaders of the work camp be a part of the pre-site inspection teams. Check with your Camp Director to confirm whether or not these role assignments have been completed prior to pre-site inspection day.

Equipment & Supplies

Each team should have the following:

- U.M. ARMY Site Referral Forms
- Pre-site sheets
- Clip board with blank paper
- A 20 foot or longer measuring tape
- A digital camera to take pictures of the home and work areas
- Large, pre-printed site numbers (these are included in the site pictures to make it easy to recognize the site from the picture and map it to the site packet)
- Maps of the town and county
- Insect repellent
- Water
- Copies of “Projects for U.M. ARMY”
- Copies of client handout with dates filled in (English & Spanish)

How Many Sites Do I Need?

As a general rule, figure 1 (one) site for every 2 – 3 camp participants. Also, expect that approximately 20% - 25% of the sites inspected will not be suitable for a U. M. ARMY work site. Thus, a camp size of 100 can be expected to complete 35 – 50 sites, depending on difficulty, selected from an initial list of at least 65 or more sites.

It is very important that work sites be kept within a 20 mile radius of the host church. Your goal should be to complete at least 75% of the needed pre-site inspections prior to camp. A 100% completion qualifies you for sainthood, and will make your camp experience positively delightful!

CONTACT HOST CHURCH COORDINATOR

Contact the Host Church Coordinator to let them know when the pre-site inspection teams are coming. Depending on the distance traveled, you may want to spend the night at the host church.

Explain to the Host Church Coordinator the purpose of your visit and the benefit of having drivers from the host church who are familiar with the area, and ask if there might be any available on the day of your visit. Interaction with members from the host church is an excellent way to involve the church in U. M. ARMY.

INSPECTION DAY

- Assemble inspection teams at host church. Make sure each team has adequate supplies. Review the following IMPORTANT GUIDELINES with your team:
 - Never promise that we will work on a client's house. It is unlikely we will be able to work on every site, completing every task.
 - Be selective. Choose sites and jobs that we can handle, finish, and accomplish with excellence. Do not choose sites that are beyond our limited capabilities and resources.
 - Be as thorough as possible in your inspection. Every 5 minutes spent inspecting saves about an hour of wasted time at the work site.

- When you reach the work site:
 - Introduce yourself to the client, mention the referral agency, and that you are from the Methodist Church. Explain that there will be a youth work camp in the area and that the house is being *considered* for minor repairs free of charge to the client.
 - Check with the client to make sure that the house is not rental property. U. M. ARMY does not work on rental property.
 - Ask to see what their needs are, keeping in mind the things that we do, and do not do. All work must be *necessary*. Note jobs that you consider a priority.
 - "Under-promise", so the work team can "over-deliver". You may need to explain that we are an all-volunteer youth mission organization, not skilled craftsmen. We are unable to take on extensive, complicated repairs. We cannot solve all of their problems, but we will do the best we can within our abilities.
 - Ask if the client will be home the week of camp.
 - Explain that we will provide our own food and drinks.
 - *Spend enough time at the site to make a detailed description of the work, necessary tools for the job, and a complete materials list. Fill out the Pre-Site sheets completely, including driving directions. Take plenty of pictures; a picture is worth a thousand words.*
 - *When taking pictures ensure that you include a pre-printed site number sign in all picture to help identify the client's home. This is a huge help when assembling site packets!*



Organization Activities

Building Materials

From your pre-site visits and work write-ups compile a complete materials list for the beginning of camp. Give this list to the Tool Coordinator so these items can be purchased, delivered, and available for the morning of the first day of camp.

Keep in mind that it will not be necessary to purchase all of the items for all of the sites, but enough for the first assignments so that each work team can get what they need Monday morning and “hit the ground running”. Additional materials can be purchased as needed throughout the week.

Mapping Site Locations

Get a good map of the area where you will be working. This may be two maps; one local map of the city, and one of the surrounding area outside of the city. On the map(s) locate each site with a pin or dot, and identify these sites by number, color, or whatever works for you. Some have found it helpful to divide the map into quadrants, or zip codes, as a means of being better organized and keeping color groups together.

Assemble Work Team Folders

Each work site is assigned a number, and all pertinent information for that site is put into a folder. The best folder for this is one with a 2-hole clip at the top to hold all of the papers in place and in the folder.

Each folder should contain the following:

- Pre-site inspection sheets with work write-up and materials list
- Client referral form
- Pictures of work site from the pre-site visit
- Completion Projection – Next Day form
- Job Completion Report form
- Job Safety Analysis Sheet
- Map
- Work Site Poster
- Client Thank You (optional)*
- Invitation to Client Night (optional)*

* Note: You may choose to distribute these daily as teams leave for work sites

Assemble Color Group Leader Folders

Provide Color Group Leaders with a colored folder corresponding to their color, and insert site information and other information for them to have throughout the week.

Master Site Folder

You will also need a Master Site Folder that has at least two copies of the Pre-site sheet for each client and the client referral form. This folder, kept in the office, will be available for emergencies and staff use when they need to go to a site. You will also need a copy for the Color Group Leaders who will be visiting their assigned teams.

WORK TEAM ASSIGNMENTS

When assigning a work site to a work team, keep in mind the following:

- Keep work teams in the same color group as close together as possible.
- Try to match the difficulty of the job to the skill and experience of the work team.
- It is important that each work team has at least 2, preferably 3, different sites that they work on throughout the week and each of those assignments be different types of work, i.e. one is primarily carpentry, one painting, etc.
- Save some small ½ to 1 day sites for the end of the week.
- All sites must be completed by the end of the week. To accomplish this you may need to assign more than one work team to a site toward the end of the week.

MONDAY MORNING ASSIGNMENTS: TWO SCENARIOS

If you see that your camp is prepared, organized, and has all building materials available for Monday morning, start with sites that are located the farthest from camp, and then as these are completed work closer to camp. With all materials on hand, you can also start with jobs that are difficult and somewhat time consuming.

Conversely, if you see that your camp is not well prepared, and Monday looks to be the day when materials are delivered and things get organized, start with sites that are close to camp and, when these are completed, work on sites that are farther away. As you wait for materials to arrive, you may want to start with some easier sites and sites with a lot of preparation before actual construction begins.

Monitoring Activities At Camp

SUNDAY NIGHT ORIENTATION

Color Group Leaders

- Hand out copies of Monday's assigned work site folders to Color Group Leaders and have them distribute to each work team. Each folder should have all necessary information, map, and job site poster sign.
- Make sure Color Group Leaders have everything they need; maps, location of lumber yard, purchase procedures, etc.
- Make sure Color Group Leaders know their role, and what you expect from them with regard to information and feedback from the work sites.
- Be sure you have everyone's cell phone number, and they have yours.

Work Teams

- Explain to work teams how to use site sheets and work completion forms.
- Review “Projects for U.M. ARMY” so that teams understand which jobs to do and which to avoid.
- Place emphasis on interaction with client - they are probably lonely, and may be shy at first.
- Explain that there must be a least two youth together when working inside a home. This is for the protection of everyone.
- Discuss potential site situations and how to handle:
 - **Rain** - Light rain and spotty showers are no problem, but don't use electrical tools outside or work on a roof. Don't leave the site unless heavy rain continues for more than an hour and there does not appear to be a break in the clouds. If there is inside work to be done, switch over to that. If only outside work is left, look to see if there is any pre-fab work which could be done back at base camp under cover (steps, screens, etc.), take measurements and come back to base camp.
 - **No one home** - Stay around for an hour. Check with neighbors to see if anyone knows when they will return. Check with Color Group Leader or call Site Coordinator for instructions.
 - **Work already done or client changes mind** - Sometimes things change between the pre-site visit and the week of camp. If the work has already been done, check with your Color Group Leader or call the Site Coordinator for instructions. Check with the client about other possible work.
 - **Need additional materials or tools, etc.** - Check with Color Group Leader or call base camp.
 - **UNSAFE AND THREATENING SITUATIONS**
 - Safety at the work site is a primary concern. Unsafe working conditions should be reported to the Color Group Leader or the Site Coordinator. An unacceptable risk of injury due to unsafe tools, unsafe ladders, or poor working conditions should be avoided.
 - On very rare occasion a situation may occur that threatens the safety of the work team. If this happens, leave immediately. These situations include criminal activity, gang activity, anger/violence, inappropriate or threatening activity, presence of weapons, and other things which threaten safety.
 - **Bathroom** - Everyone should make a “bathroom run” prior to leaving base camp in the morning. If someone has to go during the day, the whole group goes to the nearest facility.

MONDAY – FRIDAY

Every day the Site Coordinator must do the following:

- Know where each work team is throughout the day, and record that information and have it readily available so that others can find it if needed.
- Decide where each work team will be the next day based on reports from Color Group Leaders.
- Keep a record of what sites have been completed, and provide completed work site information to the Administrative Coordinator.
- Anticipate building materials needed for the next day and give that information to the Tool Coordinator.
- Make sure that incomplete sites passing to a new team have a new site sheet.
- Communicate with the Color Group Leaders on progress at the work sites, and the work team experiences and needs.

END OF CAMP

- Make sure you have all information entered in to the Site Coordinator spreadsheet. All of the information on this spreadsheet is extremely valuable to the U. M. ARMY office. It is used for reporting, fund raising, and future camps that will be in the area.
- Extremely Important.** If you visited a site and had plans to work there, but were unable to get to it, PLEASE follow through with a call or card explaining to the client that you were unable to get to their house. This is a courtesy that must be done so the client is not expecting someone to show up. Do not promise that the next camp or another agency will be doing the work. Do pass this information on to the U. M. ARMY office. If you do not have the time to do this, ask for assistance from the Administrative Coordinator, or the Camp Director. This simple act demonstrates our love and respect for the client.

PRE-SITE VISIT INSTRUCTION SHEET

Each team should have the following:

- Pre-site forms and materials lists
- Clip board with blank paper
- A 20 foot or longer measuring tape
- A digital camera to take pictures of the home and work areas.
- Maps of the town & county
- Insect repellent
- Water
- Copies of client handout with dates filled in (English & Spanish)

Reminders:

Never promise that we will work on a client's house. It is unlikely we can work on every site. Be selective. Choose sites and jobs that we can handle, finish, and accomplish with excellence. Do not choose sites that are beyond our limited capabilities and resources. Be as thorough as possible in your inspection. Every 5 minutes spent inspecting saves about an hour of wasted time at the work site.

When you reach the work site:

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- Check with the client to make sure the house is not rental property.
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- "Under-promise", so the work team can "over-deliver". You may need to explain that we are an all-volunteer youth mission organization, not skilled craftsmen. We are unable to take on extensive, complicated repairs. We cannot solve all of their problems, but we will do the best we can within our abilities.
- Ask if the client will be home the week of camp.
- Explain that we will provide our own food and drinks.
- Spend enough time at the site to make a detailed description of the work, necessary tools for the job, and a complete materials list. Fill out the Pre-Site sheets completely, including driving directions. Take plenty of pictures; a picture is worth a thousand words.*

Projects for U. M. ARMY

Projects That Can Be Done:

New Construction

Handicapped assistance and wheelchair ramps
Wooden porches
Enclosed porches
Small sheds

Maintenance:

Yard Work
Painting exterior and interior
Yard Clean-up
Gardening
House Cleaning

Home Repairs:

Steps
Handrails
Hanging Doors
Leaky roofs
Porches
Floor boards
Saggy floors
Window glass
Stuck windows and doors
Dry wall
Window and door screens
Shelving
Replace rotten wood
Screen doors
Outbuildings

We DO NOT Do

Electrical Wiring
Plumbing
Major Roof Repairs
Room Additions
3rd Story Painting
Appliance Repair
Work on Rent House