

# **Appendix A**

## **To the Overview of Church-Based Volunteer Host Sites**

### **Host Site Planning & Evaluation**



**PRESBYTERIAN  
DISASTER ASSISTANCE**

*Hope through hospitality*

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## Reflections Example

### Devotionals

#### Sample scriptures and discussion points

Prepared by Jodi Mathews, Heritage Presbyterian Church, Olathe, KS

1. Luke 10: 25-27

- Who is my "neighbor"?
- What is my responsibility to my "neighbor"?

2. Ephesians 2:10

- Why did God create us?
- Does God prepare good works in advance for us to do?
- OR--does God prepare us in advance to do good works?
- BOTH, maybe?

3. Corinthians 1: 3-7

- How does God use us to comfort others in their time of trouble?
- How do the sufferings of Christ "flow over into our lives"? (Verse 5)
- What is the purpose of suffering, if we surrender to Christ?
- See also Hebrews 12:4-13 and James 1:2-3

4. Galatians 6:2

- "Carry each other's burdens, and in this way, you will fulfill the law of Christ."
- What is the "law of Christ"? (See John 15:5, 9-13)
- In what ways do we "carry each other's burdens"?

5. Corinthians 12: 4-5 and 14-20

- Why does God give us spiritual gifts?
- Does God give them actually given to the whole body of Christ through you your spiritual abilities to you for your own personal use, or are?
- Why is it silly to compare your spiritual gifts with someone else's gifts?
- Who is the giver of the gifts?
- Are some gifts more important than others? (See 1 Corinthians 12:31-13:1- 13)
- Which is the greatest?

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## Welcome E-Mail Example

Dear Westminster Presbyterian Disaster Assistance Volunteer Team,  
Thanks for your willingness to come to Nashville, TN and assist in flood recovery efforts. We are grateful to God for your service and what you will bring to Nashville as we continue to muck out, deconstruct, and rebuild!

First, we want to double check that we have your arrival and departure dates are correct:

Arrival: 00/00/00

Departure: 00/00/00

As we prepare for your upcoming visit, we want to begin by introducing the people with whom you will be working during your stay here at Westminster. Our operation is largely volunteer-based and we have a rotating schedule of WPC members who will assist you when you first arrive and throughout the week. Jobs Coordinators, Jim Ferguson and Tom Patten, will be obtaining your work assignments and helping to divide your team into groups based on the jobs for the week. Terry Rappuhn, Westminster member and Chair of the Westminster Presbyterian Disaster Assistance Task Force will also assist with this process of assigning work. Additionally, you will be working with two Hospitality Coordinators during your stay at WPC. These people will be giving you a tour of our facilities, helping you navigate the streets and towns where you will be working, and assisting with any other questions or concerns that you may have.

During your stay your Hospitality Coordinators will be\_\_\_\_\_. They are included in this email so you can simply 'reply all' or copy and paste their email into your contact list.

There is some information we need prior to your arrival in order to prepare adequately for your group's stay:

1. How many people are coming?
2. Are there any allergies or other dietary concerns? We need to know this in advance so that we can better prepare for your group's arrival.
3. Will you want to have hamburgers and hot dogs upon Sunday arrival or will you eat on the road?
4. Do you expect to eat at the church every night, or do you have plans to go out to eat? If you have plans to go out to eat, how many dinners will you have at the church throughout the week?
5. Will your group be joining our congregation on Wednesday night for dinner? This dinner is included in your nightly fee, we just need to know how many of you will be eating so that we can make a reservation.
6. Are there specific people on your team who will be in charge of preparing food?
7. What time do you plan to arrive at Westminster?

Please remember that each member of your team needs to fill out a copy of each of the release forms (which are attached to this email, but we will also have blank copies for you when you arrive). When you arrive, your Hospitality Coordinators will collect these release forms as well as the fee of \$20 per person, per night. Additionally, if you have not done so already, please return your team's skills assessment (attached to this email) to Ashley Gill in the PDA Call Center (PDA.CallCenter@pcusa.org). This skills assessment is integral to the process of assigning work to your team.

If there is another group coming to Nashville the same week as your volunteer team, the team leader has also been included on this email. Feel free to contact one another and begin to work out logistical arrangements such as devotions, cooking, and chores, if you chose to do so.

Attached to this email are several documents that should help you better prepare for your time in Nashville. These documents include a list of frequently asked questions, a suggested dinner menu/pantry list, a list of kitchen equipment, a packing list, a list of chores, a list of Nashville activities, the two release forms that are required for each member of your group, the skills assessment form, and some general information about the kind of work you might be doing.

Additionally, please remember that you will be sharing our facility with the many other ministries of our congregation. We are so happy to have you, and want you to feel welcome and have the privacy that you need. Know that the rooms in which you will be sleeping are yours for the week. No other Westminster members will be in that space at any time. However, there are some times that there will be other people in the general PDA area and lounge space. For instance, on Sunday nights from 6:00 – 8:00, youth Bible studies occur in the PDA area. Feel free to be upstairs in the Fellowship Hall or in your sleeping quarters during this time. Your Hospitality Coordinators will show you this space during a tour when you first arrive.

Thanks again for agreeing to serve with us here in Nashville. We look forward to seeing you all in the near future. If you have further questions, please contact Claire Harris, Youth Director and staff support for the WPDPA Task Force at (615-292-5526, ext. 290 or [charris@nashvillewpc.org](mailto:charris@nashvillewpc.org)) or one of your Hospitality Coordinators.

Blessings and God's love, Westminster's PDA Task Force

## Thank You Letter Example

Hi Gary,

What a wonderful way to end the year with your team serving others! Sharing in the rebuilding of home for those still struggling on the Gulf Coast from hurricane destruction is a caring gift that will always be remembered. We appreciate those who help others as it shows us how beautiful life is!

We here at PDA and the people in the Golden Triangle area want to thank your team for your recent work trip to the Port Neches Village. It is through your generous and supportive efforts that we all have hope.

Those who have been to the coast know that the work is not completed. Each team offers wonderful support and continued work. All of this will hopefully bring these homeowners peace and renewed faith.

Please share you stories with your community and your Church.

Thank you again for the work that you have done. We look forward to working with you on future trips.

Sincerely,

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## Orientation Notes Example

### *Volunteer Orientation by Village Coordinator*

#### **Introductions**

- Welcome and thank you for coming!
- Introduce yourself and any other staff there

#### **History**

- In ND, various local denominations here have worked together since 1997 to accomplish long term recovery through case management and volunteer coordination
- However, Hope Village is the first time many national office denominations have come together to pool their strengths in a volunteer village setting
- YOU are a big part of this success!

#### **Overview of Hope Village**

- Dining tent
  - TV, computer plug-ins
  - Help yourself to the items in the refrigerator and freezer and desserts
- Restrooms/port-a-potties, showers
- Recreation trailer
  - TV
  - Quiet reading, place for devotions
  - Games
  - Open 24/7
  - Need outside light on at night
- Village Coordinator trailer
  - May knock on door from 6:30 a.m. to 10 p.m.
  - Office open from 8 a.m. to 6 p.m.
  - Contact phone 701-240-1495 – answered 24/7
- Tool trailer/shed – where located
- CHURCH IS OFF LIMITS to volunteers
  - Day care
  - No parking Sunday mornings
- Smokers – use designated area of left side of church entrance
- Campfire – check w/us to make sure it is ok to burn that day
- Wi-Fi password, daily schedule, Village Coordinator's phone number and medical facility information is listed on the pink sheet in each bunk bay
- The Village is the responsibility of all the volunteers. You are responsible for keeping your rooms swept out and daily duties are listed on the white board

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### **Daily Schedule**

7:00 a.m.	Breakfast, collect tools, make lunches (use vinyl gloves please), group duties
8:00 a.m.	Leave for work sites
12 noon	Lunch at worksite
4:30-6 p.m.	Groups return from sites, shower/cleanup
6:30 p.m.	Evening meal
7:30 p.m.	Orientation/debriefing, announcements
10:00 p.m.	Quiet time

**Not eating?** Please notify the Village Coordinator several days in advance if your group will NOT be eating (going out to eat) or your plans change from the dates you are here

**Concerns, complaints, suggestions** = talk with the Village Coordinator. We are here to make your stay a pleasant one.

**Lock up valuables in personal vehicles, not in bunk sites, and also at worksites.** Hope Village and/or any of its partners are not responsible for personal possessions.

### **Weather**

- Drink plenty of water on hot days
- Wear sunscreen if working outdoors
- Take breaks
- Use the buddy system and watch each other for warning signs of dehydration or sunburn
- STORMS
  - If working outside, take cover, GET OFF ROOFS!
  - You are safe in the trailers during lightning as they are tied down and grounded
- SEVERE STORMS
  - Village Coordinator will contact team leaders
  - Village Coordinator has weather alert radios in RV and office
  - Go into the church in designated area
  - Stay indoors

### **Safety**

- Use common sense
- If you smell gas, leave and call gas company or Village Coordinator
- Verify electricity is off prior to working with electric wires and outlets
- ALWAYS wear closed shoes on the work site
- Use a spotter when climbing on ladders
- Be alert to critters – don't put your hand or foot where you cannot see
- Have 1<sup>st</sup> Aid kit at worksite



- If injured at worksite or grounds of Hope Village, notify Village Coordinator and complete Incident Report
- If you need to call 9-1-1, stay on line for location purpose.

### **Identification**

- Name badges are color coded for meals and lodging purposes
- MUST be worn at all times on Hope Village grounds
- No badge = no food
- T-shirts
  - Wear the t-shirts to show you are bringing hope to the community

### **Rules**

- No alcohol in Village, church or on the Hope Village grounds
- No illegal drug usage
- No physical violence
- No sexual harassment

### **Advice to Volunteers**

- We are not here to judge, here to help and provide hope
- We are God's hands, helping our neighbor
- Some homes had deferred maintenance prior to the flood – the homes you are working on have been chosen for a reason you may not know
- Homeowners may be “warm and fuzzy” and some are not. Be prepared for both
- One of the great gifts you bring is your “new ears” – listen to the homeowner's story – may want to designate a listener in the group and rotate if you want
- Some homeowners will be onsite, some you may never see
- The flood happened in June 2011 – FEMA trailers are still very visible
- You will likely see a full range of emotions – know any anger is not personally directed at you
- Remember that you are working on someone's house
  - If you don't know how to do something, ASK
  - Don't do what you don't know how to do
  - Do the best job you can - do the work you would like done in your own house
- ***HAVE FUN! The gift you are bringing is joyful and humor is also healing.***

### **Close with prayer**

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## Evaluation Form Example

### Hope Village Volunteer Feedback Survey

Dear Volunteer,

We want to thank you for coming and generously giving a week of your time and talents to the citizens of the greater Minot area. The rebuilding and restoration of homes and lives would not be possible without contributions from people such as you. We would appreciate your thoughts on how things went during your stay in HOPE VILLAGE – what was good and/or how things could have been better – regarding:

Sleeping accommodations –

Bathroom facilities –

Toilet facilities –

Food service (quantity and quality) –

Free time activities –

Devotional activities –

Work assignments –

Things you wish you had known ahead of time or brought with you –

Anything else you would like for us to know –

Group: \_\_\_\_\_ Name: \_\_\_\_\_

Date of service: \_\_\_\_\_

God's Blessings,  
HOPE VILLAGE STAFF



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## Host Site Manual for Volunteers Example

NAME OF CHURCH

ADDRESS OF CHURCH

## CONTACT INFORMATION

Name

Phone number

E-mail address

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## Introduction

Ideas of what to include in this section:

- History of the church
- How the disaster impacted the church
- Any other general information you want groups to know about the church

## What is a Mission Group?

Ideas of what to include in this section:

- Maximum size of a group
- Age restrictions
- Youth to adult ratio

## What Do Mission Groups Do?

Ideas of what to include in this section:

- Organizations through which the groups might work
- Managing volunteer expectations (“Every disaster is different”)
- Emotional & Spiritual care information. Listening to survivors’ stories is often just as important and beneficial as the physical labor

## Where Will We Stay?

Ideas of what to include in this section:

- Sleeping facilities, what is provided? – cots, air mattresses, etc.
- What do groups need to bring? Air mattresses, bedding?
- Are there separate rooms for male and female?
- Per diem fees – what does this cover?
- Shower facilities – on or off site?
- Include any cleanup rules – i.e. chore list?
- Any other available facilities – recreation area, Wi-Fi, lounge room, TV area, etc.
- Is there a place to lock up valuables?

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## Where Will We Eat?

Ideas of what to include in this section:

- Food purchasing: who does it?
- Food preparation: is a group member responsible or will meals be prepared for them?
- If meals are provided and prepared for the group, how are special dietary/allergy concerns handled?
- What meals, if any, are included in the per diem fees?
- What kitchen facilities are available to the group? Stove, oven, utensils, etc.
- Local restaurant recommendations should the group choose to eat out?

## Will We Have Free Time?

Ideas of what to include in this section:

- The typical daily schedule (i.e. work Monday-Friday 9:00 a.m.- 3:00 p.m.) note this may change depending on the needs of the work site
- Suggest taking an afternoon off for sightseeing and supporting the local economy
- Create a list of local restaurants, grocery stores, drugstores, hardware stores, the nearest emergency room, etc. Have this ready to hand out during orientation. By not including this list in the handbook, it allows the host site to update it frequently. In the handbook, include a sentence such as, “a list of local facilities will be available upon arrival to the host site.”

## What Will We Be Doing?

Ideas of what to include in this section:

- A list of possible work tasks the group may be assigned

## What You Need To Know Before Coming:

Ideas of what to include in this section:

- Frequently Asked Questions
  - Age requirements and youth to adult ratio
  - Fees and what that covers
  - Transportation – are groups responsible for their own?
  - Temperature ranges per season
  - Tools and materials – are they supplied or do groups bring their own?
  - Will First Aid supplies be available or are groups responsible for their own?
  - When should the group leader expect to be contacted? One month prior to arrival? 2 weeks?

- Information about the area – urban, suburban, rural? Is it safe to walk around at night, to leave items locked in vehicles?
- Expectations of group – maintaining the cleanliness of the facilities
- Rules, i.e. no alcohol or drugs on premises

## **What You Need To Do Before Coming:**

Ideas of what to include in this section:

- Decide when groups need to turn in all forms, state a deadline for forms and fees. Can they give the check upon arrival? Include who to make the check out to and where it should be sent
- Honestly assess the capabilities of each member of the group and of the group as a whole. Then fill out the skills assessment form
- Information about the certificate of insurance
- State any arrival time restrictions, i.e. must arrive Sunday after 12 p.m.
- Recommend tetanus shots for any team members that may need one
- Assemble a first aid kit if one will not be provided for the team
- Cultural sensitivity is something of which all volunteers need to be aware
- Cultural sensitivity means being aware that cultural differences and similarities exist, and volunteers need to be observant and receptive to these possibilities

## **Personal Packing List**

Ideas of what to include in this section:

- Work boots with hard/steel toes. Athletic shoes are typically not suitable for a work site
- Work gloves
- Heavy pants
- Long sleeve shirts with layers that can be added or taken off
- Insect repellent
- Sunscreen and sunglasses
- Hat
- Reusable water bottle
- Personal toiletry items
- Personal medications
- Sleeping bag or bedding
- Pillows
- Towels and wash cloths
- Hand sanitizer
- Shower shoes
- What not to bring: alcohol, drugs, etc.

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- Information about the area – urban, suburban, rural? Is it safe to walk around at night, to leave items locked in vehicles?
- Expectations of group – maintaining the cleanliness of the facilities
- Rules, i.e. no alcohol or drugs on premises

## **What You Need To Do Before Coming:**

Ideas of what to include in this section:

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- Honestly assess the capabilities of each member of the group and of the group as a whole. Then fill out the skills assessment form
- Information about the certificate of insurance
- State any arrival time restrictions, i.e. must arrive Sunday after 12 p.m.
- Recommend tetanus shots for any team members that may need one
- Assemble a first aid kit if one will not be provided for the team
- Cultural sensitivity is something of which all volunteers need to be aware
- Cultural sensitivity means being aware that cultural differences and similarities exist, and volunteers need to be observant and receptive to these possibilities

## **Personal Packing List**

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- Hat
- Reusable water bottle
- Personal toiletry items
- Personal medications
- Sleeping bag or bedding
- Pillows
- Towels and wash cloths
- Hand sanitizer
- Shower shoes
- What not to bring: alcohol, drugs, etc.

## Sample Volunteer Team Skills Assessment Form



### Volunteer Team Skills Assessment

Work Site: \_\_\_\_\_ Group Name: \_\_\_\_\_ Hometown: \_\_\_\_\_ Number and Type of Vehicles: \_\_\_\_\_  
 Team Leader: \_\_\_\_\_ Leader's Cell: \_\_\_\_\_ Stay Dates: \_\_\_\_\_ Work Dates: \_\_\_\_\_

Please have each team member specify skills according to the following levels:  
 1= haven't done yet but willing to try 2= have done but need guidance 3= can do well independently 4= can do well and guide others 5= working in trade

	Full Name	Gender	Age	Lead work crew? (y/n)	Debris Removal	Heavy Lifting	Foundation	Tear out drywall, floors	Framing Carpentry	Finish Carpentry	Electrical	Plumbing	HVAC	Insulation	Drywall Hanging	Drywall Finishing	Siding	Window Installation	Door Installation	Cabinet Installation	Flooring: vinyl, etc.	Tile: ceramic, etc.	Mason: brick/plaster	Painting/Painting	Roofing	Landscaping	Pastor	Cook	First Aid/CPR Skills
1																													
2																													
3																													
4																													
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## Liability Release Form

### GENERAL RELEASE, INDEMNIFICATION AGREEMENT AND AUTHORIZATION FOR MEDICAL TREATMENT

Participant name: \_\_\_\_\_ (“Participant”)

DOB: \_\_\_\_\_

Home Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Telephone: (Cell) \_\_\_\_\_ (Day/Evening) \_\_\_\_\_

In consideration of the opportunity provided to me to participate in the \_\_\_\_\_ **Disaster Response** and any services, housing, food, and the like provided by PCUSA (as defined below), I, Participant, hereby understand and agree that the Presbyterian Church (U.S.A.) General Assembly, all synods, presbyteries, and local churches and their corporations and related entities, their staff, volunteers, directors, officers, agents, elders, deacons, representatives, successors, assigns and entities (hereinafter collectively referred to as "**PCUSA**") will not be responsible in any way whatsoever for loss, damage, or injury of any kind or in any manner resulting from or in connection with my participation in the \_\_\_\_\_ **Disaster Response**.

I, Participant, understand and agree that PCUSA does not and cannot guarantee my safety in connection with the \_\_\_\_\_ Disaster Response. Further, I understand and agree the activities involved with the \_\_\_\_\_ Disaster Response may include but are not limited to the following: difficult living conditions, risks concerning means of travel, food, water, diseases, pests, poor sanitation, and other health related situations, including potential injury while working. I accept and assume all responsibility for all risks which may occur during, in connection with, or result from my participation in the \_\_\_\_\_ Disaster Response including, but not limited to, potential injury while working.

**RELEASE:** With the above in mind and by my signature below, I fully understand, agree and hereby voluntarily release and forever discharge PCUSA. PCUSA shall not be responsible or liable in any way for any accident, loss, death, injury or damage to myself or my property, in connection with my participation in the \_\_\_\_\_ Disaster Response or any portion of the \_\_\_\_\_ Disaster Response even if said injury or action is due to the alleged negligence of PCUSA. Further, I do hereby agree to indemnify and hold PCUSA harmless against any and all liabilities, damages, claims, actions or rights of action, suits, judgments and associated costs and expenses (including, without limitation, attorneys' fees) of whatsoever kind in connection with my participation in the \_\_\_\_\_ Disaster Response or any portion of the \_\_\_\_\_ Disaster Response. Further, I make this agreement on behalf of my heirs, agents, fiduciaries, successors and assigns. I waive, knowingly and voluntarily, each and every claim or right of action I have now or may have in the future against the PCUSA related to my participation in the \_\_\_\_\_ Disaster Response, even if any such claim or right of action is caused by PCUSA's alleged negligence. This document does not release PCUSA from gross negligence.

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**MEDICAL COVERAGE:** I understand and acknowledge that **no medical or other insurance or health care benefits will be provided to me by PCUSA** during my participation in the \_\_\_\_\_ Disaster Response, and I certify that I have sufficient health, accident and liability insurance or other benefits to cover any bodily injury or property damage I may incur while participation in the \_\_\_\_\_ Disaster Response and to cover bodily injury or property damage caused to a third party as a result of my participation in the \_\_\_\_\_ Disaster Response, as follows:

Company \_\_\_\_\_ Policy # \_\_\_\_\_  
Address \_\_\_\_\_

**MEDICAL RELEASE:** I hereby state that I am in good health and have all medications necessary to treat any allergic or chronic conditions, and I am able to administer such medications without assistance. If at any time during my participation in the \_\_\_\_\_ Disaster Response I need emergency medical care and am not able to give consent because of my physical or mental condition, I authorize PCUSA to make emergency medical care decisions on my behalf, and I specifically release PCUSA, in making those emergency medical care decisions, from any and all liability associated with said decisions, even if injury or death is the result of PCUSA's alleged negligence.

Person to be notified in case of injury:

Name \_\_\_\_\_  
Telephone: \_\_\_\_\_ (evening) \_\_\_\_\_ (daytime)  
Cell Phone: \_\_\_\_\_

**ALL PARTICIPANTS MUST SIGN:**

**My signature below indicates that I have read this entire two page document, understand it completely, and agree to be bound by its terms.**

SIGNATURE OF PARTICIPANT: \_\_\_\_\_

DATE EXECUTED: \_\_\_\_\_

**SIGNATURES MUST BE WITNESSED:**

SIGNATURE OF WITNESS: \_\_\_\_\_

DATE EXECUTED: \_\_\_\_\_

(SIGNATURE OF PARENT OR LEGAL GUARDIAN IS ALSO REQUIRED IF PARTICIPANT IS UNDER 18 YEARS OF AGE.)

SIGNATURE OF PARENT/LEGAL GUARDIAN (if applicable) \_\_\_\_\_

SIGNATURE OF WITNESS: \_\_\_\_\_

DATE EXECUTED: \_\_\_\_\_

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## Volunteer Hour Worksheet

### Volunteer hour worksheet

Homeowner:

Homeowner Phone:

Homeowner Address:

Date of Work:

Volunteer Organization:

No. Of Volunteers:

Work Completed:

Volunteer Name:

Monday							
Tuesday							
Wednesday							
Thursday							
Friday							
Total Hours							



