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**ALL HANDS AND HEARTS - SMART RESPONSE  
PROGRAM TEXAS: HURRICANE HARVEY RESPONSE  
VOLUNTEER INFORMATION PACKET**

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**All Hands and Hearts**  
Smart Response

## PROGRAM TEXAS

### HURRICANE HARVEY

Hurricane Harvey is the first major hurricane to make landfall in the US since 2005. On Friday 25 August, Harvey first made landfall as a category 4 hurricane at Rockport. Moving over the Copano Bay, Harvey made landfall a second time North of Holiday Beach. Now a Category 3 hurricane, Harvey experienced rapid weakening, becoming a tropical storm.

Hurricane Harvey has caused unprecedented and catastrophic flooding in South-eastern Texas. Houston has received the brunt of Harvey's rain with parts of the city receiving more than 50 inches. Thousands of homes are inundated with water, and over 20 confirmed deaths.

### PROGRAM DETAILS

All Hands and Hearts will initially focus on debris removal, mucking and gutting and sanitation work. No previous experience is required - we'll teach you!

**Debris Removal-** Debris removal surrounding damaged homes includes vegetative removal along with personal item sorting and salvage.

**Muckout** Is the removal of mud, muck, silt, and other typically semi-solid material from a home as a result of water inundation.

**Gutting** Is the tearing out and removal of construction related materials from a home that has been damaged by water, including protruding nails in exposed studs and flooring. Gutting is considered complete when all damaged construction materials and protruding nails have been removed.

**Final Cleaning and Sanitizing (post gutting, pre-mold treatment):** The final and thorough cleaning of any remaining dried or wet remnants from the structure after gutting to prepare for mold control and treatment activities. Completion is typified by the absence of all nails, piles of dust/contaminates, standing water in the basement/crawlspace, and surfaces having been cleaned and rinsed of any dirt, mud, or other contaminants.

**Mold Control and Remediation** Is the active and intentional process of using chemicals and other equipment such as dehumidifiers, fans, and air scrubbers to eradicate abnormal mold and mildew growth. Drying the structure, controlling humidity and bringing the moisture content of structural components to an accept level prior to repairing or rebuilding is also a key element of the process.

## VOLUNTEERING WITH ALL HANDS AND HEARTS

### OUR MISSION

All Hands and Hearts - Smart Response efficiently and effectively addresses the immediate and long-term needs of communities impacted by natural disasters. By listening to local people, and deploying our unique model of engaging volunteers to enable direct impact, we rebuild safe, resilient schools, homes and other community infrastructure

### WHAT DOES IT COST?

All Hands and Hearts does not charge a fee for volunteering. Volunteers are responsible for funding their travel to and from the program. Once at the program we provide accommodation and 3 meals a day – on all work days. Please make sure to budget accordingly for the extras such as: meals on your days off, entertainment, snacks, drinks etc.

We do strongly encourage volunteers to also be supporters of our organization. Starting a personal fundraising page is a great way to help us offset the costs of hosting volunteers. It gives everyone you know a way to donate to the great work being done here in response to Harvey. Click [here](#) to get started or make a general donation. The money that you donate will be used to directly fund the projects that we are working on.

## PREPARING FOR YOUR TRIP

### WHAT SHOULD I BRING?

It is best to come prepared with all the basics you will need during your stay so that you can get right to work. There are some shops open in the area, so if you forget anything there will be resources available.

As this is a disaster recovery project – you will be working with wet and muddy belongings. **Be prepared for any clothing you wear on the work site to be destroyed. We will provide All Hands and Hearts t-shirts for working in the field.**

<b>Must bring:</b>	<b>Recommended:</b>
<ul style="list-style-type: none"><li>• Sleeping bag or blanket</li><li>• Pillow &amp; pillow case</li><li>• Sleeping sheets &amp; personal towel/washcloth</li><li>• <b>Sturdy work/hiking boots – <i>puncture-proof soles are recommended.</i></b></li><li>• Work pants – these WILL get destroyed</li><li>• Second pair of non-worksites footwear</li><li>• Water bottle</li><li>• Personal first aid kit</li><li>• Rain Gear (jacket, hat, etc)</li><li>• Personal cash and ATM/credit card</li><li>• Nice clothes (at least one set for community events, etc.)</li><li>• Warm jacket for the evenings in winter</li><li>• Normal clothes (for after work and days off)</li><li>• Lots of socks (these tend to disappear in a communal living environment)</li><li>• Personal items/toiletries</li></ul>	<ul style="list-style-type: none"><li>• Extra work clothes</li><li>• Rain boots and waterproof clothing</li><li>• Lightweight jacket or sweater for the chilly nights</li><li>• Comfort food/rehydration supplement</li><li>• Laptop/camera/USB memory stick (for sharing photos!)/power adaptors</li><li>• Earplugs and sleep mask</li><li>• Sense of Humor</li><li>• Books, games, DVDs</li><li>• We recommend getting a tetanus shot</li></ul> <p>Remember, PACK LIGHT, space <b>very</b> is limited!</p>

### BRINGING DONATIONS

NGOs and the local government have been distributing items required by affected communities. As an individual it is impossible to bring enough to make a positive impact after such a large-scale event. Giving to some and not others is unfair and it is difficult to ascertain where the need is greatest.

Instead, please consider making a [general donation](#) or setting up a [personal fundraising page](#), which will be used to directly fund our projects in Texas.

If you would like to bring items necessary for our teams check out our Amazon [Wish List](#)

## LIFE ON BASE

**Be sure to read the packing list to ensure that you will have everything you need to have a successful volunteer experience.**

### WHAT KIND OF ACCOMMODATIONS CAN I EXPECT?

We are currently staying in a local church. The church has graciously provided us with a sleeping space and access to a kitchen, bathrooms and showers.. Don't over pack as space will be tight. We sleep on air mattresses on bunk beds in multiple rooms within the church building. We live and sleep communally and in close quarters. There are no separate sleeping quarters for male and female and there are no private sleeping rooms. You are expected to bring all your own bedding, sleeping bag, pillow etc. as this is not provided. On work days we provide 3 meals a day. We have a kitchen facility available to use.

## DAILY SCHEDULE

We are currently working Tuesday through Sunday from 8:00am to 4:00pm - with Monday as our day of rest. In January 2018, as we move into the Recovery phase, we will begin working Tuesday through Saturday.

6:30 - Lights on. Time to wake up.  
7:15 - Meet your Team Leader; we head to our second site to load up tools  
8:00 – In the trucks and headed to the work site  
12:00-1:00 – Lunch time, relax time  
1:00-3:50 – Back to work  
3:50 - Clean the work site and pack up tools  
4:00-5:25 – Head back to base for showers and free time  
6:30 – Dinner & Mandatory meeting  
7:15 - Free time  
10:00 – Lights out (quiet time)  
12:00AM - Curfew

## WHAT WILL THE WEATHER BE LIKE?

It's hot! Most days we're seeing temperatures of 70 - 90 °F. Please pack appropriately. We will be providing water on site - please remember to keep hydrated!

## WHAT WILL THE FOOD BE LIKE?

All Hands and Hearts will provide volunteers with three meals a day, six days a week. Breakfast will be bread, fruit, eggs, cereal, and oatmeal with coffee and tea. Volunteers will be provided with lunch fixings take to the work site as well as fruit and granola for snacks. Dinner will be a hot meal cooked and donated by parishioners. .

Vegetarian diets can be accommodated, but you may also wish to supplement your diet, either with food you bring from home or supplies you pick up locally. We will not be able to accommodate vegan diets.

If you would like to purchase food in addition to these meals, you can use the kitchen but will be expected to tidy up after yourself.

## SAFETY & SECURITY

### WILL I BE SAFE AT THE VOLUNTEER BASE?

The facility we stay in has locked doors and we have a curfew. We take all precautions to keep everyone safe. Please keep in mind that we are living and sleeping in a communal spaces so you should keep your valuables stored away. We do not have a safe on our base. If you would like to lock up your valuables please bring a lock for your luggage.

### WILL I BE SAFE ON THE WORK SITE?

Hard hats, work gloves, safety glasses and work boots are mandatory for all work sites. We provide hard hats, work gloves and safety glasses, but you must bring your own work boots (puncture proof recommended). Volunteers will be provided with the proper instruction and briefed on each day's work projects. We provide experienced Team Leader(s) for volunteers; this is a great way to learn new skills!

Accidents can be avoided by taking precautions and staying alert to your surroundings. Be prepared for wear and tear of your shoes or clothing. We have stocks of gloves, safety glasses, and N95 masks but if you bring your own we can spend more of our money on the tools and materials you will be using to get the job done. While Team Leaders will give you instructions, it is up to you to ask questions if you need more information, and speak up if you are uncomfortable performing a task.

All volunteers are required to sign a medical waiver releasing All Hands and Hearts from liability due to any accidents that may occur on site.

First aid kits are always available on work sites ... just in case.

## HEALTH

### PHYSICAL HEALTH

Volunteers should be in good physical health, as most of the work on this program will involve manual labor.

**All Hands and Hearts do not provide over-the-counter medicines. Please ensure you come prepared.**

### MENTAL HEALTH

Working in a post-disaster environment is tiring and stressful. The work is full of its own rewards, but do not compromise your mental health or the safety and effectiveness of the work by ignoring your limits.

### MEDICAL EMERGENCIES

Local medical facilities are functioning and medical care is available at any of several local hospitals or clinics. We always try to work safely and carefully so that we can minimize our use of these resources, which are meant for the community.

We have an organizational medical insurance policy, which covers **any international volunteer** under the age of 75 in the event of any injury or illness whilst you are with us on our program. This includes medical evacuation in the unlikely event of a serious incident. If you have any questions about our insurance policy, please do not hesitate to ask. We have provided some FAQ's below to assist. American volunteers will not be covered by this policy, since they should have their own personal insurance.

#### **When am I covered under the AHV insurance policy?**

If you are an **international volunteer**, you are covered once you arrive at the base and have filled in your paperwork.

#### **Does it cover me if I lose or break my phone?**

The policy only covers you in the event of an illness or injury and therefore does not cover any loss or damage to personal items under any circumstances.

#### **What if I injure myself and need to be evacuated, am I covered?**

Yes. The safety and wellbeing of our volunteers is our absolute priority. For this reason our medical insurance policy includes medical evacuation in the unlikely event of a serious illness or injury.

#### **How long am I covered for?**

The policy covers you for up to 160 days whilst volunteering with us on our program.

#### **Am I covered whilst I'm on break?**

Volunteers are covered while on their break except during: Mountaineering or rock climbing necessitating the use of guide ropes, potholing, ballooning, motor racing, speed contests, skydiving, hang gliding, parachuting, spelunking, heli-skiing, extreme skiing or bungee cord jumping, deep sea diving utilizing hard helmet with air hose attachments, racing of any kind other than on foot and all professional sports.

#### **Who do I contact if I need hospital treatment whilst on the program?**

Speak to the Program Director in charge of the program you are working on and they will start the process of implementing our insurance policy where needed (for international volunteers).

International volunteers aged 76 and over should purchase emergency medical insurance, and provide details to our Volunteer Relations Coordinator on arrival

### BREAKS

In order to keep our physical health and mental health in check, we require a 3 day break off base every 30 days. Our break policy requires that volunteers that are here longer than 30 days, take 3 consecutive days off in a row off of base. We do not provide any transportation or accommodation during volunteers break periods. If you have any questions or concerns regarding this please speak to the Volunteer Coordinator on project.

## ANYTHING ELSE?

It can be dirty, hard work - but that's why we love it! If you have additional questions, check out our [Facebook group page](#), to see if your question has been answered before. If you just need to talk to a person, email us at [TexasHurricaneProgram@allhandsandhearts.org](mailto:TexasHurricaneProgram@allhandsandhearts.org), [Katie.m@allhandsandhearts.org](mailto:Katie.m@allhandsandhearts.org) or call 617.483.5367 and we'll get back to you as soon as possible.

## ALL HANDS AND HEARTS

David Campbell heard about the devastating tsunami and jumped on a plane to offer his extensive expertise gained as a former CEO of BBN Technologies, ultimately starting All Hands Volunteers in 2005.

Petra Nemcova herself was swept away by the tsunami and survived by clinging to a tree for eight hours. This experience led to the establishment of the Happy Hearts Fund in 2005.

In the Fall of 2017, these two organizations announced the merger to form All Hands and Hearts - Smart Response. Together, we will focus on delivering a Smart Response to those reeling from disaster both domestically and internationally.