



Volunteer Work Team Guidebook

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1: A Note from the North Alabama Disaster Recovery Coordinator

Dear Friends,

Thank you for your interest and support of our April 27 storm recovery efforts in North Alabama. We continue to rely on volunteers to make our ministry here possible. Volunteer work teams from around the country have graced us with their presence and service in our midst.

We are currently transitioning from a crisis mindset to a long-term recovery plan. To that end, it is necessary for us to introduce new policies which will help us provide a better mission experience for volunteer teams as well as care for the needs of our District Volunteer Coordinators and our storm survivors.

When possible, we ask that you arrive on a Sunday evening. We anticipate that you will work for one week with us and leave late Friday or Saturday. We acknowledge that some of our work teams will be local teams arriving and leaving at various times. These arrangements will be worked out through our Volunteer Consultant and District Volunteer Coordinators.

In the Early Response phase of our recovery, we did not charge a fee for teams coming to help us. It has become necessary to ask for a \$100 per person per week fee for long-term recovery teams. This required fee will cover lodging costs at our churches and/or staging areas. Any monies remaining will be used for building supplies within that District.

As you read through the rest of this packet we hope you will prayerfully consider joining us in our work as we minister in North Alabama Disaster Recovery. We look forward to serving God with you.

Grace and Peace,

Rev. Nancy Cole
North Alabama Conference
Disaster Recovery Coordinator



2: Introduction & History

On April 27, 62 tornadoes ripped through the state of Alabama. As of the 6-month milestone, 253 people died from the storms. The paths of the tornadoes stretched 1,177 miles long and more than 20 miles wide, causing more than 20,000 square miles of damage in the state. There were 37,202 homes and businesses damaged from the morning and afternoon tornadoes, amounting to an estimated \$1.1 billion in damage. Tornadoes caused 10 million cubic yards of debris, and upon the 3-month milestone of the storms, FEMA and the Alabama EMA estimated a 90 percent completion of debris cleanup, which opens the door to rebuilding. The damage and aftermath of April 27 placed Alabama as the deadliest weather states in the nation.

The Early Response

Nothing could have prepared us for the magnitude and severity of the storms we experienced in Alabama on April 27, but the church stepped up.

The Local Church—Immediately after the tornadoes local churches showed the community what it means to “be the church.” Even though many had just experienced severe loss themselves, congregations began to assist neighbors. Congregations served as:

- Red Cross shelters, housing many storm survivors.
- Feeding centers, serving thousands of meals. One of our United Methodist churches served more than 20,000 meals in one week.
- Distribution points for relief materials, delivering water, food, clothes, blankets, and just about everything else to thousands of neighbors in need.
- Host sites for volunteers from around the country, hosting hundreds of volunteers working in the surrounding communities.

The North Alabama Conference and UMCOR—While local churches were working feverishly on the front lines, the North Alabama Annual Conference, with aid from United Methodist Committee on Relief (UMCOR), worked to meet immediate needs while simultaneously putting in place a long-term recovery structure as follows:

- Bishop Will Willimon immediately requested assistance from UMCOR.
- UMCOR consultants came to Alabama and spread out across the state, offering advice and assistance.
- The Conference quickly installed a Disaster Response Call Center.
- The Conference received shipments of aid and coordinated distribution.
- The Conference established a North Alabama Disaster Recovery Team.

Our Team Goals

- Restore persons who lack resources to safe, permanent homes as soon as possible.
- Be attentive to, and where possible, address spiritual, emotional, and other needs of these persons.
- Affirm, encourage, and offer support to local churches in the recovery effort.
- Organize and deploy volunteers in order to maximize recovery.
- Partner with other organizations to enhance recovery efforts, when possible.
- Tell the story; keep people abreast of the amazing work being done by local churches and United Methodist volunteers.

Our Continuing Plans

Our ongoing focus is to secure more funding for further recovery efforts.



Mission Work Sites

Our work sites will vary from District to District. In the Southwest District, Camp Coker has been set up to work similarly to the camps in Mississippi and Louisiana. We do not have the funding to create this type of host site throughout the state. We rely mostly on local churches to host teams who volunteer to help us. We pray that we will be able to relieve churches of this task as quickly as possible. Hopefully, other options for host sites will be developed over time. We are grateful to the churches that have volunteered to host teams.

Focusing on Volunteers

Our Disaster Recovery Team is focused on creating the best experience possible for volunteers and developing host sites in a way to meet volunteers' needs. Our goal is to make your mission experience in Alabama a meaningful one.

Who will teams help in Alabama?

The North Alabama United Methodist Disaster Recovery Team is attempting to return as many people as possible to safe, sanitary, and secure homes. The following priorities and criteria guide our work:

- Single parents with minor children in the home
- Large families where usual financial aid will not be enough
- Disabled persons
- Elderly persons

Safe, sanitary, and secure

Because there are so many impacted homes and we wish to help as many as possible, we focus on getting persons into safe, sanitary, and secure homes. We try to use our funds to help families move back into their home and perhaps continue the recovery process on their own. This may include replacing a roof, hanging sheetrock, installing certain appliances considered as necessary, plumbing, electrical work, etc. Each case is different, but the goal is always the same—providing a safe, sanitary, and secure home.

3: Leadership Responsibilities

The North Alabama United Methodist Disaster Recovery Team host sites welcome volunteer work teams and individuals. We host ecumenical groups, youth, college, and adult teams as well as church, district, and conference teams.

We expect team leaders will meet with their team members several times before arriving for a work trip. We expect team leaders to be the primary contact person for a team.

We ask that all youth teams adhere to our Safe Sanctuary guidelines. A youth is a person who is between the ages of fourteen (14) and eighteen (18). Persons under the age of fourteen will not be allowed to participate on mission trips for NAC UM Disaster Recovery.

Youth will be invited to make trips to North Alabama to work with our disaster recovery in a ratio of 1:3, meaning one adult for every 3 youth. In this case, to qualify as an adult, the person must be 25 years of age or older.

Please see Appendix I: Safe Sanctuary Guidelines.



4: Costs

At this stage of our recovery, it is necessary to speak with the host site coordinator regarding which meals(s) are provided. It will vary according to the host church or site.

Due to the changing nature of our recovery work, each of the Disaster Response host site now requires a **\$100 donation per person per week**. This figure covers lodging. Since donations keep our costs down, we are able to better meet the needs of the homeowners we assist.

It is not necessary to send the donation prior to your trip. Simply bring **ONE** check made out to the District in which you will work and turn it in when you arrive. Our Volunteer Consultant will give you the information you need regarding how to make out your check when your team is assigned to a host site. The Districts hosting work teams are Northeast, Northwest, Mountain Lakes, Central, and Southwest.

Donations toward Direct Assistance:

The North Alabama UM Disaster Recovery does have limited resources and appreciates donations toward the direct assistance of homeowners. There are a number of ways to donate.

1. Bring funds and purchase materials for the site you are working on. Donations allow us to lower our material costs and assist more homeowners. We also have a limited number of people that can assist your team. Teams can use their funds to purchase small items for the jobsite instead of waiting for our staff to purchase and deliver these items.
2. Donate money directly to the North Alabama Conference (Designated "For Disaster Recovery"). This goes toward purchasing materials and supplies for homeowners. These funds are also used to hire contractors as needed for the jobsite. .
3. Also, it is helpful to have donations of paper products for restrooms and kitchen areas. Call your host site to find out what paper products are needed.
4. If you see that there is a particular tool that we do not have—buy it and leave it behind. This allows other teams to complete projects long after you leave.

5: Required Application Forms

Team Registration Form (p. 8)

This form is to be completed by the team leader and submitted to the North Alabama Conference Disaster Recovery office in Birmingham by fax (205) 226-7945 or email (lfeist@northalabamaumc.org). Team leaders may also call the Volunteer Consultant at the office and supply the information for this form by phone (205) 226-7909. Teams will not be scheduled or confirmed without this form.

Teams will be scheduled in the order that the Volunteer Forms are received.

Skills Sheet (p. 9)

This form is to be completed by the team leader and submitted to the District Disaster Recovery Coordinator as soon as possible and no later than one month prior to arrival (information will be provided to you when your worksite is assigned). This form will be used by the District Construction Coordinator to match teams to appropriate jobs.



Participant Liability Release Form (p. 10)

Each adult volunteer must complete this form. The team leader should collect these forms and turn them in to the Host Site Coordinator upon arrival.

Medical Information Form (p. 11)

Each adult volunteer must complete this form. The team leader should collect these forms and keep them on hand during the trip.

Youth Permission and Liability Release and Medical Form (p. 12)

Each youth volunteer must fill out this form and have it signed by his/her parent or legal guardian. This form also needs to be notarized. The team leader should collect these forms and turn them in to the Host Site Coordinator upon arrival.

Health and Accident Insurance

Insurance coverage is important and required for all volunteers. Team members should check their own health and accident policies to verify that they will be covered on the trip. If they need or desire additional coverage, it can be obtained from UMVIM. For further information, please visit <http://registration.umvim.org/>. This will lead to your Jurisdiction and info on how to purchase insurance for the trip. Accident insurance coverage may be purchased from either one. The UMVIM insurance is optional, but not required for a mission trip with North UM Disaster Response.

6: Time Schedule for Planning a Mission Trip

Making a Reservation

If you decide to serve with us, please determine the size of your team and several possible dates for a trip. We encourage you to select dates several months in advance. Fill out a Team Registration Form and submit it to the Volunteer Consultant in the Conference office via fax at (205) 226-7945, or email at lfeist@northalabamaumc.org. If the dates you selected are available, you will receive an email confirmation within the week. If the dates you selected are not available, you will receive a phone call or email from the Volunteer Consultant to discuss other options.

Your trip is confirmed when you receive a confirmation email from the Volunteer Consultant and your team appears on the website calendar.

Prior to Arrival

Before you arrive to your Host Site, you must submit the Skills Sheet for your team to the District Disaster Recovery Coordinator in the District to which you are assigned (contact information will be provided after worksite assignment). This must be done as soon as possible and no later than one month prior to the trip.

If the number of people on your team changes, please notify the Volunteer Consultant or your Host Site Coordinator (contact information will be provided after your worksite assignment). You will not be able to increase the number of people on your team without approval from the Volunteer Consultant.

If you must cancel your reservation, please notify the Volunteer Consultant as soon as possible. This will allow us to open up the space for other teams.



7: North Alabama United Methodist Disaster Recovery Team Directory

Contact Name	Phone	Email	Fax	Mailing Address
Lori Feist, Volunteer Consultant	(205) 226-7909 (205) 910-2140	lfeist@northalabamaumc.org	(205) 226-7945	898 Arkadelphia Road Birmingham, AL 35204
Rev. Marvin McCormick, Construction Consultant	(205) 601-0352	wmmccormick4@gmail.com	(205) 226-7945	898 Arkadelphia Road Birmingham, AL 35204
Rev. Nancy Cole, Disaster Recovery Coordinator	(205) 399-1994	ncole@northalabamaumc.org	(205) 226-7945	898 Arkadelphia Road Birmingham, AL 35204
Sara Bryant, Administrative Assistant	(205) 226-7980	sbryant@northalabamaumc.org	(205) 226-7945	898 Arkadelphia Road Birmingham, AL 35204



UMCNADRecovery



8: District Disaster Recovery Coordinators

Contact Name	Phone	Email	District	Mailing Address
Rev. David Tubbs	(256) 232-3331	david@gsllife.org	Northeast	1418 Old Railroad Bed Rd Madison, AL 35757
Rev. Eric Bell	(256) 347-1230	ericadbell@gmail.com	Northwest	1500 E. Avalon Ave. Muscle Shoals, AL 35661
Rev. Jonathan Todd	(256) 339-8532	johnctodd@gmail.com	Central	615 Main Ave SW Cullman, AL 35055
Bill Cater	(256) 390-3404	wccater@bellsouth.net	Mountain Lakes	
Tayna Rains	(256) 638-2126	usmp@farmerstel.com	Mountain Lakes (Upper Sand Mountain Parish)	24474 A. Highway 75 Sylvania, AL 35988
Rev. Rock Stone	(205) 792-3301	rockpreach@aol.com	Southwest	14837 Highway 69 N Northport, AL 35475



9: Frequently Asked Questions

Hopefully the Frequently Asked Questions below will help you better understand what we are doing and what it will be like to serve with us in North Alabama.

If you have been on many trips before, please read the FAQs anyway. In disaster ministry, conditions are continually changing, and information may be different now than it was six months ago (or even one month ago).

As always, we are grateful for your compassion and your choice to continue helping heal hearts and homes. We could not complete this work without volunteers.

- **What type of work are you doing?** Our work is almost entirely home repair and rebuilding. While it is now one (1) year past the April 27 tornadoes, we still have hundreds of home projects to complete. However, the initial cleanup is done, and our projects, for the most part, require persons with some experience and skill in construction work. Possible work projects could include roofing, flooring, hanging sheetrock, etc. Sometimes work projects involve plumbing or electrical work.
- **Who do you help?** Our goal is to help those who are not able to help themselves recover. The reasons for this are various, but at the end of the day, we hope that someone who would not otherwise recover will because of our efforts.
- **When do we find out about our specific work assignments?** Often you will not know your work assignment until you arrive. We have many volunteers blessing us with their time and efforts each month, and it is impossible to judge which projects will still need work in 30 days, much less in 6 months. Our coordinators will do their best to match your group with appropriate work, based on skill levels. Most of our work involves new construction. Approximately 2 weeks before your arrival, you will receive a call from the Volunteer Coordinator to review the team skills listed on the Skill Sheet. At that time, it would be good to have your phone numbers of the skilled members of your Construction Team. Depending on your skills, we can possibly know what you will be doing a few weeks out. However, that is not always the case. You may be completing a job prior teams have started. Building inspections and weather are also factors.
- **Do we need to bring tools?** Most skilled persons prefer to use their own tools. However, we can provide tools for your use in most areas. If possible, it is a good idea for the team to bring a little extra money to purchase incidental items they find may be needed on the jobsite (i.e. paint rollers, saw blades, etc.) at local Lowe's, Home Depot or Walmart.
- **What is a skilled volunteer?** A skilled volunteer can be anyone from a good handyman or woman to a licensed professional. If you can be handed a work assignment and take it on without supervision, you are skilled.
- **Does everyone on the team need to be skilled?** No. We ask to have a 1:4 ratio for skilled to non-skilled. Because we are working on so many projects at any given time, we do not have the staff to provide supervision at each worksite. It is the skilled people on your team that will need to direct the work of the general helpers. Without the skilled people, your general helpers will be left without supervision and leadership, which will not make for an efficient or enjoyable trip.



- **How many hours do we work?** Most teams leave between 7:30-8:00 a.m. and return around 4:30-5:30 p.m.
- **Where do we stay?** Our housing varies in each area, and is usually a local church. Your local volunteer coordinator will contact you to give you details on the housing in that area, which will be assigned by group totals and availability.
- **Will we be coming back to housing for lunch?** No, you will need to pack a lunch as work sites are sometimes quiet a distance from the housing site. You will most likely prepare your own lunches at your housing site.
- **Will we work on Sundays?** No. We do not send teams into the field on Sundays. This is not so much a 'legalistic' decision as a practical one. Our site coordinators work very hard all week, and they need at least a few hours of down time. When teams are out in the field, the site coordinators have to be 'on duty,' in case something is needed or needs immediate attention. On Sundays, we are not 'on duty.'
- **How long should we plan to be there?** We begin on Sunday afternoon and end on Saturday morning (or Friday evening if you prefer). This is advantageous for a number of logistical reasons, and also creates some continuity to the flow of life in our work sites. This also allows our Site Coordinators to have a day of rest and worship as well as to prepare for incoming teams. We are also accepting local (in-conference) teams to work on Saturdays.
- **How do we schedule a trip?** ALL trips must be scheduled through the North Alabama Conference Disaster Recovery Team, located in Birmingham, Alabama. Having one scheduling location provides continuity and ensures faster response. You can register by visiting www.rebuildnorthalabama.org, calling 205-226-7909, or by emailing us at lfeist@northalabamaumc.org. You will be asked to fill out a short form, and will be scheduled within 3 days if we have availability.
- **Can youth participate?** We encourage youth down to 14 to participate under certain conditions described in our Safe Sanctuary Policy. You can find a copy of this policy in our Team Guidebook. We do not have 'youth specific' work, so youth will be assigned the same projects as adults. This should be taken into consideration before scheduling.
- **What costs are involved?** The fee for each volunteer is \$100 per person per week. Many teams also wish to bring money to donate toward building materials.
- **How can we get more information?** You can get more info by visiting our website at www.rebuildnorthalabama.org. There you will find calendars for the worksites, links to news and updates and other information about what we are doing.

For answers to more questions, please call our Volunteer Coordinator at 205-226-7909.



**North Alabama United Methodist
Disaster Recovery Team Registration Form**

***In order to schedule a trip, please fill out this form and return it to our
Disaster Recovery Volunteer Consultant,
either by email (lfeist@northalabamaumc.org) or fax, (205) 226-7945.***

Date Submitted _____

Total # of volunteers _____ Contact Name: _____

Church/Organization: _____

Denomination/Group: _____ Jurisdiction _____ District/Conference _____

Mailing Address: _____

City, State, Zip: _____

Phone: Home: (____) _____ Work: (____) _____ Cell: (____) _____

E-Mail _____

If known: #Youth _____ #Adults _____

#Male _____ #Female _____

Available Dates: Arrival _____ Departure _____ Work Dates _____

Housing Request? Have you been on a previous trip? Do you have a specific area you would like to work in?

If the requested location is unavailable, are you open to working in another area? _____

Office Use Only

Site Assignment _____

Leader Notified _____ email _____ phone _____ date

Site Information Sent _____ email _____ snail mail _____ date

Notes:

**North Alabama Conference of the United Methodist Church
Workgroup Participant Liability Release Form**

(Please read before signing, as this constitutes your agreement as a volunteer and the understanding of your working relationship with North Alabama United Methodist Disaster Recovery)

I, _____ (Full Name), acknowledge and state the following: I have chosen to travel to the work site to perform cleanup/construction work in disaster relief. I understand that this work entails a risk of physical injury and often involves hard physical labor, heavy lifting, and other strenuous activity; and that some activities may take place on ladders and building framing other than ground level. I certify that I am in good health and physically able to perform this type of work.

I understand that I am engaging in this project at my own risk. I understand that this is a “grass roots” activity to support individuals adversely affected by the disaster. I assume all risk and responsibility for any damage or injury to my property or any personal injury which I may sustain while involved in this project, and related material costs and expenses.

In the event that the North Alabama Conference of the United Methodist Church arranges accommodations, I understand that they are not responsible or liable for my personal effects and property and that they will not provide lock up or security for any items. I will hold them harmless in the event of theft or for loss resulting from any source or cause. I further understand that I am to abide by whatever rules and regulations may be in effect for the accommodations at that time.

By my signature, for myself, my estate and my heirs, I release, discharge, indemnify and forever hold the North Alabama Conference, its districts, and any local church or camp within the North Alabama Conference together with their officers, agents, servants and employees, harmless from any and all causes of action arising from my participation in this project, and travel or lodging associated therewith, including any damages which may be caused by their own negligence or misconduct.

Printed Name _____

Signature _____ **Date** _____

Address _____

Emergency Contact _____

Home _____ **Cell** _____

**North Alabama Conference of the United Methodist Church
Medical Information for Individual Volunteers**

*(Every Volunteer is Required to Complete This Form)
Please complete the following and give to your mission team leader.*

MISSION TEAM LEADER SHOULD RETAIN THIS FORM
ON SITE TO USE IN CASE OF EMERGENCY.

Name _____ Dates of Mission Trip _____

1. Blood type _____
2. Information about any prescriptions I use: _____
3. I am allergic to: _____
4. Name of contact person _____
 - a. Street Address _____
 - b. City _____ State _____ Zip _____
 - c. Phone (work) _____ (Home) _____
 - d. Relationship to volunteer _____
5. My health insurance company is _____
 - a. Policy number _____
6. Physical limitations or concerns: _____
7. I am diabetic: Yes _____ No _____
8. I have a history of seizures: Yes _____ No _____
9. Please provide other helpful health information: _____

10. I consider myself healthy enough to fulfill my responsibilities on the mission team.

Yes _____ No _____

I, _____ (volunteer's name), authorize _____ (team leader) to consent to any examination, anesthetic, medical diagnosis, surgery, or treatment and/or hospital care rendered under the general supervision and on the advice of any physician or surgeon licensed to practice medicine by the state in which they practice, during the duration of the trip identified above and further authorize the release of medical information from my personal medical records for emergency medical treatment, but I do not give permission for any other use or re-disclosure of this information.

Volunteer's Signature

Date

**North Alabama Conference of the United Methodist Church
General Media Release Form**

I, the undersigned, hereby authorize any employee, agent or representative of the North Alabama Conference of the United Methodist Church to photograph me, take motion pictures of me, take video footage of me, and/or make electronic sound recordings of me (herein referred to as photographic or electronic reproductions).

I authorize the use of any such photographic or electronic reproductions of me for any lawful purpose, including, but not limited to educational and other public media as may be deemed appropriate by the North Alabama Conference of the United Methodist Church (I understand that I may be identifiable from such photographic or electronic reproduction).

Agreed and accepted by:

Print Name _____

Title _____

Address _____

City, State, Zip _____

Phone _____ Email _____

Signature _____

Date _____

PARENTAL CONSENT

I certify that I am the parent or guardian of the individual above,

_____, a minor under the age of nineteen years. I hereby agree to assume legal responsibility for his/her authorizations referred to in this General Media Release.

_____ Signature of Applicant's Parent/Guardian

_____ Address of Parent/Guardian (if different)

_____ City, State, Zip Code

_____ Date

(_____) _____ Phone Number (if different)

_____ Email

**Safe Sanctuary Guidelines
For Mission Work Connected with the
North Alabama United Methodist Disaster Recovery**

1. The definition of “youth” for the guidelines purposes is a person under eighteen (18) years of age and at least fourteen (14) years of age. Persons under the age of 14 *will not* be allowed to participate on mission trips for storm recovery in North Alabama.
2. Youth will be allowed to make trips to North Alabama to work with our storm recovery in a ratio of 1:3, meaning one adult for every 3 youth. To qualify as an adult, the person must be 25 years of age or older.
3. While on the trip, one adult will not be alone with a youth unless the adult is a parent of the youth.
4. It is recommended that unrelated youth and adults do not share rooms. However, use of dorm rooms with a combination of youth and adults is acceptable when:
 - a. Persons sharing the room are of the same gender.
 - b. There are at least two non- related adults and two youth per room.
5. There will be separate sleeping areas for males and for females for all conference-sponsored mission teams. ‘Conference- Sponsored’ will be defined as teams that schedule their trip with the North Alabama Disaster Recovery Center, Birmingham, Alabama.
6. Shower times will be scheduled separately for youth and for adults in order to prevent adults and youth showering together in facilities with open shower areas.
7. When a conference-sponsored team has both male and female youth members, there must be at least two males and two females accompanying the youth on the team.
8. During each conference-sponsored mission trip, there will be at least two adults at each work site. It is recommended that these adults be unrelated. This is to assure safety in case of an accident. Youth teams must never be left alone at a work site.
9. All employees and long- term volunteers connected with the storm recovery shall undergo a background check. Long term Volunteers will be defined as those volunteers approved by the North Alabama Conference and staying more two weeks.
10. All youth must have a medical release form and release of liability signed by parent and notarized to be on the conference-sponsored team. These forms are provided in our Volunteer Packet.
11. **No youth team member will be allowed to be alone with an adult from the Host Mission Site during the mission.** This includes host pastors, congregation members, homeowners, clients of mission agencies, etc. Likewise, an mission team adult is not to be alone with a youth from the Host Mission Site.
12. All male and female adult team members need to have a “buddy” system at the site at all times. It is recommended that these adults be unrelated. It is critical that no team member be left alone to protect him or her from harm.
13. All work teams with youth must prove that their adult volunteers have completed a criminal background check.

Top Ten List-

Ten things every team leader must know to insure a fruitful trip!

- 10) **Be flexible!**
Expect delays and challenges along the way. A disaster is named a disaster for a reason
- 9) Distinguish task from purpose.
Task may be repairing a roof, but purpose is to bring hope and be a living expression of God's love!
- 8) Give everyone a chance to participate.
Prayers, Payers, and Players-not all come on the trip, but some can pray and others can support your team financially.
- 7) **Be flexible!**
- 6) Encourage realistic expectations.
Our accommodations are nice and clean, but certainly not the Hilton.
- 5) Listen to your host
Your host may do things that do not seem to make sense to you. Listen to your host. He or she has a perspective that you do not.
- 4) **Be flexible!**
- 3) Assemble a manageable team.
15 persons, with one skilled person for every 4 unskilled, works well. This ratio is not absolute, of course!
- 2) Communicate clearly with host prior to trip --take initiative!
You will be provided your host contact info once you are scheduled. They will call you at least 2-3 weeks prior to your trip, but if you have questions, don't hesitate to call a member of the Disaster Recovery Team.
- 1) *Blessed are the flexible, for they shall not be bent out of shape.*
hape.