

Kingman United Methodist Church

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**Neighbors Helping Neighbors**

**Procedure to Complete Projects**

1. **Someone calls requesting help.**
2. **Application and Guidelines are sent to the person requesting help.**

*This step is not to be skipped*. Some people will not fill out the application and therefore we should not seek to assist them. However, for neighbors who say that they are not able to complete the application, we should seek to help them with this. They can come to the church or we may go to their home to help them with this. This will require reading the guidelines to them if they are not able to read and filling out the application as they verbally answer the questions. No site visits are to be done until we have received a completed application from them. Exceptions will require approval from Bill.

1. **Receive completed application.**

At this point, Bill will evaluate the project as to what it is and where it is. If we are not able to do the project, the neighbor should be called and informed of this. If it is a project that we can do in a manner that will satisfy them with the volunteers we generally have available, then we should proceed to the next step.

1. **Do a Site Visit.**

Approval to do a site visit will require a completed application. Once this is done, a site visit can be scheduled. A Site Evaluation form will need to be filled out completely. The following will need to be assessed during the site visit:

* + - * Project to be done
      * Living conditions of our neighbor
      * Apparent available resources to do the work
      * Family members who could do the project
      * Is the neighbor able to participate in the project?

During the site visit, the neighbor should be made aware of the following:

1. Kingman UMC provides volunteers to do the project, but not materials for the project.
2. The neighbor is expected to be on their property when the volunteers are present.
3. We do not guarantee that we will do the project until a contract is discussed and signed. Projects involving the basic health and safety of a neighbor take precedence over those of a cosmetic nature. These types of projects can be done, but will be placed on low-priority.
4. **Evaluation of the site visit with Bill.**

During this time we will discuss whether or not this is a project we can do with our volunteer resources and whether or not we should do the project on the basis of our neighbors need. The questions we will seek to answer are:

How necessary is this project to them?

Can they pay for it themselves?

Can they do it themselves or know people who can do it?

1. **Determine when the project will be done.**

Wanda will work closely with Bill to determine the skill level of the project to be done and when volunteers will be available to do the work.

1. **Present contract to the neighbor.**

The contract is the agreement between the neighbor and Kingman UMC as to what will and will not be done. It also explains what we are expecting from our neighbor in terms of materials or participation in the project. A new contract will need to be drawn up for each project we do for the neighbor. New contracts will be drawn up each year for repeating clients. Mowing projects also require a contract. No work will be done for anyone without a signed contract from them.

It is preferable that the contract be presented in person, but this is not always possible. The contract can be discussed over the phone and then given to the neighbor to sign when we go to serve them.

1. **Prepare to serve our neighbor.**

Do everything possible to prepare for the volunteers who will be present to serve so they are not standing around waiting. Make sure that all materials are on the site that you will need to do the work. Also make sure you have working equipment that is ready to go. Keep in mind that you have limited availability with the volunteers and you must maximize their time on the project. Getting materials or dealing with broken equipment is poor use of volunteer time.

1. **Serve our neighbor.**

There are several things in specific you will be seeking to accomplish:

* 1. Facilitate the relationship with our neighbor and the volunteers serving them.
  2. Make sure the project is being done to the satisfaction of our neighbor.
  3. Identify ways for volunteers to get involved, particular those less skilled.
  4. Make sure volunteers are working in a safe manner and minimize horseplay. Especially be aware of volunteers damaging our neighbor’s property.
  5. Offer to pray with our neighbor and sing with them as part of your time with them.
  6. If there is somebody particularly gifted at visiting with our neighbor, they should be allowed to do so.
  7. If a lunch is taking place on the property, all should participate in the lunch and do so with the neighbor.

1. **Debrief with the volunteers.**

As you leave the site, discuss with the volunteers what happened and how well things went. Were there any problems that they had? How did things go with our neighbor? What did they learn? Discuss the work they did.

1. **Neighbor evaluation.**

Find out from our neighbor if they are satisfied with the work that was done. This can be done by phone call, but in some cases it may be appropriate to visit the neighbor again. Complete evaluation form.

1. **Complete paperwork.**

Although this should be done along the way, make sure all paperwork is complete for record-keeping purposes. Particularly important at this point is a description of the relationship with our neighbor. In some cases, we may not visit them again for some time and it will be important to remember how things ended with our last visit.