



# Neighbors Helping Neighbors

***Partnering the needs of some with the willing hands of others.***

## **Volunteer Information**

*Neighbors Helping Neighbors* connects volunteers, volunteer groups, and organizations with eligible Excelsior Springs residents whose homes require maintenance and/or common repairs. If you wish to become a volunteer, please read this document and complete the waiver on the last page.

As a volunteer, we ask that you help residents of Excelsior Springs, who meet certain eligibility requirements, to stay in their home by providing limited occasional services such as:

- Trash removal
- Yard maintenance
- Snow removal
- Lawn mowing
- Exterior painting
- Raking leaves
- Trimming branches
- Washing windows
- Changing light bulbs
- Changing smoke alarm batteries
- Turning mattresses
- Some city-issued codes violations

## How it Works

- Volunteers must provide their name, email address, phone number, and sign a waiver before they can assist in this program.
- Once an application for help from a resident has been received and vetted by the Volunteer Program, a simplified version of the request will be added to the list of requests and emailed to the volunteers.
  - Requests will be emailed once a week, unless there are no requests.
  - If you wish to help a resident, simply select "reply all" to the email with the corresponding request ID.
  - If you have questions or need more information, just email back.
- When the required number of volunteers have signed up for a request, they will receive additional details about the project, the applicant, and the contact information for each other.
  - Some jobs will require only a single volunteer. (ex. Lawn mowing, snow removal)
- One volunteer will be encouraged to contact the other within two days. Then one of the volunteers will call the resident to determine a time for a visit or if the request is simple, to start the work.
- When you arrive at the residence, please introduce yourselves to the resident and learn as much as you can about the project. If you determine that the request is different than expected; that it cannot be completed for any reason; or if you feel the situation poses risks or dangers, you have the right to leave. When that happens, please contact the volunteer coordinator, Laura Mize (816-826-8719), immediately. Tell the resident someone will make contact with them soon to make other arrangements.
- If available, the homeowner's supplies such as paint, parts, or tools will be utilized. However, volunteers may be asked to provide their own supplies such as gloves, paintbrush, shovel, basic tools, and so on.
- If you are asked to take on additional tasks (not previously identified) it is your choice whether you complete them. You should always contact the volunteer coordinator (816-826-8719) to update the scope of work for the applicant.
- Please make every effort to complete the task within three weeks of your initial contact with the resident. If this is not possible, please contact the Volunteer Coordinator.
- Once the task has been completed, please let the Volunteer Coordinator know. A survey will be emailed to you to get your input about what went well and what did not go well.
- We hope that all volunteers will be able to complete at least two requests each year.

## Weekly Emails

Every Wednesday, please look for an email showing requests that need to be addressed. For most requests, two volunteers must sign up and once a match has been made, the request will be removed from the list.

Please note emails will come from: [neighborhoods@excelsiorsprings.gov](mailto:neighborhoods@excelsiorsprings.gov)

Once the required number of volunteers has signed up to help, you will receive further details such as the resident's name, phone number, and exact address. Any additional details about the request may be communicated, such as which tools homeowner has that the volunteer has permission to use.

If you are a representative of a group, there is no need for a second name on the list since you will have additional volunteers with you. However, every person helping MUST sign a waiver prior to engaging in the project.

If you or anyone you know has a business that would like to occasionally donate their services, please have them contact the Volunteer Coordinator.

## Neighbors Helping Neighbors Volunteer Release Form

The undersigned is or may be a participant in the event sponsored by the City of Excelsior Springs, Missouri ("City"), pertaining to: **Neighbors Helping Neighbors**. The undersigned (and/or his/her undersigned parent or guardian on her/his behalf) hereby fully assumes the risk of any injury or loss that the undersigned may sustain that is in any way connected with being a Neighbors Helping Neighbors Participant. The undersigned understands that there are risks inherent to, and directly or indirectly related to being a Neighbors Helping Neighbors Participant. The undersigned has agreed to assume such risks and grant the releases stated herein in consideration for being permitted to participate in Neighbors Helping Neighbors.

The undersigned (and/or her/his undersigned parent or guardian on her/his behalf) releases and forever discharges the City of Excelsior Springs and its agents and employees, as well as each and all of their respective heirs, successors, and assigns, from all claims, demands, actions and causes of actions, relating to any injury or loss which the undersigned may sustain, resulting from the **negligence** of any of the aforementioned parties or in any way connected with participation in Neighbors Helping Neighbors or related activities. The undersigned (and/or her/his undersigned parent or guardian on her/his behalf) releases, waives, discharges, and covenants not to sue the City from all liability on account of injury to the person or property of the undersigned, **caused by the negligence of the City**. The undersigned (and/or her/his undersigned parent or guardian on her/his behalf) does **not** release the City from liability for intentional torts and/or gross negligence.

The provisions of this Release are severable, and the invalidity of any provision shall not affect the validity of any other provision hereof. The construction and interpretation of this agreement shall at all times and in all respects be governed by the laws of the State of Missouri, including Missouri's statutes of limitations. **The undersigned (and/or his/her undersigned parent or guardian) fully understands the meaning and effect of this Release and has freely agreed to be bound by its terms. The undersigned (and/or his/her undersigned parent or guardian) certifies that his/her son or daughter has permission to participate in Neighbors Helping Neighbors.**

Signature of Participant

Printed Name

\_\_\_\_\_  
Signature of Parent or Guardian

DATE: \_\_\_\_\_, 2021

\_\_\_\_\_  
Printed Name