

Ottawa Flood Response FAQ

1. **What type of work will I participate in?** During a flood response volunteers participate in debris and mud removal, tearing out damaged drywall, sanitization and cleaning of flooded spaces.
2. **What are the physical requirements?** With our scope of work, volunteer roles require an active level of mobility. Volunteers may need to stand for extended periods, bend to move supplies, and navigate stairs or uneven terrain.
3. **Training required to volunteer?** Volunteers will receive an on-site orientation and will serve with an experienced Site Leadership Team.
4. **Should I bring my own equipment or tools?** Personal protective equipment, including Tyvek suits and N95 masks, along with all other tools and equipment will be provided.
5. **Do you work on Sundays?** Our field team works hard all week, so Sundays are a rest day. For volunteers utilizing our accommodations, please plan to arrive at 7:00 PM as camp may be empty and our team will not be available to orientate you until then.
6. **Minimum age to volunteer?** Volunteers must be at least 14 years of age, and youth ages 14-15 must be accompanied by a parent/guardian/grandparent, unless a part of a youth group. Youth ages 16-17 must be accompanied by an adult chaperone, unless a part of a youth group.
7. **Does SPC provide transportation?** Volunteers are responsible for providing their own transportation to and from Ottawa, and the work sites.
8. **What time is check-in and orientation?** Check-in begins at 7:30 AM followed by orientation.
9. **What should I pack?**
 - a. Appropriate work clothes (e.g. long pants and long-sleeve shirts)
 - b. Footwear (sturdy, closed-toe footwear (e.g. work boots or hiking boots), and/or rubber boots)
 - c. Hat, sunglasses, sunscreen, and insect repellent (and be mindful of inclement weather)
 - d. Daypack or bag to carry personal items to the work site(s)
10. **What meals are provided?** All volunteers receive; a bagged lunch, snacks and bottled water will be provided. Volunteers utilizing our accommodations receive breakfast and dinner (dependent on arrival/departure times).
11. **What do accommodations look like?** Limited dormitory-style shared accommodations are available at our church location (The Metropolitan Bible Church). Volunteers **must provide their own single mattress/cot and bedding**. All volunteers requesting overnight accommodations must provide a valid criminal background check. Upon submission of your application, you will receive an email to complete a check online. Please ensure that you complete this process as soon as possible.

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12. If I am utilizing accommodation, what should I pack?

- a. Single size cot or air mattress
- b. Pillow & blankets/sleeping bag
- c. Enough clothes for the duration of your stay (no laundry access on-site)
- d. Toiletries, towel, face cloth
- e. Small flashlight or headlamp
- f. Mobile phone, charger, etc. (optional)
- g. Any specialized food or medication

13. Are showers available? Showers are available for volunteers' using accommodations.

14. Are laundry services available? We do not have laundry services available.

15. Can I bring my own camping trailer? There is space on a case-by-case basis.