

WEL

COME

**V
UNTEER**



**To SBP
Puerto Rico**



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Dear Volunteer,

You are now officially part of our vast family of **SBP**people!

Thank you for taking action and being a decisive driver in shrinking the time between disaster and recovery for families in Puerto Rico. You are the solution for hard working families who continue to face so many challenges in their struggle to get back home. Parents and their children across our nation are still sleeping in one bedroom because it is the only room left intact. Grandparents are getting ill from the mold that covers the walls like an unwanted color of paint. Our neighbors have to choose between purchasing food or fixing the hole in their roof. This is why we do what we do.

At **SBP** Puerto Rico we strive to provide a seamless service experience coupled with educational opportunities and cultural immersion. Our goal is that you finish your time with us showing great impact on the projects in which you serve, bringing the homeowner one step closer to home. It is also our goal for you to come away from your volunteer experience with a better understanding of Hurricane Maria, the individuals we serve, and the realities they face three years later. We hope you leave with a deep understanding of **SBP**'s work and the important role that you and people like you have in fortifying families against their breaking point. Most of all, our mission is for you to have a meaningful service experience and connection with the people whose lives you are impacting. We hope that you choose to continue your support of this important work beyond your first volunteer day.

This packet will help answer many questions you may have and begin your journey of planning your service experience with us! We look forward to meeting you soon!

Your **SBP** Family.

2. SBP's work:

Before SBP



After SBP



3. **SBP** in Puerto Rico:



SBP is a national disaster resilience and recovery organization whose mission is to shrink the time between disaster and recovery, providing support to communities before and after a natural disaster.

SBP arrived in Puerto Rico shortly after Hurricane Maria damaged more than 1 million homes and disrupted the lives of more than 3 million families. We understand the importance of providing these homeowners with a predictable path forward to ensure they don't reach their breaking point waiting for recovery.

SBP Puerto Rico has brought over 110 families back home since we started our long-term recovery operations in Puerto Rico back in 2018. Our headquarters are [1502 Calle San Rafael San Juan PR 00909](#) and we have begun rebuilding in 11 municipalities throughout the island, including the town of Yabucoa where the hurricane made landfall.

As we move forward with our home repair and recovery work, we still have 350+ families in our waitlist, and know that there are thousands more in need across the island. Our commitment to the families of Puerto Rico, and to you, is that we will continue to serve until the recovery is complete. We need YOU to achieve this goal!

4. SBP values:



STEER
THROUGH

TURBULENCE

TIME MATTERS, OWN YOUR ROUTE

Know the goal and be relentless in the pursuit of it. Staff and AmeriCorps members should press forward toward the goal and feel empowered to get there using their best judgment and our mission as guiding forces. WE. ARE. NOT. PASSIVE.

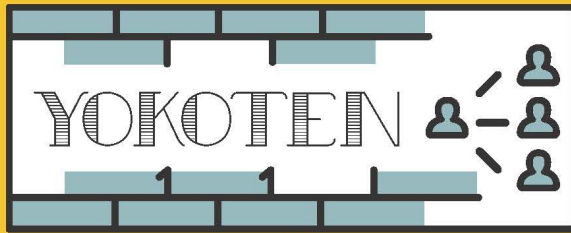
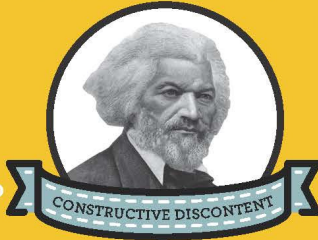
THE MOM RULE

We go about our work as if it were our own loved ones impacted by disaster. It is imperative that we shrink time between disaster and recovery AND keep our clients from reaching their breaking point. Consider both efficiency and empathy as you make decisions.

CONSTRUCTIVE DISCONTENT

Frederick Douglass said, "If there is no struggle, there is no progress." Disaster recovery in the United States needs progress. To meet our mission, we must be hearable (the way you say something, not what you say) while pushing for continued improvement.

TIME MATTERS, OWN YOUR ROUTE



YOKOTEN

Yokoten is a Japanese word that is loosely translated as meaning "if you do it well, share it." We have a moral imperative to share what we have learned. The result - we shrink time between disaster and recovery for many more people.

STEER THROUGH TURBULENCE

We understand that discomfort, challenges, and struggle are often the admission tickets to greater impact. We embrace the bumps and hold one another accountable.

UNLEASH IT!

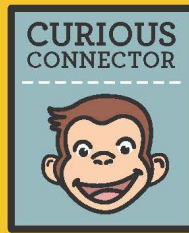
It is our belief that people are hard-wired to fix and solve and help. Our job is to tap into that innate ability and empower action.

WEAR YOUR HARD HAT

Protect yourself. Take an active role in creating a safe work environment and remember to invest in yourself - you'll be better prepared to invest in others.

CURIOS CONNECTOR

SBPeople are question askers, answer seekers, dot connectors, and value creators.



5. SBP's five interventions



BUILD

This is what you will be doing soon. SBP rebuilds homes damaged or destroyed by disaster. Utilizing the Toyota Production System (TPS), SBP is able to rebuild quickly and efficiently at 40% the cost of market rate contractors, by relying on **AmeriCorps**, local subcontractors, and volunteers like you!

SHARE

SBP shares our proven effective model with other nonprofit and volunteer organizations in order to increase capacity and efficacy across the disaster rebuilding sector. By collaborating and sharing best practices with other organizations, we can empower more people to work together and bring homeowners back home faster.

ADVOCATE

More than fifteen years of recovery experience in communities across the country has shown us that human beings have a breaking point. When recovery assistance is delayed and unpredictable survivors are pushed beyond their breaking point. SBP advocates for innovation and policy reform at the local, state, and federal levels to improve speed, predictability, and access to recovery resources for survivors.

PREPARE

The best way to achieve our mission is by reducing the need for recovery in the first place. SBP provides FREE resilience training in person, via webinar and through SBPprotects.org for households and businesses in communities facing disaster risks, equipping participants with information and tools to proactively identify and mitigate risks to life safety, property, and finances. Our in-person and webinar training typically lasts one hour and is tailored to local area and partner needs.

ADVISE

Certain, irreversible social and economic damage occurs when disaster recovery is delayed and unpredictable. SBP helps community leaders design, plan, implement, and execute effective and efficient mitigation and recovery programs that reduce risk and help shrink the time between disaster and recovery. We offer these services not for profit, but for impact.

6. Rebuilding timeline:



DISASTER STRIKES. Every year, tens and thousands of individuals are impacted by disaster. While we do our best to prepare individuals and businesses for disaster, they often come without warning and completely change one's life within minutes.



HOMEOWNER APPLIES FOR OUR PROGRAM. SBP rebuilds for low- to moderate-income homeowners, placing a special focus on families with small children, the elderly, disabled persons, war veterans, and the under- and uninsured.



HOMEOWNER IS APPROVED. SBP's clients have one point of contact who works with them throughout the rebuilding process which ensures that they remain well informed at every stage of their recovery. Once the client submits all necessary documents and it is determined that they are eligible for our program, they are approved.



THE WALK. The Construction Team will walk the property to look at storm damage and take measurements. This will help determine the Scope of Work (SOW), or the work the team will be completing.



FUNDING. SBP is able to cover the cost of repairs on our clients' homes by obtaining funds from government agencies, private donors, foundations, and corporations. Occasionally, a client is able to self-fund part or all of the work on their home.



REBUILD. SBP rebuilds using a blend of volunteers, AmeriCorps members, staff and subcontractors. Typically we use subcontractors (or skilled volunteers!) for items that require a license or are more technical in nature (ie. plumbing, electric, HVAC, roofing). SBP volunteers and team members complete other items (ie. drywall, paint, trim, doors, flooring). Prior to beginning a construction activity, an SBP team member provides instruction on how to safely and correctly complete the phase of construction.



FINAL INSPECTION. When construction ends, our team does a final inspection of the property to ensure all work laid out in the SOW is complete. Additionally, any city or county inspections are scheduled and completed.



HEMOCOMING. Because of the hard work and determination by so many, another family is returning to a whole and dignified home.

7. Take action today:

By volunteering with SBP, you are directly responsible for bringing a disaster-impacted family back home. The great news is that you don't have to wait until your first volunteer day to begin supporting the recovery work!

1 Raise rebuilding funds

The biggest barrier to long-term recovery is the lack of funds for those families that have been left behind.

You can double your impact by donating to buy supplies and tools for home rebuilding efforts.

You can also get your friends, family and community involved through fundraising. Check out our fundraising page at <https://sbp-puertorico.funraise.org/> for tips on how to get started.

2 Tell the Story

Social media is a fast and easy way to spread the word about SBP's mission and impact. Your posts will inspire others to get involved too!

Follow @SBPUSA and @sbppuertorico on Facebook and Instagram to stay up to date with our progress.

Share with your networks why you choose to serve with SBP. Remember, words are powerful.

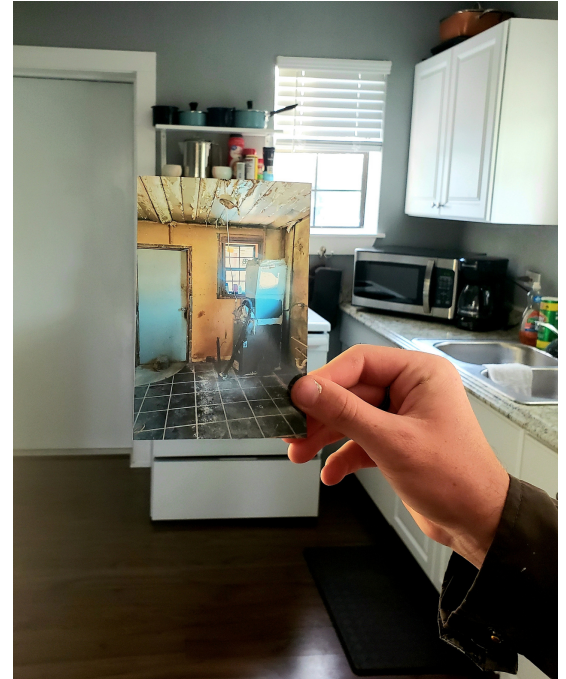
3 Be A Curious Connector

SBPeople are question seekers, answer seekers, dot connectors, and value creators. Use your experience with us to as a stepping stone to have an even bigger impact. Never stop thinking about ways you can better serve your community and the families that we serve. You have the power to change the world. Use it.



8. What does success look like?

- 1 Come to site prepared, i.e proper clothes/shoes, food and water for the day!
- 2 Safety is a core value at SBP. If you're unsure how to use a tool or complete a task, please ask your Project Lead.
- 3 Listen to your Project Lead. They receive directives from the Construction Project Manager as to the order and technique of tasks that need to be completed. They will teach you how to do all tasks well & safely!
- 4 Have a willingness to learn new things/try different methods (We offer opportunities to volunteers from all backgrounds (novice - expert).
- 5 Please be respectful, and open to learning things the "SBP Way".
- 6 Treat the SBP construction site like it is your home.
- 7 Please clean-up after yourself, conserve material and take care with your work.
- 8 Quality over quantity! Our project leads are on-site resources, please use them by asking questions!
- 9 Have Fun!



9. Preparing for Service:

DRESS CODE AND ESSENTIALS

Bring and wear clothes that you are comfortable with getting dirty or potentially ruined. All volunteers must wear pants that reach the knee for safety reasons (no shorts). Volunteers will be sent home and asked to change if wearing shorts. Volunteers must wear shirts with sleeves (no tank tops, spaghetti straps, etc.). Include long pants and a long sleeve shirt in the event you are asked to handle insulation to avoid skin irritation.

NO open-toed or open-heeled shoes. NO TOMS or other cloth-like shoes.

Wear shoes that are sturdy and appropriate for construction work such as sneakers or boots.

Weapons, alcohol, and illicit drugs of any kind is prohibited. You may smoke cigarettes and/or vape while volunteering with us as long as you are at least 15 feet from the construction site.

Volunteers are not to act discriminatory towards anyone based on race, ethnicity, sex, age, nationality, disability, religion, or sexual orientation. Hope Panhandle and SBP have a zero tolerance policy on discrimination and sexual harassment, and reserve the right to remove you from our site and any other SBP site.

SAFETY TIPS FOR VOLUNTEERS



**Wear Your
Hard Hat**

Safety is a core value at SBP: The volunteer work you will be doing for disaster survivors is invaluable, so we need to make sure that you follow the below safety guidelines so you can make the most impact you can and come again in the future to help more families!

Safety Leads.

Every day your group is volunteering, someone on your team will be assigned as the Safety Lead for the day. This person will support our Project Leads in ensuring everyone on site is staying safe by following the safety protocols. Some examples would be reminding your team members to take a water break or put on their safety glasses. This is also a great way to develop leadership skills and get to know your teammates a bit better!

Do you know your site?

At the beginning of the week, your Project Lead will give you a tour or a walkthrough of the site you will be on. Make sure you are paying attention and asking questions! While on a site you should know where the safety items are located, the location of the entrances and exits and how to properly secure them in case of an emergency or a safety event. An example of a safety item would be a fire extinguisher or first aid kit.

Be aware of your surroundings.

This is extremely important when you are volunteering on-site, if you are not aware of who or what is nearby you could potentially get injured. You are on an active construction site so that means there could be extension cords running, ladders, tripping hazards, etc. It is even more important that you are aware because you are in a new place that you may have never been before, so try to familiarize yourself with what is around you.

Always ask for help!

You are going to be learning SO MANY NEW SKILLS this week! It can become overwhelming for sure, but keep in mind that we need you to ask help if you are unsure of how to do something or are not fully comfortable with the task at hand. Your Project Leads are there to support you and guide you in every way possible, so please make sure you ask for the support you need.

Stay hydrated!

Whether you are volunteering during the piping hot and humid New Orleans summer temperatures or the chilly and cold New Jersey winter temperatures, hydration is always important. You know your body best, but you will be actively lifting and moving and doing things you may have never done before which can wear your body down. Please even if you do not feel like you are thirsty, always take frequent water breaks.

An organized site = a safe site!

With so many people on-site using tools and materials, you would not believe how quickly a site can become disorganized. This is when the risk of someone becoming injured immediately increases. Tripping hazards are the #1 cause of accidents, so we want to always take special care to prevent them. In addition, making sure all tools and materials are clean and where they need to go makes for a more efficient day of work and the entire team and get more done!

Near Misses

A Near Miss is a potential safety hazard that could cause an accident of some kind. SBP records whenever we see a Near Miss on-site so we can share it with our team and make each other better aware of risks. By being on the lookout for Near Misses and reporting them to your Project Lead, you are supporting SBP in ensuring we are keeping our sites as safe as possible for both our volunteers and team members!

An example of a near miss would be something that is a potential tripping hazard. Let's say you are on-site and you are about to walk up a set up of steps when you see an extension cord running across a few of the steps. Before stepping up, you should stop and think this is definitely a potential tripping hazard, and immediately work with your Project Lead to find a better option to run that extension cord.

COVID-19 Volunteer Protocol



- Masks or face coverings will be worn indoors, from the moment volunteers arrive on site.
- Orientation will be held outdoors when possible.
- There will be a single-direction flow of traffic through work-sites to minimize passing in tight hallways.
- Lunch will be eaten outside. Please bring your own lunch to site to diminish travel during the day.
- Tools and all shared surfaces will be sanitized thoroughly at the end of each workday.

10. Accommodations:

Puerto Rico offers a huge variety of lodgings including AirBnB for you and your group. SBP has developed partnerships with local hostels in San Juan, which offer discounts to volunteers working with our organization. There are also 13,000 hotel rooms available in Puerto Rico (2010), 50% of which are located in the San Juan area.

Hostel Options

Casa Santurce

1050 Calle Mariana, San Juan, PR 00907, 787-946-8665

Room rates range from \$20 to \$50.

Rooms: Private, Single Room; 10 Beds in Mixed Dormitory; 6 Beds in Female Dormitory, Private Room with Bunk Beds, 4 Bed Ensuite with Private Bath

Hostel Details: A 2-minute walk from a bus stop, this relaxed hostel with views of Condado Lagoon is a 20-minute walk from Condado Beach and 5 km from the clifftop Castillo San Cristóbal fort. The simply furnished mixed-gender and female-only dorms come with ensuite bathrooms, air-conditioning and bunk beds, as well as free WiFi. Private rooms sleep up to 4 people. Bed linens and towels are included. Amenities include a shared kitchenette, and a covered terrace with lagoon views and hammocks. Snorkeling can be arranged.

Conturce Hostel

1507 Loiza Street, San Juan, PR, 00911, 787-520-8854,

Room rates range from \$32 to \$35 with. This hostel only accepts guests 18+ years old.

Rooms: There are 7 rooms with 34 beds total. There are 3 rooms with 6 beds; 3 rooms with 4 beds (co-ed), and 1 room with 4 beds (females only)

Hostel Details: There is a reception area, kitchen equipped with coffee machine, toaster, microwave oven, refrigerator and vending machines. There is a dining room, roof terrace and a fridge in all rooms. Bed linens and towels are provided, bathroom with shower, air conditioning in all rooms, WIFI and free internet.

Nomada Urban Hostel

2062 Calle Loiza, San Juan, PR 00911, 787-470-2328.

Room rates range from \$32 to \$88.

Rooms: This is a very different, urban type hostel. There are 4 or 10 Bed Modern Dorms. Each bed is equipped with a reading light, locks, and wall plugs. 1,2 or 3 bed private rooms are also available. The beds sizes are full, double full, twin bunks and sofa couches. Another option is rooftop tents, which is on the 4th story rooftop overlooking mountains and beach. The last option would be a deluxe, private room with a queen bed, private bathroom and balcony. A mini fridge is also included.

Hostel Details: There is WIFI and air conditioning included. There is also a dining area which includes microwave, refrigerator and coffee.

Villa Eshta

61 Calle Santa Cecilia, San Juan, PR 00911, 939-333-3500,

Room rates from \$22.33 to \$70.00.

Rooms: 6 Bedroom Mixed Dorms and 4 Bedroom Female Dorm is \$22.33. Twin Private Deluxe Rooms are \$51.67. 2 bedroom Apartment with Ensuite is \$70.00.

Hostel Details: WIFI and air conditioning are included. There is a shared dining and kitchen area which includes Microwave, refrigerator, toaster, coffee machine. There is also an outside patio with tables, seats and umbrellas.

H1 Miramar

668 Calle Suau, San Juan, PR 00907, 787-998-2494.

Room rates: A dorm for 4 people is \$123.18, and a dorm for 8 is \$210.58. Rooms: 8, 4, 2 bed dorm options. 2 floor patios and 2 kitchen areas. WIFI and air conditioning are included.

Santurcia

353 Avenida José de Diego, San Juan, 00921, (787) 385-3588

A modern hostel with a bohemian flair that welcomes guests from all around the world looking for a key location in the gastronomic, artistic, and nightlife epicenter of Santurce. Walking distance of one of the most important museums 'Museo de Arte de Puerto Rico', theaters, restaurants, coffee shops, bars, 24hrs. supermarkets, pharmacies, recognized hospitals, and one of the most visited beaches.

Santurcia Hostel offers a nice, friendly, and relaxed atmosphere with comfortable dorms and one private room; one private and four dorm style. Every room has door keypad, lockers for each bed, night lights, and air conditioner. We also offer a large communal living room to chill and meet people, a fully equipped communal kitchen, dining room, large rooftop to overlook at city views, and free internet Wi-Fi.

Camp Options

La Casona de Monteflores,

352-372 C/ Ismael Rivera, San Juan, PR 00912, 866-732-6121

Room rate \$35 per person , per night. Room and meals rate \$40 per person, per night. Rooms: There are 3 Bedroom dorms (male or female). Room 1 has a twin bunk bed and cot, Room 2 has a twin bunk bed, Room 3 has a twin bed and cot. There are 2 bathrooms (1 female and 1 male). Camp Details: La Casona serves as a Guest House since December 2017, to house volunteers coming to Puerto Rico to work in a variety of projects. It is located in Monteflores a neighborhood in Santurce, in the north region of San Juan, Puerto Rico, on the Presbyterian Church premises. Amenities include a private parking lot, shared dining and kitchen area. There is also a rooftop terrace.

Paraíso en la Montaña,

Bo. Guzman Abajo, Carr. 956 Km. 2.2, Rio Grande, PR 00745, 787-798-3158.

Room rate \$23.50 per person, per night. Meal options (Breakfast \$4.50, Lunch \$6.00, Dinner \$6.00, Snacks \$2.50 *Minimum reserve 50 persons.

Rooms: Two-story building with rooms of different capacities. Rooms have comfortable bunk beds. Air conditioning stays on during your stay to keep the room cool.

Paraíso en la Montaña, Cont.

Each room has its own bathroom. The size varies according to the capacity of the room. Camp Details: Paraíso en la Montaña is located in Rio Grande, is a cozy, refreshing place, surrounded by exuberant vegetation, overlooking El Yunque Rainforest. They are committed to provide a service of excellence in tune with the interests and technology necessary to make your stay unique and unmatched. Amenities include conference rooms, shared dining area, green areas, volleyball and basketball court and swimming pool,(the use of it does not entail an additional charge, but it is required to have a lifeguard with a valid license when using it).

11. Transportation:

All volunteers must have reliable transportation throughout their volunteer experience in order to maximize efficiency, safety, and timeliness. There are plenty of great national and local car rental companies to choose from, including some that you can ride directly from the Luis Muñoz Marín International Airport (SJU). Driving is on the right-hand side of the road. All the same rules as any part of the United States, except that the signs are in Spanish, the distance markers in kilometers, and the gas sold in liters.

Group Transportation Options

VIP LIMO PR San Juan (787) 998-5466 www.viplimopr.com	GO Puerto Rico Shuttle Carolina (787) 400-2100 www.puertoricoshuttle.com	Elite Chauffeurs PR San Juan (787) 603-2362 www.elitechauffeurspr.com
AAA Cooper Transportation Guaynabo (787) 782-6300 http://www.aaacooper.com/	First Class Destination Solutions Carolina (787) 296-5466 www.limopr.com	Puerto Rico Shuttle Van Services & Tours Carolina, (787) 549-6058 www.shuttlevanpr.com

Car Rentals

Rental Car Services at Luis Muñoz Marín Intl. Airport (SJU)

Here is a shortlist of car rental services in or around SJU. If they do not have a service booth directly in the airport, they will have a shuttle to transport you to their office.

Alamo Car Rental Service

Address: Salvador Caro Ave,
San Juan, PR, US, 00979
Phone: (787) 253-0796
Hours: Mon-Sun - 24 hours
Website: www.alamo.com

Enterprise Rent-A-Car

Address: Salvador Caro
Ave, San Juan, PR, US,
00979
Phone: (787) 253- 3722
Website:
www.enterprise.com

Allied Car and Truck Rental

Address: 10200 Calle Celestial,
Marginal Los Ángeles, 00979
Phone: (787) 257-1301
Website: www.dff-incpr.com

Hertz Rent-A-Car

Address: Salvador Caro Ave,
San Juan (Carolina), PR
Phone: (787) 791-0840
Hours: Mon-Sun - 24 hours
Website: www.hertz.com

E-Z Rent-A-Car

Address: Marginal Los
Ángeles, Carolina, PR 00979,
US
Phone: (787) 791-1465
Website: www.e-zrentacar.com

Travel Agency Partners

If all of this seems like a bit more than you had planned to coordinate on your own we have a few partners who specialize in vacation and service trip logistics. From flights, food, and on ground transportation they can handle it all.

Local Guest:

They are a Puerto Rico based travel company that can arrange logistics including transportation, lodging, and excursions.

[Hello@localguest.com](mailto>Hello@localguest.com)

NetWork Volunteers:

Is a nonprofit coordinating service trips to locations throughout the world. They handle all logistics and provide you with an on the ground volunteer coordinator to accompany you throughout your travel.

(504) 233-2995

12. Destination Places:



SAN JUAN: Cataño, Carolina, Guaynabo, Bayamón, Toa Baja y Toa Alta.



Story:

San Juan is our capital city and most-populous municipality in Puerto Rico with a population of almost half million people. San Juan was founded by Spanish colonists in 1521. Since August 2018, SBP has been rebuilding houses in the metropolitan area, counting Cataño, Carolina, Guaynabo, Bayamón, Toa Baja y Toa Alta as it focus points of action.

12. Destination Places:



LOIZA



Story:

Loiza is a town on the northeastern coast of Puerto Rico. It is renowned for its rich Afro-Puerto Rican culture and heritage. On September 20, 2017, Loíza suffered a catastrophic hit from Hurricane Maria. Since then, SBP Puerto Rico has rebuilt X houses in the area, thanks to our volunteers from all around the world!

12. Destination Places:



CANOVANAS



Story:

Canóvanas is located in the northeastern region. Hurricane Maria triggered numerous landslides, and caused catastrophic damages in Canóvanas. Five cases of Leptospirosis were reported in Canóvanas. Since then, more than 500 volunteers has served in Canovanas.

12. Destination Places:



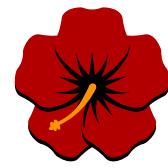
YABUCOA & JUNCOS



Story:

Yabucoa is located in the eastern region of the island and it was here where Hurricane Maria made landfall, knocking out power to the entire region (and also affected access to clean water). The hurricane triggered numerous landslides, caused widespread flooding and damaged critical infrastructure. Many elderly living in Yabucoa died as a result of Hurricane Maria.

12. Destination Places:



CAGUAS: Gurabo y Aguas Buenas.



Story:

The significant amount of rainfall from Hurricane Maria triggered numerous landslides in Gurabo too.

Somos SBPeople



Contact info

Address: 1502 C. San Rafael, San Juan, 00909

Hours: 8AM - 5PM

Phone: (787) 982-2190

E-mail: prvolunteer@sbpusa.org

Website: <https://sbpusa.org/>

FOLLOW US ON

SBPPUERTORICO



**WE SHRINK THE TIME BETWEEN DISASTER
AND RECOVERY.**