

HOT MESS EXPRESS NONPROFIT

HOT MESS RESCUE MISSION



HANDBOOK

2024 - 2025

Welcome to the Hot Mess Express Family!



As a new Chaos Coordinator, you will have the opportunity to make a significant impact in the lives of those we serve. This handbook is your guide through the ins and outs of your role, providing you with the tools, knowledge, and inspiration needed to navigate the rewarding work ahead. Your dedication to creating calm in the chaos, offering support without judgment, and building up those around you is what makes you an essential part of our mission. Together, we're not just tidying spaces—we're empowering lives, one fresh start at a time.

We are so excited to have you with us and look forward to seeing the amazing transformations you and your volunteers create!

Warmly,
The Hot Mess Express Team

Hot Mess Express Mission Statement

We are a women led nonprofit with chapters across the United States. We serve the women in our community with no judgement through cleaning, organizing, and offering a fresh start.

Thank you for joining us as we offer our hands and our hearts to pull our fellow women out of the funk we all find ourselves in sometimes.



The Purpose of This Handbook

This handbook is designed to be your compass, a tool to guide you through your journey as a Chaos Coordinator. It's key functions:

To Inform: We aim to provide you with a comprehensive understanding of our mission, values, and the impactful work we do. You'll find insights into the procedures, responsibilities, and expectations that come with your role.

To Support: This handbook serves as a resource for navigating challenges, accessing support, and fostering your growth within the organization. It's here to answer your questions, offer solutions, and guide your development as an integral part of our team.

To Inspire: Beyond the practicalities, we hope these pages will inspire you. The stories, principles, and wisdom shared here reflect the essence of what it means to be part of HME—a community committed to making a difference, one life and one space at a time.

Our goal is for this handbook to not only orient you but also to be a constant source of support and inspiration as you embark on this rewarding path with us. Together, we'll transform chaos into tranquility, creating lasting change in the lives we touch.

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Last Updated: May 2024

This document was last revised on May 7, 2024, to reflect the most current policies and procedures of Hot Mess Express. Please refer to the most recent version to ensure compliance with updated guidelines.

HME Community Guidelines: Fostering Kindness and Respect

Lead with Kindness

Treat every interaction with warmth and respect. Our community thrives when we support and uplift each other.

Women Empowering Women

Hot Mess Express is dedicated to women volunteers, creating a supportive space for female empowerment.

A Judgment Free Zone

We embrace empathy and understanding. Recognize the courage it takes to ask for help and always respond with compassion.

Inclusivity Is Our Strength

All women are eligible for nomination, irrespective of financial status, parental status, marital status, or any other condition. Diversity enriches our community.

Respect Privacy

Always obtain consent before capturing or sharing images or videos in someone's home. Honor and respect their privacy choices without question.

Child Free Missions

To ensure safety and focus, volunteers are kindly asked not to bring children to missions.

Safety First

All volunteers must complete a Volunteer Form prior to participating in missions. This ensures the safety and security of our community.

Buddy System

Never undertake a walkthrough or mission alone.

Confidentiality Is Key

Do not disclose any personal information (including details about the missions) without explicit permission. Privacy and trust are paramount.

Stay Informed

Keep up-to-date with HME policies and training. Ongoing education is vital for effective and safe volunteering.



HME Community Guidelines:

Fostering Kindness and Respect

Promote Positivity:

Use social media and other platforms to spread positivity about our mission and achievements. Celebrate our successes with discretion and respect for privacy.

Open Communication:

If you're unsure about a guideline or face a challenging situation, reach out to your HME contact. We're here to help each other grow.

Health and Wellbeing:

Prioritize your health and that of others. If you're feeling unwell, it's okay to step back and take care of yourself.

Respect Boundaries:

Understand and respect the boundaries of those we help and your fellow volunteers. Creating a safe and comfortable environment is crucial.

By embracing these guidelines, we continue to build a nurturing and impactful community at Hot Mess Express. Together, we're not just decluttering spaces—we're enriching lives and fostering a network of empowered women.



Social Media and Communication Guidelines

Effective communication and responsible social media use are crucial for amplifying our mission and engaging our community. As representatives of Hot Mess Express (HME), it's important that we share our stories, successes, and insights in ways that uplift and honor the privacy and dignity of those we serve.

Here are guidelines designed to help Chaos Coordinators navigate social media and other forms of communication with integrity and impact:

Social Media Use:

Privacy is Paramount: Always obtain consent before posting pictures, stories, or any information related to our missions, volunteers, or the individuals we assist. This includes ensuring that any shared content does not inadvertently reveal sensitive information about someone's home or personal life. Personal address are never to included in any HME related social media, including while creating mission events.

Positive Representation: Our social media presence should reflect HME's values of empathy, support, and community upliftment. Share content that is positive, inspiring, and in line with our mission to create organized, peaceful living spaces.

Engagement Etiquette: When interacting with followers or the public on social media, maintain a tone that is friendly, respectful, and professional. Avoid engaging in debates or confrontations. If faced with criticism or complaints, respond with understanding and direct more complex issues to HME's main communication channels.

Accuracy and Transparency: Ensure all information shared is accurate and truthful. Avoid making exaggerated claims about our impact or services. Transparency builds trust with our audience and stakeholders.

Hashtags and Tagging: Use official HME hashtags and tag our main account when posting about missions or related activities. This helps in tracking our impact and fostering a sense of community among different chapters and volunteers.



Social Media and Communication Guidelines

Other Forms of Communication:

Email Correspondence: When using email to communicate on behalf of HME, use a professional tone. Be clear, concise, and ensure your message is well-organized. Always use your official HME email address for all volunteer-related correspondence.

Confidential Information: Be cautious when sharing confidential information through email or any other digital platform. Discuss sensitive matters in secure, private settings whenever possible.

Presentations and Public Speaking: Whether you're representing HME at events, workshops, or in media interviews, prepare thoroughly to communicate our mission, impact, and needs effectively. Highlight stories of transformation and the role of volunteers and community support in our success.

Feedback and Reports: Regularly report on your chapter's activities, challenges, and successes through our Monthly Checkins. Completing these forms creates open and honest communication helping us learn, grow, and improve our collective efforts.

By adhering to these guidelines, we ensure that our communication efforts serve to enhance HME's mission, respect the individuals we assist, and foster positive community engagement. If you have any questions or need clarification on these guidelines, please do not hesitate to reach out to the HME leadership team.

Your contributions to HME's narrative are invaluable, and by sharing our journey responsibly, we continue to inspire, attract support, and make a lasting difference in the lives of those we serve.

Chaos Coordinators

Chaos Coordinators (CC) play a pivotal role in the Hot Mess Express (HME) organization. They are the backbone of our community efforts, leading and managing local chapters to deliver on HME's mission of providing organizing and decluttering services to women in need. Here's a detailed outline of what a CC is responsible for and does:

What a Chaos Coordinator Does:

- **Leads and Inspires:** CCs are leaders who inspire their teams and the women they help through action, compassion, and dedication.
- **Connects and Communicates:** They maintain open lines of communication between volunteers, community members, and the broader HME network.
- **Organizes and Manages:** From logistical planning to execution, CCs ensure that every aspect of the mission is thoughtfully organized and managed.
- **Educates and Empowers:** By training volunteers and informing the community, CCs empower others to make a significant difference.

Key Responsibilities of a Chaos Coordinator:

Mission Coordination and Execution:

- Plan and execute rescue missions. This involves assessing the needs of the nominee, planning the schedule for the rescue mission, and ensuring all necessary resources and volunteers are available.
- Lead volunteers during missions, providing guidance and support to ensure that the tasks are completed effectively and sensitively.

Volunteer Management:

- Recruit and train new volunteers, ensuring they understand HME's mission, values, and methods.
- Schedule volunteers for organizing missions, and provide ongoing support and feedback to maintain engagement and effectiveness.

Community Engagement:

- Act as the primary HME representative in the local community, working to build relationships with local businesses, potential donors, and other organizations that might support HME's work.
- Promote HME's mission within the community to increase awareness, support, and participation.

Chaos Coordinators

Administration and Reporting:

- Manage the administrative duties of the chapter, including scheduling, communications, and record-keeping.
- Maintain detailed records of missions, volunteer participation, and impact metrics.
- Report regularly to HME headquarters on chapter activities, successes, challenges, and resource needs.

Fundraising and Resource Development:

- Organize local fundraising events to support chapter activities and gather resources needed for organizing missions, such as cleaning supplies and organizational tools.
- Identify and engage potential sponsors and donors to secure funding and in-kind donations.

Compliance and Quality Assurance:

- Ensure that all chapter activities comply with HME's policies and standards, as well as local regulations.
- Monitor the quality of the services provided during missions, ensuring they meet the organization's standards and the clients' expectations.

Emotional Support and Advocacy:

- Provide emotional support to the women served, recognizing the profound vulnerability accepting help requires.
- Advocate for the needs of women who are struggling with overwhelming home environments, working to provide not just physical but also emotional and social support.



Rescue Missions: Initial Contact and Walk Through

The goal of the initial phone call and walk through is to establish a relationship with the nominee, calm nerves by explaining the process and answering their questions, and gathering the details you will need to lead a safe and successful mission.

Key Strategies for Effective Initial Engagement: Building Trust and Setting Expectations

Reaching out with a text message first can be a good way to ease into the conversation. "Hi {name of nominee} This is [your name] with Hot Mess Express! Are you still needing our help? :)" sets a friendly tone.

Start with a conversation by introducing yourself, seeking common interests, and showing a little vulnerability. Many of the women we help can understandably feel anxiety as a mission approaches. Establishing a relationship with them ahead of time can help calm nerves.

Provide comprehensive details about what to expect. Explain the upcoming steps, outline the day of the mission, disclose the number and names of volunteers participating, specify the time estimates, and clarify the areas you'll focus on. Transparency is key to a smooth process.

Remember, your comfort and safety are paramount. Should you feel uneasy about proceeding with a mission for any reason—be it the scale of the task, unsettling interactions, or insufficient volunteer support—it's important to either cancel or postpone the mission. Always trust your instincts.

Essential Details to Collect for Mission Planning

- Confirm a date and time for a walk through.
- Confirm a date and time for the rescue mission.
- What areas of the home are top priority?
- Is there anywhere you'd like us to avoid?
- Will you be staying home during the mission?
- Will anyone else be at the home during the mission?
- Will children be present during the mission? *We recommend children be outside the home during missions in order to accomplish as much as possible in the home, however this is not always an option and you will need to be prepared to accommodate these situations.
- Are there any cleaning products we need to avoid? Allergies?

Rescue Missions:

Pre-mission Preparation

Review Mission Details:

- Familiarize yourself with the nominated individual's situation and needs.

Mission Team Coordination:

- Confirm team members and roles.
- Ensure all volunteers are briefed and understand the mission's goals.

Verify Volunteer Compliance:

- Check that all volunteers have completed the Volunteer Form.
- Confirm that no children will be accompanying volunteers on the mission.

Gather Supplies:

- List and organize necessary cleaning and organizing supplies.
- Ensure you have enough materials for the size of the mission.

Logistics Planning:

- Confirm date, time, and location with the nominated individual.
- Plan transportation and arrival logistics for the team.

Privacy and Consent:

- Obtain consent for any photography or filming.
- Remind the team about the importance of respecting the individual's space and decisions.

Rescue Mission Event Checklist

To ensure a smooth and efficient rescue mission, please include the following details in your rescue mission planning:

- **Meetup Information:** Confirm the date, time and location of the event. Specify the meeting point for all volunteers. Inform volunteers you will be carpooling to the location.
- **Mission Overview:** Provide a brief description of the nominee and their situation. Clarify the primary goals and tasks of the mission to help volunteers prepare adequately.
- **Important Details:** Note any relevant home details such as the presence of pets or stairs.
- **What to Bring:** Remind volunteers to bring water bottles, wear comfortable shoes, and dress appropriately for physical activity. Encourage them to bring any extra cleaning supplies they can offer – the more resources, the better.
- **Waiver Reminder:** Ensure all volunteers have completed the necessary waiver forms prior to participation.

Rescue Missions: During the Mission

Safety First:

- Implement the buddy system for all activities.
- Maintain open lines of communication among team members.

Empathy and Support:

- Lead with kindness and understanding.
- Be attentive to the emotional comfort of the nominated individual.

Efficiency and Organization:

- Oversee the mission to ensure tasks are completed efficiently.
- Adjust plans as needed to accommodate unexpected challenges.

Documentation *if Permitted*:

- Take before and after photos, if consent has been given for your records and promotional use.

Rescue Missions: Post Mission Follow Up

Debrief with Team:

- Gather the team for a post-mission debrief.
- Discuss what went well and identify areas for improvement.

Thank Volunteers:

- Express gratitude to the team for their time and effort.
- Recognize individual contributions and achievements.

Feedback to HME: (not required, but are welcome!)

- Report mission outcomes to HME.
- Submit any photographs taken, ensuring adherence to consent guidelines.

Reflect and Rest:

- Encourage team members to rest and reflect on the impact of their work.
- Remind them of the importance of self-care after emotionally charged missions.

This checklist aims to guide Chaos Coordinators through the comprehensive process of organizing, executing, and reflecting on HME rescue missions, ensuring they are conducted with empathy, efficiency, and respect for all involved.



Rescue Mission Safety

Buddy System Mandatory

Always pair up for walk-throughs and missions. No volunteer should ever attend a walk through or rescue mission alone.

Inform Someone

Share the mission details (location, date, and time) with a partner, family member, or trusted friend before you head out.

Documentation Required

Both volunteers and nominees are required to complete a waiver form and provide a copy of their driver's license for identification and safety purposes.

Conduct Thorough Research

Before embarking on a mission, gather as much information as possible about the location and circumstances. Asking detailed questions is crucial for preparedness.

Daytime Missions Only

Schedule missions during daylight hours to enhance visibility and overall safety for everyone involved.

Maintain Communication

Keep your cell phone with you and charged at all times for easy access to communication in case of emergencies.

Prioritize Comfort and Safety

If a situation feels uncomfortable or unsafe, prioritize your well-being by removing yourself from the environment.

Use Known Products and Equipment

Work only with cleaning products and equipment you are familiar with to avoid accidents or damage.

Rescue Mission Safety

Additional Safety Measures

Emergency Contacts List: Maintain a list of emergency contacts, including local authorities and HME leadership, accessible to all volunteers during missions.

First Aid Kit

Ensure a basic first aid kit is on hand during missions for any minor injuries or emergencies.

Safety Briefing

Begin each mission with a quick safety briefing, reviewing the day's objectives, potential hazards, and emergency protocols.

Personal Protective Equipment (PPE)

Use appropriate PPE, such as gloves and masks, especially when dealing with cleaning products or in environments that may pose health risks.

Transportation Plan

Have a clear plan for transportation to and from the mission site, including meeting points for volunteers traveling together.

Respect Boundaries

Always respect the personal space and boundaries of the nominee and other volunteers, maintaining a professional and supportive environment.

Feedback and Reporting

Encourage volunteers to provide feedback on safety practices and report any incidents or concerns immediately for continuous improvement.

By incorporating these enhanced safety measures, HME ensures that volunteers are well-protected, prepared, and comfortable, fostering a secure and positive environment for both the volunteers and the individuals we aim to help.

Facebook Group Guidelines

Maintain Privacy

Ensure your chapter's Facebook page is set to private to foster a safe and supportive environment.

Welcome Our Support Team

Be on the lookout for join requests from members of our Chapter Support Team. They'll join as additional admins to assist in setup and provide support as needed, without taking over page management.

Enable Comment Approval

Activating comment approval is an effective strategy to filter out requests for monetary donations and advertisements, keeping our focus on support and community.

Strictly No Monetary Requests

Do not approve any requests for financial assistance or monetary items to maintain the integrity of our mission and support structure.

Essential Forms and Guidelines

Pin important documents such as the nomination form, volunteer form, and group guidelines at the top of your page for easy access. Utilize Google Docs for creation and organization of these documents, mirroring the structure found on the Chaos Coordinators Facebook page for consistency and efficiency.

Regular Updates

Periodically share updates and success stories to inspire and engage the community, showcasing the impact of your chapter's work.

Engagement and Support

Encourage positive interactions among members by initiating discussions, sharing tips, and promoting events that align with our mission.

Facebook Group Guidelines

Privacy and Respect

Uphold the privacy and dignity of all individuals by ensuring no personal information is shared without explicit consent.

Conflict Resolution

Address any disputes or concerns within the group promptly and with empathy, following HME's guidelines for respectful communication.

Continuous Improvement

Stay open to feedback from group members and the Chapter Support Team to enhance the group's functionality and supportiveness.

By adhering to these guidelines, we can create a harmonious and effective online space that mirrors the compassion, support, and empowerment at the heart of HME's mission.



Media and Public Relations Guidelines

These guidelines are designed to equip all members of our team—from Chaos Coordinators to volunteers—with the knowledge and tools necessary to handle media interactions effectively and confidently.

As HME continues to grow and attract attention for its impactful work, it is crucial that we present a unified and professional image to the public. Proper communication with the media not only enhances our organization's reputation but also ensures that our core messages are consistently conveyed. This consistency is vital for building trust within the communities we serve and for maintaining the integrity of our mission.

By following these guidelines, you help us strengthen our communal efforts, amplify our impact, and ensure that every interaction with the media supports our goals of uplifting the women in our communities.

Here are questions and topics you may be asked to discuss:

What is Hot Mess Express?

Hot Mess Express is a nationwide organization helping the women in our community struggling with the state of their homes through cleaning, organizing and offering a fresh start.

When was HME founded and by whom?

HME was founded in 2021 by Jen Hamilton and officially became a nonprofit in 2023. (Currently, only our founding chapter.)*

How many chapters does HME have?

As of 2024 HME proudly operates 278 chapters across the United States.

Speaking to the Media

Who is authorized to speak to the media on behalf of HME?

Designated Chapter Coordinators are authorized to speak to the media regarding local chapter activities and impacts. For national-level inquiries or significant media engagements, please reach out to HME@hotmessepress.co

What should I do, as a volunteer, if the media contacts me directly?

If approached directly by media, kindly direct them to your Chapter Coordinator or our HME team for an official statement or interview arrangement. This ensures that all communications are consistent and aligned with HME's overall messaging.

Media and Public Relations Guidelines

What are the core messages we want to convey about HME?

- HME is committed to bringing back communities where we support and help one another.
- Our organization is built on compassion, community support, and encouraging women to ask for help when they need it.
- We are women helping women with zero judgement.

How should I handle sensitive or difficult questions?

Always maintain professionalism and composure. If you encounter a question that is difficult or sensitive, it's appropriate to say, "I don't have that information right now, but I can find out and get back to you," or direct the query to the HME team.

What topics are commonly asked about in interviews?

Common topics include:

- The impact HME has on mental health.
- Stories of transformation and success.
- Future plans and how the community can get involved.
- How HME manages donations and contributions.
- In what ways HME is different than a standard cleaning service
- How our rescue missions are planned and executed.

What should I do in a crisis situation involving media?

In the event of a crisis, all communications should be handled by our Hot Mess Express team. Do not attempt to address potentially controversial issues or crises without guidance from HME's leadership.

Where do I direct donation and contribution questions?

You may direct attention to your chapter's Amazon wishlist. You may also encourage local partnerships; i.e. looking for lunch donations for mission days.

Until HME has established nationwide nonprofit status, please direct all other donations to hotmessexpress.co where donors can find our national donation link.

Who can I contact for more media training or information?

For further training or inquiries related to media engagement, please contact Brittinie Tran at HME@hotmessexpress.co



The Hot Mess Express Team

Brittinie Tran

President, Board Chair

Leads the organization with strategic vision and operational oversight, ensuring all activities align with the mission and promoting sustainability and growth.

Email: brittinietran@hotmessepressrescue.onmicrosoft.com

Jessie Niewohner

Board Secretary

Keeps records of all board meetings, maintains essential corporate documents, and ensures compliance with legal and regulatory requirements.

Email: jessieniewohner@hotmessepressrescue.onmicrosoft.com

Danielle Hudak

Treasurer, Board Member:

Responsible for managing the organization's finances, including budgeting, reporting, and overseeing the financial transactions to ensure transparency and accountability.

Email: daniellehudak@hotmessepressrescue.onmicrosoft.com

Kayla Henderson

Volunteer Coordinator, Board Member:

Manages volunteer recruitment, training, and scheduling to ensure a ready and effective workforce for all organizational activities.

Email: kaylahenderson@hotmessepressrescue.onmicrosoft.com

Bettina Brant

Board Member

Contributes to strategic planning and decision-making, helps define the organization's direction, and ensures Hot Mess Express adheres to its mission and goals.

Email: bettinabrant@hotmessepressrescue.onmicrosoft.com



The HME Team

Raneesha Rollins

Board Member

Contributes to strategic planning and decision-making, helps define the organization's direction, and ensures Hot Mess Express adheres to its mission and goals.

Email: raneesharollins@hotmail.com

Dayna Adamowicz

Board Member

Contributes to strategic planning and decision-making, helps define the organization's direction, and ensures Hot Mess Express adheres to its mission and goals.

Email: daynaadamowicz@hotmail.com

Katelin Sullivan

Social Media Manager

Oversees all social media platforms, creating and curating content to engage the community and enhance the organization's online presence.

Email: katelinsullivan@hotmail.com



The HME Team

Chapter Support

Provides ongoing support and resources to chapters, ensuring they have everything needed to operate effectively and align with organizational standards.

Christina Beverly

Email: christinabeverly@hotmail.com

Kellyann Pacheco

Email: kellyannpacheco@hotmail.com

Abbey Tobolski

Email: abbeytobolski@hotmail.com

Megan Kazer

Email: megankazer@hotmail.com

Amanda Boyer

Newsletter Editor

Responsible for compiling, editing, and publishing content that highlights organizational news, updates, and stories, ensuring effective communication with the community and stakeholders.

Email: amandaboyer@hotmail.com



Contact Information

Should you have any questions, need support, or wish to share your insights, please don't hesitate to reach out to us. Here's how you can connect with the Hot Mess Express team:

Hot Mess Express Main:

- Email: hme@hotmessepress.co

Chapter Support:

- For Chapter Specific Inquiries:
 - christinabeverly@hotmessepressrescue.onmicrosoft.com
 - kellyannpacheco@hotmessepressrescue.onmicrosoft.com
 - abbeytobolski@hotmessepressrescue.onmicrosoft.com
 - megankazer@hotmessepressrescue.onmicrosoft.com

We're here to support you every step of the way. Feel free to reach out for any assistance or information you might need.

