



VOLUNTEER MANUAL



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Welcome!

This manual is meant to be a tool for volunteers, as well as understanding the volunteer process. Ideally, this will be a guide to working with volunteers as part of the Lima Area Habitat for Humanity affiliate. We partner with people from all walks of life to provide families in need with simple, decent, affordable housing.

The ultimate purpose of Habitat for Humanity is to make poverty housing become socially, politically, and religiously unacceptable in today's world. It is our hope that you will join us in this spirit of partnership and that your efforts with Lima Area Habitat for Humanity will prove enjoyable and rewarding. Lima Area Habitat is a volunteer-driven organization that relies on donated time and services to help families realize the dream of homeownership. From working on the construction sites and helping in the ReStores, to assisting with special events and serving on committees or the Board of Directors, or helping in the office and supporting fundraising efforts—volunteers greatly impact every facet of our organization.

This manual will provide information on policies and practices of Lima Area Habitat for Humanity as they pertain to volunteers and volunteer management. You are encouraged to familiarize yourself with the contents of this manual, as it will answer many questions concerning our organization and outline how the Volunteer role functions in relation to the affiliate.

In order to retain necessary flexibility in the administration of policies and procedures, Lima Area Habitat reserves the right to amend any of the policies and/or benefits described in this manual.

Habitat for Humanity International

Our mission

Seeking to put God's love into action, Habitat for Humanity brings people together to build homes, communities and hope

Our vision

A world where everyone has a decent place to live

Our principles

- Demonstrate the love of Jesus Christ
- Focus on shelter
- Advocate for affordable housing
- Promote dignity and hope
- Support sustainable and transformative development

Who we are

Habitat for Humanity partners with people in your community, and all over the world, to help them build or improve a place they can call home. Habitat homeowners help build their own homes alongside volunteers and pay an affordable mortgage. With your support, Habitat homeowners achieve the strength, stability and independence they need to build a better life for themselves and for their families. Through our 2020 Strategic Plan, Habitat for Humanity will serve more people than ever before through decent and affordable housing.

Non-proselytizing policy

Habitat for Humanity and its affiliate organizations will not proselytize. Nor will Habitat work with entities or individuals who insist on proselytizing as part of their work with Habitat. This means that Habitat will not offer assistance on the expressed or implied condition that people must adhere to or convert to a particular faith or listen and respond to messaging designed to induce conversion to a particular faith.

Habitat for Humanity, Lima, OH

Founded in 1991 in Allen County in West Central Ohio, Habitat for Humanity-Lima Area, Inc. has built 54 houses as of 2017. Our affiliate has been a partner of Habitat Guatemala since 2005, and throughout these 12 years has tithed \$91,430.59 towards reducing the housing deficit in Guatemala. This past year the Lima affiliate tithed \$23,186 internationally to both Guatemala and Africa/Middle East.

In 2008 the affiliate took another significant step in leasing a building and opening a ReStore at 123 E. Wayne Street in downtown Lima. Then in 2012 the Lima Affiliate moved both the ReStore and Habitat offices to 550 W. Elm Street. The building also houses a warehouse for construction and construction materials used in the house building work.

The affiliate is deeply grateful for the untold numbers of persons who have supported and continue to support its housing ministry—construction and ReStore volunteers, donors, board and committee members, and many others who have offered encouragement, counsel and prayers. With the assistance of many individuals, churches, and businesses, individuals and families have achieved the dream of home ownership likely impossible without the assistance of Habitat!

Location, Hours and Contact Information

Lima Area Habitat Office

550 West Elm Street
Lima, OH 45801
<http://www.habitatlima.org/>
(419)222-4937

Monday – Friday
9:00 AM – 5:00 PM

Lima Area ReStore HFH

550 West Elm Street
Lima, OH 45801
<http://restorelima.org/>
(419)222-4257

Tuesday – Friday
10:00 AM – 5:00 PM
Saturday
10:00 AM – 3:00 PM

Donations & purchase pick-up until 3:00 PM

Staff (Habitat Office)

Bruce Hilty
Executive Director
bruce@habitatlima.org

Roger Calvert
Construction Manager
roger@habitatlima.org

Connie Hall
Administrative Assistant
connie@habitatlima.org

Mark J. Suderman
Volunteer Coordinator
mark@habitatlima.org

Lavon Welty
Accountant
lavon@habitatlima.org

Website: www.limahabitat.org

Staff (ReStore)

Jim Lewis
ReStore Manager
jim@restorelima.org

Benjamin Bergstrand
Assistant Manager
benji@restorelima.org

Tom Nartker
Donations Coordinator
tom@restorelima.org

Carrie Kerr
Processing Supervisor

Stevie Seymore
Donation Ambassador

Website: www.restorelima.org

Volunteer Opportunities

Construction

Volunteers assist with all stages of home construction, including framing, hanging drywall, painting, and landscaping. No construction experience or skills are required and volunteers are supervised by Habitat Lima staff. Some safety training is required.

ReStore

The Lima ReStore sells mainly donated materials to help raise revenue to support Habitat's mission of affordable housing. Volunteers help clean and repair donated materials, stock shelves, load and unload materials, pick up donated materials, do custodial work, customer service, and work as sales people. Some safety training is required.

Special Events

At various times during the year, volunteers help gather and package donated items, and assist with duties at fundraisers and other HFH events.

Office Support

There are opportunities for volunteers to provide administrative support for Habitat Lima staff, including data entry, web management and help with social media.

Committees

Volunteers with relevant skills and gifts can serve on Habitat Lima committees, including:

- Board of Directors
- ReStore and Development Committee
- Church Relations Committee
- Family Selection and Services Committee
- Others committees TBD in the future (Finance and Development Committee, Site Selection & Construction, Public Relations, Marketing, Rehab/Repair, Fundraising, Volunteer Relations, etc.)

Volunteer Policies and Procedures

Volunteer Eligibility

In recognition of federal labor laws regarding children and the potential risk to children's safety on a construction site, no one under the age of 16 is allowed on a construction site while construction is in progress. Further, no one under the age of 18 is allowed to do any ultra-hazardous activities, which includes the use of power tools or motor vehicles, demolition, roofing or working from a height of six feet or more, or excavation operations. In addition, during blitz builds many tasks are going on simultaneously and it is difficult to limit teenagers to age-appropriate activities. Therefore, blitz build volunteers must be at least 18 to participate.

The Lima Affiliate will provide adequate supervision and training for any children working with the affiliate. There will be at least one adult for every three teenagers on the construction site. Children, ages 14 and 15, may paint or landscape a Habitat house, but only on days when there is no active construction happening at the site. ReStore volunteers may be 14 or older and must be 16 or older to work beyond the front showroom.

While it is important that children be directly involved with the work of Habitat for Humanity, it is also important that they be involved only in age-appropriate activities. Safety is the most important issue for the well-being of any children involved with our affiliate. Under the federal regulations, children ages 14 and 15 are only allowed to work outside school hours and for a limited number of hours during a school week. 14 is the minimum age of employment allowed by federal regulations. The Lima Affiliate will provide adequate supervision and training for any children working with the affiliate. There will be at least one adult for every three teenagers on any work site.

Application Process:

To apply to volunteer with Lima Area Habitat, prospective volunteers can visit our website at www.limahabitat.org. On our site, one will find information about volunteering under the "Volunteer" tab. On the "Volunteer Signup" page, there is a volunteer application form. There is also an email contact for volunteer groups. Once the appropriate application is selected, completed, and submitted, an email notification will be sent to the inbox of the Volunteer Coordinator. The applications will ask people to specify where they are interested in volunteering (ReStore, Construction or other). The Volunteer Coordinator will contact applicants and schedule accordingly.

Liability Waiver

Volunteers must sign a Release and Waiver of Liability before beginning any volunteer activity. Minors must also submit a release and waiver of liability signed by a parent/legal guardian. Beginning on January 1 of each year, liability waivers will need to be signed the first time any volunteer works for Habitat construction or at the ReStore for that year.

Lima Area Habitat for Humanity follows fair housing laws and does not discriminate based on race, color, religion, sex, familial status, ancestry, military status, disability or national origin.

Sex Offender Screening Procedures

Habitat for Humanity-Lima Area, Inc. screens all potential Homeowners, Volunteers, Staff, and Organizational Leadership candidates for past and or current involvement in illegal sexual conduct, as required by Habitat for Humanity International. The following procedures are to be followed:

1. All candidates will be checked in the Ohio Attorney General Sex offender data base (www.ohioattorneygeneral.gov) for registration status as possible offenders.
2. All candidates will be checked for any current/pending charges related to Sex conduct in the appropriate local Court data bases. In the case of Allen County Ohio,

the following will be checked: (<http://www.allencountyohio.com/>) and at (www.cityhall.lima.oh.us).

3. Candidates who are not residents of Lima or Allen County Ohio residents will be checked at the appropriate county and or local law enforcement data base if available.

Persons found to be listed on any of the referenced Sexual Offender Data Bases or charged with a current/pending sexually-related crime will ineligible to participate with Habitat for Humanity –Lima Area, Inc. pending additional investigation of circumstances. All persons with a Lifetime registration requirement are ineligible to participate.

Background Checks:

For the safety of our staff and volunteers, Lima Area Habitat for Humanity reserves the right to perform background checks on prospective volunteers. Background checks will only be processed with the acknowledgement and written consent of such individuals.

Having a criminal record does not immediately disqualify someone from volunteering. Individuals with records will be considered on a case-by-case basis and must be agreed upon by the Executive Director and the ReStore Manager/Construction Manager (depending on volunteer location and circumstances).

Once background checks have been performed, they must be kept with the volunteer's signed waiver and consent form in a locked filing cabinet. This information is only to be accessed by approved LAHFH staff.

Reporting and Recording Hours

Sign-in Sheets:

All volunteers must sign in at the beginning of their volunteer day and sign out prior to leaving at the end of the day. This allows the volunteer coordinator to keep track of total volunteer hours and individual involvement. At the ReStore, the volunteer signs in by fingerprint. On a construction site, the construction manager or volunteer coordinator will be passing the sign-in sheet around at the beginning of the day and at the end of the day.

Keystone:

It is the job of the volunteer coordinator to ensure that the information from the sign-in sheets is entered into the affiliate's online database, Keystone. This specific software is used to track both volunteer and donor activity.

Dress Code:

- Closed-toe and heel, sturdy shoes are mandatory! (No Exceptions!)
- Volunteers should wear apparel that is appropriate for their specific work area and weather conditions. Jeans and t-shirts are acceptable at the construction site and the ReStores.
- Construction volunteers can wear shorts, but they must be a modest length.
- ReStore volunteers must wear long pants—no sweatpants, leggings, or athletic gear.

- ReStore volunteers cannot wear tank tops.
- When necessary, volunteers must wear personal protective equipment.
- No loose jewelry or clothing should be worn that could get caught or snagged on something on the construction site.
- Any clothing with disturbing messages or provocative in nature, which could be viewed by others as offensive or suggestive, is prohibited.

Safety Procedures

Each volunteer at a Habitat for Humanity affiliate work site or ReStore should:

- Review safety materials provided by the affiliate.
- Participate in all safety training offered by the affiliate, including any available online safety training modules.
- Comply with all safety rules and regulations.
- Report all accidents and injuries immediately.
- Obtain the proper tools and personal protective equipment for the job at hand.
- Report all unsafe conditions to the supervisor in charge.
- Know what emergency telephone number to call in case of fire or an accident (911 service is not available everywhere).
- Provide current emergency contact information to the designated affiliate staff member at the beginning of the work day
- Help maintain a safe and clean work area.
- LAHFH construction volunteers are encouraged to complete Lockton's free online safety course: <http://hfhaffiliateinsurance.com/volunteers/>

Each supervisor at a Habitat for Humanity affiliate work site should:

- Monitor the work site's safety status by personally conducting daily safety inspections of the work site and initiating needed corrective action.
- Conduct accident investigations and analyze the causes and formulate recommendations for corrective and preventive action.
- Maintain accurate records of all accidents.
- Conduct on-site safety training for all volunteers.
- Monitor the safety performance of all subcontractors to ensure compliance with the affiliate's safety standards.
- Post the emergency telephone number to call in case of fire or an accident (911 service is not available everywhere) and make a note of it during volunteer orientation.
- Receive CPR and first-aid training.
- Ensure that an adequately stocked first-aid kit is on site.
- Set a good example; comply with all safety rules and regulations.

The Lima Area Affiliate carries Volunteer Accidental Medical coverage through Lockton Affinity / Habitat for Humanity Affiliate Insurance Program:

<http://hfhaffiliateinsurance.com/>.

Inclement Weather Policy:

It is the intent of the Affiliate that all volunteers use their best judgment to determine when it is safe for them to travel to or from the Habitat work place. Lima Area Habitat reserves the right to close the worksites during periods of inclement weather. In extreme conditions, the construction site may close early to protect the safety of staff and volunteers. Unless there is a specific announcement stating that the Affiliate is closed, volunteers are to assume that the Affiliate is open for business. The Affiliate recognizes that safety both on and off the job is a serious consideration, and that volunteers must decide for themselves whether or not to attempt to report during inclement weather conditions.

Rest and Lunch Periods:

Breaks throughout the day are encouraged as workflow allows. In addition to breaks, any volunteer working 5 hours or more is required to take a 30 minute lunch.

On the construction site, individuals and groups are encouraged to plan ahead and bring their own lunch. There will be a designated lunch break in the middle of the work day. LAHFH always provides water for volunteers on the construction site.

Media:

Managing the affiliate's social media outlets is one of the roles of the volunteer coordinator. This involves:

- Updates and photos of current LAHFH projects
- Informing the community about programs we offer
- Marketing and volunteer recruitment materials
- Giving recognition to volunteers and sponsors
- Keeping the community updated about affiliate events

Part of the volunteer coordinator role involves taking photos and videos of volunteers at the ReStore and on build sites. Care will be taken to ensure that volunteers are asked if they are comfortable with using their photo for social media or marketing purposes.

There may also be situations where the partner family does not want their photo or names used for their privacy and protection. Always respect these situations and make sure that the volunteers who are working alongside the partner family respect their privacy as well.

Retail Purchasing Procedure:

For active ReStore volunteers to make purchases in the ReStore, items must be on the sales floor for 48 hours in order to use their 20 percent volunteer discount. The discount may not be used in conjunction with any other existing discounts. Volunteers may purchase an item before the 48 hours; however, they must pay full price for it.

Gifts & Gratuities:

To ensure the integrity of Lima Area Habitat for Humanity and the unbiased actions and decision making of Habitat volunteers, the acceptance of gifts and gratuities from customers,

suppliers, partners or anyone who has a business relationship with Lima Area Habitat is strictly prohibited. Any honoraria received by a LAHFH volunteer for speaking on behalf of Habitat must promptly be remitted to Lima Area Habitat.

Volunteer Code of Conduct

Becoming a Habitat volunteer comes with great rewards and responsibilities. Volunteers are representatives of Habitat for Humanity and its ministry. When you accept a volunteer role with Habitat for Humanity, you are committing to act in a way that promotes Habitat's mission, respects the local community, and ensures the safety of all participants. In addition to complying with all laws, regulations and Habitat for Humanity policies, all volunteers are expected to follow the volunteer code of conduct outlined below.

1. **Promote a respectful community:** Treat all volunteers, employees and community members with respect, courtesy, and dignity. This includes avoiding the use of insensitive or offensive language. Volunteers are also expected to refrain from engaging in physical or emotional violence toward others. Another key way volunteers can promote a welcoming, respectful environment is to make efforts to understand and honor the local culture and by following all rules and policies set forth by a program staff member or supervising volunteer.
2. **Prioritize site safety:** Safety rules and guidelines on the volunteer site have been created to keep you and others safe as you volunteer and must be followed. Activities that pose a safety risk to yourself or others should be avoided. Report any unsafe working conditions to the onsite supervisor.
3. **Uphold a zero-tolerance policy for alcohol, drugs and weapons:** The purchase or possession of drugs or weapons is strictly prohibited on Habitat for Humanity property and volunteer sites. The purchase or possession of alcohol is also strictly prohibited on Habitat for Humanity volunteer sites, even if permitted by local laws or by the laws of the volunteer's home country.
4. **Model behavior that respects the human rights of all people and protects beneficiaries and children from exploitation and abuse.** Habitat for Humanity has adopted the standards established by the United Nations to respect the human rights of all people and especially beneficiaries and children. Help model acceptable behavior by making sure your actions reflect the standards Habitat for Humanity has adopted. Inappropriate physical or sexual relationships with other volunteers, staff, and community members should be avoided. And, at no time may volunteers engage in sexual activity with a child (a person under the age of 18 regardless of the legal age of consent) or any Habitat beneficiaries.
5. **Follow the gift giving policy:** To avoid potential misunderstandings, injured feelings, embarrassment or jealousy, volunteers are asked not to exchange gifts with Habitat beneficiaries, staff members or community members without consulting Habitat staff. Volunteers may speak with a staff member about appropriate ways to exchange gifts and our staff is happy to suggest gifts that will benefit the entire community.

6. **Safeguard ministry assets:** Use reasonable care to protect and safeguard all Habitat for Humanity assets. Stealing, misappropriation or diversion of Habitat for Humanity funds, property, or other assets for personal benefit is not permitted nor is otherwise engaging in fraudulent activity regarding Habitat for Humanity's assets, operations, or beneficiaries.
7. **Maintain confidentiality:** Build trust with other volunteers and Habitat for Humanity by respecting the confidentiality of volunteers, staff, Habitat beneficiaries, and community members. Unless you receive prior written approval from LAHFH, you will not disclose confidential LAHFH information or confidential information given to you by others.

Anti-Discrimination Policy

Habitat for Humanity – Lima Area expects all staff members (including volunteers) to behave in a way that reinforces the Christian mission and founding principles of the organization. All staff members should be accorded respect and consideration and feel that Habitat for Humanity provides a safe and productive workplace.

Habitat for Humanity – Lima Area, Inc., therefore, prohibits any actions or conduct which may discriminate against or harass other employees, harass any partner family or applicant for a Habitat home. Habitat does not tolerate any actions, words, jokes, or comments based on an individual's sex, sexual orientation, race, ethnic background, age, religion, physical condition, or other legally protected characteristic. Any comments or actions, therefore, which demean or are hurtful to people of a certain sex, sexual orientation, race, ethnic background, age, religion or certain physical condition are prohibited. Any such conduct may result in disciplinary action, including immediate discharge for employees. Volunteers exhibiting this behavior may be asked to end their volunteer relationship with the organization.

If an individual believes he/she is being harassed or discriminated against, he/she should immediately report the perceived harassment according to the following:

- Immediately report the incident to one of the following individuals: your supervisor (for employees), the executive director or the president of the board (for volunteers/families).

This procedure does not require reports to be made to your supervisor or to anyone who you believe is participating in the conduct. Instead, you may choose from the above-listed individuals the person with whom you would be most comfortable speaking.

All reports of alleged harassment or retaliation will be investigated. Under no condition will the investigation be conducted by or under the direction of the person reported to have engaged in the alleged harassment or retaliation.

Retaliation against employees who report perceived unlawful harassment, or who participate in investigations as witnesses or in other capacities, also violates the law and our policy. Such retaliation is prohibited and will not be tolerated.

Supervisors and managers who become aware of perceived harassment or retaliation must immediately report such matters to the executive director or the board president.

Disciplinary action up to and including termination of employment may result against supervisors and managers who fail to respond immediately and appropriately to the allegations.

Volunteer Expectations and Responsibilities

It is Lima Area Habitat for Humanity's aim to encourage people to work together to achieve Habitat's mission by creating an environment that supports the diversity of people and their ideas. LAHFH is committed to supporting high standards of business ethics in every aspect of its operation. LAHFH recognizes that people work best when they know what is expected of them and, in turn, expect volunteers to follow rules of conduct that will protect the interests and safety of all Habitat employees and volunteers.

- Volunteers are expected to fully support the mission of Lima Area Habitat for Humanity and embrace the core values.
- Volunteers must abide by all Lima Area Habitat for Humanity volunteer guidelines and code of conduct.
- Volunteers must remain respectful, courteous and professional at all times when interacting with the public, Habitat staff, fellow volunteers, and partner families.
- Volunteers must complete the liability waiver once a year.
- Volunteers must be on time for their shift – if you are going to be late or unable to volunteer for your shift, contact the volunteer coordinator or site manager as soon as possible.
- Volunteers must sign in and out on the appropriate sign-in sheet at the volunteer location. This is your responsibility. Volunteers completing hours for community service (school, church, or court-ordered) must record their hours as advised, or they may not be counted.
- Volunteers must practice professional ethics; do not divulge confidential information to which you may have access.
- Volunteers must follow the dress code for their volunteer assignment. Closed-toed shoes are required at all times.
- Lima Area Habitat for Humanity is not responsible for any lost or stolen items. Please keep your valuables safe. A safe location will be offered for your valuables upon request.
- Volunteers must not promote any commercial products, religious doctrines or beliefs, or political candidates/parties during their volunteer assignment.
- If at any time you encounter a problem or have a question during your volunteer assignment please:
 - Notify the supervisor overseeing the particular project in which you are involved. They will take the necessary steps to correct the issue/problem.
 - If you have further questions, please contact the Volunteer Coordinator.
- Volunteers needing a letter to document their hours, should allow 72 hours' notice.

- Volunteers wishing to terminate their assignments at Habitat must notify their supervisor as soon as possible.

Lima Area Habitat for Humanity commits to the following:

- To do the very best to make the volunteer experience productive and rewarding.
- To provide adequate information, training and assistance for each volunteer to be able to meet the responsibilities of their commitment.
- To ensure diligent supervisory aid to the volunteer and provide feedback on performance.
- To respect the skills, dignity and individual needs of the volunteer.
- To be receptive to any comments from the volunteer regarding ways we can better accomplish our respective tasks.
- To treat the volunteer as an integral member of the Habitat team, jointly responsible for the completion of the Habitat mission, while upholding our core values.

Termination/Exit

Any conduct that is in not in line with the mission and core values of Lima Area Habitat for Humanity, or the above stated expectations and responsibilities, may result in the volunteer being asked not to return.

Grievance Policy

While Lima Area Habitat for Humanity desires every volunteer to receive fair and impartial treatment, it does recognize that conflicts, misunderstandings, and problems arise from time to time. Problems or concerns may arise among volunteers or between volunteers and Lima Habitat staff. Although most misunderstandings can and should be solved on an informal basis, more formal provisions have been made in order to resolve difficult problems. The procedure for raising a problem or concern is as follows:

1. The volunteer should directly inform the person who is the source or cause of the problem/concern that a problem/concern exists. Those involved should attempt to resolve the issue informally and independently.
2. If the volunteer does not wish to communicate directly with the person who is the source or cause of the issue or fails to satisfactorily resolve the issue after discussing it with the other party, the volunteer should then contact the project supervisor or the Volunteer Coordinator.

Volunteer Recognition

Volunteers are integral to Lima Area Habitat's ability to achieve its mission. This is why we will take every opportunity to recognize and appreciate our volunteers and their contributions.

This includes:

- 20% discount at the ReStore**
- Written and verbal recognition
- Acknowledgment at home dedications
- Events held in honor of volunteers

** For active ReStore volunteers to make purchases in the ReStore, items must be on the sales floor for 48 hours in order to use their 20 percent volunteer discount. The discount may not be used in conjunction with any other existing discounts. Volunteers may purchase an item before the 48 hours; however, they must pay full price for it.

Volunteer Hours Benchmarks

As volunteers achieve these hour benchmarks, they will receive the recognition item.*

25 Hours

20 oz. Aluminum Water Bottle w/ Lima Habitat logo & Invitation to Appreciation Banquet

50 Hours

Lima Area Habitat or ReStore T-Shirt

100 Hours

Lima Habitat Umbrella & Spotlight on Lima Habitat social media

200 + Hours

Name plate on Lima Habitat Volunteer Recognition Plaque

**Court-ordered community service and DWSS volunteers are not eligible, but will receive a t-shirt once they've volunteered 50 hours.*