



# Volunteer Handbook

## Introduction

Welcome and thank you for your interest in volunteering with Habitat for Humanity of Summit and Wasatch Counties. We are happy you have joined our team to help provide simple, decent affordable housing in our area.

We hope your volunteer experience will be rewarding, enjoyable, and worthwhile. Since Habitat for Humanity is primarily a volunteer organization, we rely on volunteers like you to help families realize the dream of owning a decent, affordable home.

From our home builds and ReStore operations to special events and committee work, we rely on volunteers in every facet of our organization. This handbook will provide you with general policies and practices of Habitat for Humanity of Summit and Wasatch Counties (HHSWC). You are encouraged to familiarize yourself with the contents of this handbook, as it will answer many common questions you may have.

In order to retain necessary flexibility in the administration of policies and procedures, HHSWC reserves the right to change, add to, or eliminate any of the policies described in this handbook.

## About Habitat for Humanity International

Habitat for Humanity International (HFHI), founded in 1976 by Millard and Linda Fuller, is a nonprofit, ecumenical Christian housing ministry dedicated to eliminating poverty and homelessness. Former President Jimmy Carter partnered with Habitat in 1984 and has become Habitat's most famous spokesperson.

Through volunteer labor and donations of money and materials, Habitat builds and rehabilitates simple, decent homes with the help of the homeowner (partner) families. Habitat homes are sold to partner families at no profit and financed with affordable no- or low-interest loans. The homeowners' monthly mortgage payments are used to build more Habitat homes.

Habitat is not a giveaway program. In addition to a down payment and monthly mortgage payments, homeowners invest hundreds of hours of their own labor - sweat equity - into building Habitat houses and working in various support areas.

Habitat for Humanity's work is accomplished at the community level by Habitat affiliates. Each affiliate coordinates all aspects of Habitat home building in its local area - fund raising, building site selection, partner family selection and support, house construction and mortgage servicing. Habitat for Humanity International's headquarters, located in Americus, GA, provides information, training and a variety of other support services to Habitat affiliates worldwide.

Habitat for Humanity invites people of all backgrounds, races and religions to build houses together in partnership with partner families. Habitat is a worldwide, grass-roots movement. There are more than 2,050 active affiliates in 3,000 communities. Habitat has built more than 400,000 houses around the world, providing more than 2,000,000 people with safe, decent, affordable shelter.

Families in need of decent shelter apply to local Habitat affiliates. The affiliate's family selection committee chooses homeowners based on need, their willingness to become partners in the program and their ability to pay. Every affiliate follows a nondiscriminatory policy of family selection. Neither race nor religion is a factor in choosing the families who receive Habitat houses.

Donations, whether to a local Habitat affiliate or to HFHI, are used as designated by the donor. Gifts received by HFHI that are designated to a specific affiliate or building project are forwarded to that affiliate or project. Undesignated gifts are used where most needed.

## **Your Local Habitat for Humanity of Summit and Wasatch Counties Affiliate (HFHSWC)**

### **OUR MISSION:**

Habitat brings people together to build homes, communities, and hope, and envisions a world where everyone has a decent place to live within our service area and around the world.

### **OUR VISION:**

Locally, in Summit & Wasatch Counties, Habitat's vision is to create healthy, vibrant communities in our unique mountain towns.

Since 1995, Habitat for Humanity of Summit and Wasatch Counties has completed fourteen homes, benefiting 16 adults and 26 children who might not otherwise have had access to permanent, affordable housing.

Habitat works with families to help them acquire the access, skills and financial education necessary for them to be successful homeowners. By partnering with us, families seize the opportunities and possibilities that decent, affordable housing represents. Through shelter, we empower.

**In 2019, we broke ground on two new homes and are gearing up to build an additional 24 townhomes in Summit County in 2020-2022!**

## What We Do

**Restore** - Habitat for Humanity's ReStore provides critical support for our affordable housing mission. In addition to this important social function, the ReStore also makes a significant environmental and economic impact in our community. Among other measurable outcomes, the ReStore diverted more than 620 tons of waste from local landfills, and results in economic savings to both those who donate to and shop at the ReStore.

**Home Construction** – Habitat homeowners help build their own healthy, energy efficient, affordable homes alongside volunteers and members of the community.

**Home Repair** – We offer home repair services such as painting, landscaping, weatherization and minor repairs, ensuring families live in safe, decent homes for years to come.

**Education** – In an effort to prepare people for financial stability and ultimately homeownership, we offer a variety of education opportunities.

**Special Events** - HHSWC holds special events, the most popular being the Overall Ball. This is our primary fundraiser and is held each fall.

**Workshops** – We offer workshops in the ReStore and occasionally offsite. These workshops range from having a guest speaker to a hands-on project.

## Volunteering with Us

### Expectations and Responsibilities

It is the aim of HFHSWC to encourage an environment that supports the diversity of people and their ideas. We are committed to high standards of ethics and recognize that people work best when they know what is expected of them.

. The following is a list of volunteer responsibilities:

- Every person at any Habitat activity is entitled to be treated with dignity, courtesy and respect. Consistent with that policy, we do not condone discrimination, harassment, verbal abuse, insults, or demeaning remarks, any uninvited physical contact, the display of offensive objects, gestures or pictures, repeated or unwelcome flirtation or other sexually oriented discussions, profanity or vulgarity, racial or ethnic slurs, jokes or other similar conduct.
- Headphones present a true safety hazard and are not allowed during your shift
- Cellphones should be left on vibrate or turned off during your shift
- Complete the liability waiver each year
- Be on time for your shift – we depend on you! Be sure to let us know if you cannot make a scheduled shift.
- Remember to sign in and out through our volunteer management database
- Do not divulge confidential information
- Do not promote any commercial products, religious doctrines or beliefs, or political preferences
- Keep your personal data up to date with us (i.e. address, telephone number, and emergency contact)
- Drug and alcohol use are strictly prohibited
- Smoking is prohibited throughout the offices, ReStore, shipping and receiving areas and all HHSWC vehicles, and construction sites.
- Please be appropriately attired for the nature of your work with a neat appearance. Long pants, tennis shoes, work boots, or steel toe shoes must be worn when working at the ReStore and build sites. No apparel that advertises drugs, alcohol, sex, or violence can be worn. No spaghetti strap or bare midriffs.
- We reserve the right to dismiss anyone from an event or worksite who engages in activities prohibited by this policy and to bar such persons from coming to any of our events or worksites in the future if deemed necessary.

## **Benefits of Volunteering with Us**

- Being part of our mission to support the construction of affordable housing by reusing, recycling and selling building materials and furnishings donated by the community.
- Making a direct impact of bringing affordable housing to the community through customer service and generating revenue at the ReStore.
- The opportunity to interact with a variety of people and make new friends.
- The opportunity to learn new skills.
- ReStore discount – 20% after 20 hours of service on donated product.

# Community Service

HFHSWC welcomes community service volunteers from civic groups, schools, community assistance programs, and the judicial system. It is the community service volunteer's responsibility to maintain an accurate time sheet using our volunteer management database. Hours worked but not recorded will not be counted. For appropriate placement within our organization, HFHSWC reserves the right to know the offense related to court-referred community service. In all other respects, court-referred community service volunteers will be treated and held accountable to the same standards as all other volunteers.

## Volunteer Age Restrictions

Volunteers must be 14 years or older to work in the ReStore and 18 to assist on build sites. All volunteers under 18 must have a Volunteer Release and Wavier of Liability signed by a parent or legal guardian. Youth ages 14-115 must be accompanied by a parent or guardian who is 21 years or older. Groups are required to maintain a minimum 4:1 youth to adult ratio.

Teens age 16 and older can volunteer for most tasks in a Habitat ReStore, so long as the tasks do not involve any activities deemed hazardous by U.S. Secretary of Labor (e.g. no power tools, machinery or driving)

In contrast, because the activities of teens ages 14 and 15 are heavily regulated, the volunteer options are more limited. For example, teens ages 14 and 15 cannot load or unload goods from a truck or work in the backroom of the ReStore. However, options that are available within the retail portion of the ReStore include cleaning displays, assisting customers, sweeping, bagging items for customers, organizing, sorting and setting up retail displays.

# Safety

At HHSWC safety comes first. It is everyone's responsibility to establish and maintain a safe work environment. Obey safety rules and exercise caution in all activities.

Familiarize yourself with your surroundings and be aware of all exits, fire extinguishers, first-aid kits and immediately report any unsafe conditions to your supervisor.

Unless certified and authorized through HFHSWC, volunteers may not use forklifts, trucks, or power tools.

# Customer Service

The success of HHSWC relies heavily on our ability to partner and work with the community. Volunteers are expected to greet and assist everyone in a friendly and courteous manner.

# Name Tags

While volunteering at the ReStore and on build sites, we ask volunteers to use name tags identifying them as a Habitat volunteer. Name tags help customers know who can assist them and help staff and other volunteers know who is working with them.

# Cash Tips

If a customer attempts to give a ReStore volunteer a cash tip for their assistance, the volunteer is not permitted to accept this tip. Volunteers and staff are instructed to say thank you and then encourage the person to give the tip as a donation to Habitat. Any donation under \$5 must be placed in the ReStore donation box located at the cash register counter. Any larger denominations must be rung through the cash register as a monetary donation and a donation form is completed by store staff.

# Grievance Policy

We recognize that conflicts, misunderstandings, and problems will arise from time to time. These may involve co-workers, supervisors, or policies. Although most misunderstandings can and should be solved on an informal basis, more formal provisions have been made 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. Those involved should attempt to resolve the issue on their own away from the sales floor in a respectful and confidential manner.
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 ReStore Manager or Human Resources.

### **Address and Hours of Operation**

6280 Silver Creek Drive, Park City, Utah 84098

Office: Tuesday – Friday: 10 a.m. -4 p.m.

Donations Receiving: Tuesday – Saturday 10 a.m. – 4 p.m.

ReStore Hours: Wednesday – Saturday 10 a.m. – 5 p.m.

**Park City ReStore (435) 487-9015**

**Habitat Offices (435) 658-1400**

**HR –Julianne Carone – (435)658-1400 x 1007 [julianne@habitat-utah.org](mailto:julianne@habitat-utah.org)**

**ReStore Manager – Cody Broadhead – (435) 487-9015 – [cody@habitat-utah.org](mailto:cody@habitat-utah.org)**

**Website: [www.habitat-utah.org](http://www.habitat-utah.org)**



I hereby acknowledge that I have received a copy of the Habitat for Humanity of Summit and Wasatch Counties Volunteer Handbook. I have reviewed the Handbook and I understand its contents. I accept and agree to comply with the policies and procedures as set forth in the Handbook. I understand these policies and procedures may be changed, without prior notice to me.

I understand that volunteering with HFHSWC is not for a fixed period, and this Handbook is not a contract. I may resign at any time for any reason and the Affiliate may terminate my volunteer duties at any time with or without notice.

Volunteer Signature: \_\_\_\_\_

Date: \_\_\_\_\_