



# Volunteer Manual

*Revised January 2021*



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## ***Welcome!***

Thank you for expressing your interest to volunteer with York Habitat for Humanity! YHFH is a volunteer-driven, Christian housing ministry that builds safe, decent, and affordable homes in partnership with lower-income York County residents living in substandard housing. The purpose of this manual is to formally acknowledge the role of volunteers at YHFH. Participating community actors implemented through the volunteer program will act as the catalysts affecting immediate change through their actions. YHFH recognizes that a strong volunteer program will deliver a greater product and a more impactful mission. As such, YHFH reserves the right to revise the program where it is deemed appropriate.

A volunteer is anyone who chooses to perform services beyond reimbursement for pre-approved specified expenses and who performs a task at the direction of and on behalf of a chosen organization. Volunteers are not employees of the organization but are committed to the values of the organization.

Along with volunteering your time at YHFH, another way to support our mission is to be an overall advocate of what we do. If you agree with our mission or enjoy yourself while you volunteer with us, tell your friends and family! Increased awareness of our purpose within the York County community provides a stronger area of support, thus allowing our mission to reach further.

We are grateful that you chose to spend your time with us! Thank you!

The York Habitat for Humanity team

### **Habitat for Humanity International**

Habitat for Humanity International (HFHI) is a nonprofit, ecumenical Christian housing ministry. HFHI's vision is a world where everyone has a decent place to live, and its mission is to put God's love into action by bringing people together to build homes, communities, and hope. HFHI seeks to eliminate poverty housing and to make decent shelter a matter of conscience and action. Through volunteer labor and donations of money and materials, Habitat builds and rehabilitates simple, decent houses with the help of partner families.

Founded in 1976 by Millard and Linda Fuller, HFHI has built/repaired more than 1 million houses worldwide, providing more than 4 million people with safe, decent, affordable shelter. HFHI has headquarters in Americus and Atlanta, Georgia. The organization now has more than 1,400 local affiliates in the United States and operates in more than 64 countries globally.

### **York Habitat for Humanity**

Established in York County in 1985, YHFH is a not-for-profit organization that builds simple, decent, affordable housing with the help of volunteer labor, donated funds, time, and materials. York Habitat for Humanity is an affiliate, in good standing, of HFHI and is governed by a local board of directors. York Habitat provides a hand-up, not a hand-out. Each home is sold at no profit, to local families who otherwise might be forced to live in substandard housing. These families contribute "sweat equity" by helping in the construction of their own homes and the homes of other partner families, alongside York Habitat staff and volunteers.

Living in a new home with an affordable mortgage payment calculated at no more than 30% of their gross monthly income allows our partner families the resources to properly provide for themselves. The change from renter to owner transforms the mindset of the adults who helped build their own homes and establishes new, more hopeful expectations for the children who grow up in a stable environment.

The Executive Director and Family Services Committee, alongside the Board of Directors, choose homeowners based on their level of need, their willingness to become partners in the program, and their ability to take on a mortgage. Every Habitat for Humanity affiliate follows a nondiscriminatory policy of family selection, meaning neither race nor religion is a factor in choosing the families who receive Habitat houses. To help ensure partner families' success, York Habitat for Humanity works very closely with homeowners and provides training in household budgeting, homeownership, and home maintenance. As of 2020, YHFH has built over 138 new homes and rehabbed many other homes in the York area.

### **Habitat for Humanity ReStore**

The first Habitat for Humanity ReStore opened in 1991 in Winnipeg, Manitoba, Canada. The first Habitat ReStore in the United States opened in September 1992 in Austin, Texas. These stores were designed to sell materials that had been donated to affiliates but were not usable in construction projects, thereby providing an additional funding stream for the affiliate and giving these materials the opportunity of a second life with members of the community. For the first 20 years of Habitat Restores' existence, most operations were on a 1:1 ratio – one affiliate had one store. Today, most affiliates that can run a Habitat ReStore operation, do, and the potential for growth lies in relations or opening additional locations in markets with donor bases large enough to support multiple stores. Today there are over 1,000 Habitat ReStores in six countries.

As a fundraising program of the affiliate, the Habitat ReStore works in support of Habitat for Humanity's mission.

### **York Habitat for Humanity ReStore**

In 2015 the leadership of York Habitat for Humanity, through its strategic planning process, decided to open a ReStore to help increase our impact in York County. To help more hard-working low-income families we needed to increase our revenue stream. All profits derived from the business at the York ReStore will go directly back into the mission!

The York Habitat ReStore officially opened in October 2020. We are excited to live through this new journey to assist our core mission even more.

### ***York Habitat for Humanity Core Values***

Faith: We are a Christian ministry, grounded in the teachings and love of Jesus Christ. We welcome and serve all people with goodwill, regardless of their beliefs, especially those who support Habitat's vision and mission.

Families and Homeownership: We believe that homeownership transforms lives, promotes dignity, and enhances self-esteem. We invest in the long-term success of our partner families and neighborhoods.

Community Build and Volunteerism: We provide opportunities for people and organizations to experience the power of working together to transform lives and improve the quality of life in our community. We celebrate the passion of our volunteers and donors and strive to provide a rewarding volunteer experience.

Advocacy: We value a community where all people have an affordable place to call home, and we advocate on behalf of those who need safe, decent shelter.

Stewardship: We are committed to the highest level of accountability to our donors, partner families, and our community.

Inclusiveness: We value diversity and strive to represent it in all aspects of our organization.

Ethical Leadership: We value the dedication of our Board of Directors, Operational Committees, and staff, and hold them to the highest ethical standards as they work to achieve our mission.

Innovation: We encourage and embrace innovative practices.

Partnership: We value our partnership with HFHI and Actively support its global mission.

### ***Locations and hours***

YHFH Administrative Office – 33 S. Seward St. York, PA

Office hours: Monday - Friday, 8 AM - 4 PM (by appointment only) Phone: 717-854-6168

YHFH ReStore – 463 S. Albemarle St. York, PA, Phone: 717-854-6168 x200

Store hours: Wednesday-Friday, 9 AM – 4 PM; Saturday: 9 AM -3 PM

## **Volunteer Opportunities**

### **Construction**

Construction is the most popular of YHFH's volunteer opportunities. Volunteers assist with all

stages of home construction - including framing, hanging drywall, painting, and landscaping. No construction experience or skills are required! YHFH's professional construction staff work alongside the volunteers every step of the way. However, skilled laborers and tradesmen are always welcome and needed.

When: Tuesday - Saturday 8 AM - 2:30 PM

Location: Varies

### **ReStore**

YHFH's ReStore sells donated furniture and building materials to help raise revenue to support York Habitat's projects. Volunteers will work to provide customer service, clean/repair donated items, stock shelves, load/unload customer vehicles, and ride along with YHFH staff to pick up donations.

When: Tuesday – Friday, 8:30 AM - 4 PM; Saturday: 8:30 AM - 3 PM

Location: YHFH ReStore: 463 South Albemarle St. York, PA.

### **Special Events**

Volunteers are needed at various times throughout the year to assist with special events and fundraisers.

When: Varies

Location: Varies

### **Office Support**

There are occasional opportunities for volunteers to provide administrative support for York Habitat staff.

When: Varies

Location: YHFH Office: 33 S. Seward St. York, PA

### **Board of Directors and Operation Committees**

Volunteers with relevant experience can serve on YHFH committees, including the Board of Directors. If you are interested in joining a committee, you will have to meet with the Volunteer Services Manager, sign YHFH policies, and complete the necessary clearances.

*More information can be found on page 12.*

When: Monthly

Location: YHFH Office and via telecommunication

## **Training Opportunities**

There is an available online orientation for both our Construction and ReStore volunteer opportunities.

Free training provided by Habitat International can be found through the Habitat Learns program. This includes resources for teachers, parents, youth leaders, and student groups.



**Construction**

It is mandatory to view the provided construction safety video before you visit the construction site, this can be completed when you create your online Habitat account.

A database of “how to’s” – including videos and written manuals – will become increasingly available for your review if you wish to have some pre-knowledge of a skill you may use on the construction site. A general idea of tasks one may complete on their registered volunteer day will be available via email the day before your scheduled participation. Please check with the Volunteer Services Manager if you have not received an update.

**ReStore**

It is mandatory to view the provided ReStore training video, which is available through our website. You will be asked to sign a waiver that you have viewed and understand the information. This can be done through a physical meeting, as well.

Your first volunteer shift at the ReStore will consist of 30 minutes with a manager of the store or the volunteer manager walking through the space and discussing what opportunities you would be interested in.

**Volunteer Job Descriptions**

**Construction Volunteer:** Works under the supervision of the Construction staff on new home job sites, performing a variety of construction tasks including framing, installing, siding, flooring, insulation, windows, doors, drywall, painting, fencing, landscaping, and moving building materials/supplies.

**ReStore Greeter:** Works under the supervision of the Manager on Duty or Shift Lead. Responsible for greeting every customer with a warm smile. Has general knowledge of where items are located inside the store and can point people in the right direction of what

they are looking for. This position is reserved for those with physical handicaps that otherwise cannot complete another designated job.

ReStore Floor Attendant: Works under the supervision of the Manager on Duty or Shift Lead.

Responsible for the maintenance and upkeep of the interior of the ReStore, including all components. Tasks include cleaning floors, windows, and other surfaces, removing trash and recycled materials, applying touch-up paint and other details to maintain store appearance, and assisting other ReStore employees as needed.

Sales Associate: Works under the supervision of the Manager on Duty or Shift Lead. Works at the sales counter to assist customers through both the purchase and donation process. Tasks include operating the cash register, handling purchase transactions, greeting customers, answering questions, answering phone calls, and completing donation paperwork. This position requires attending a physical orientation session and a completed background check on file.

Receiving Attendant Works under the supervision of the Manager on Duty or Shift Lead.

Responsible for donation intake and the cleaning, testing, pricing, and stocking of donated merchandise, appliances, and building materials for preparing, pricing, and placing for display; incoming donations for the sales floor, using established pricing, merchandising, and inventory procedures. Tasks include sorting donations into proper categories, inspecting and restocking floor display areas, and assisting other volunteers as needed. This position requires the ability to lift and stand. Assists customers as needed with purchases, donations, pick-ups, and product searches.

Donations Assistant: Works under the supervision of the Donations Ambassador. Riding along with the staff truck drivers, the volunteer will assist with donation pick-ups. This may also include moving merchandise from the ReStore warehouse to the receiving location.

Board Member: The YHFH Board of Directors consists of twelve to eighteen volunteer members. The Board is charged with setting policy and making strategic decisions for the affiliate. Board vacancies are filled by a majority vote of board members on nominations by sitting members. Duties include setting policy and making major decisions for the affiliate, strategic planning, and oversight of the performance and financial health of the affiliate. The Board also hires and supervises the Executive Director. Each Board member must serve on one committee. Terms are 2 years and are renewable.

Committee Members: The Board of Directors establishes various volunteer committees to help carry out the business of the affiliate. Committee Chairs are all members of the Board.

## **Board of Directors and Operation Committees**

Board of Directors: Meets once a month, and also as needed.

The Board is ultimately responsible for the governance and executive oversight of the Habitat for Humanity Affiliate. The volunteer Board oversees the Executive Director, who manages the day-to-day operations of the Affiliate. If you are interested in joining the Board of Directors, you will have to fill out an application, meet with the Executive Director and Board President, sign the YHFH policies and complete necessary clearances.

Faith Relations Committee: Not currently an active Committee

The Faith Relations Committee builds long-lasting relationships with churches in the York County Community that will faithfully partner with YHFH in fulfilling its mission. It accomplishes this through Church Ambassadors, home dedications, congregational support, and ongoing efforts toward Faith Build projects.

Family Services Committee: Meets once a month

The Family Services Committee's purpose is to welcome new families into the Habitat family and to provide them with a mutual support system, educational opportunities, encouragement to ensure timely completion of all program requirements, and a forum for discussions regarding homeownership and relevant Habitat policies and procedures. Members actively engage existing homeowners to continue a sense of community, prevent mortgage delinquencies, and enable those helped by the program to “pay it forward”. The committee is the primary liaison between the affiliate and the homeowner families. Members must complete a child abuse clearance.

Finance Committee: Meets once a month

The Finance Committee is responsible for overseeing the monthly financial reporting, annual audit, investments, cash flow projects, and the budget process. Members must have a background in finance.

Marketing & Special Events Committee: Meets once a month

The committee executes the calendar-based marketing strategy communicating and promoting YHFH’s mission in the community. Oversees/designs the content of the website and social media sites, promotional materials, advertisements, and quarterly newsletter. Members also assist with the planning, promotion, and coordination of special events and fundraisers.

Volunteer Engagement Committee: Meets once a month

The Volunteer Engagement Committee is responsible for the oversight of York Habitat’s volunteer program. Using data gathered from surveys and volunteer check-in, the committee plans volunteer recruitment and engagement efforts to ensure a positive and effective experience.

Loan Review Committee: Meets when necessary

The Loan Review Committee reviews the documentation that is obtained by the Family Services Manager and looks for potential risks from a specialized lender's perspective. They will examine the Homeowner Applicant's redacted credit report, and qualification summary sheet, and determine whether the applicant can be presented to the Board for approval to enter the Homeownership Program. Members must have a professional background in finances.

ReStore Committee: Not currently an active Committee

The committee has been planning the ReStore build-out. Once the ReStore is up and running, the mission of the committee will change to the growth and enhancement of services for customers and volunteers

## Volunteer Policies and Procedures

### **Volunteer Eligibility:**

YHFH will not discriminate against any volunteer applicant based on race, gender, religion, or sexual orientation. Due to OSHA and Habitat International Policies, some volunteers depending on age may only be able to participate in certain activities.

Youth under the age of 14 must have a signed minor liability waiver, and be under constant supervision from a parent, guardian, or chaperone. The minor must remain in a designated safe area away from any potential hazards. They may only work for a maximum of 3 hours on a school day, and 8 hours on non-school days.

#### *Youth under 14 MAY:*

- Build/paint flower boxes, mailboxes, or garden stones.
- Perform landscaping or grounds maintenance.
- Paint door frames, baseboards, or other home components off-site.
- Provide food for volunteers.
- Clean a Habitat home when construction is complete.
- Help with house dedication.
- Assist ReStore customers.
- Clean and assist in minor repairs for ReStore products.
- Clean areas of the ReStore such as displays and floors.
- Inventory ReStore items. Set up Displays. Shelve items.
- Organize or sort retail items.
- Pack/bag purchased ReStore items for customers.

They may not use power tools or equipment. They cannot be on an active construction site. They cannot be in the ReStore warehouse. They may not work on a ladder.

Youths ages 14 and 15 must have a signed minor liability waiver and be under constant supervision from a parent, guardian, or chaperone. The minor must remain in a designated safe area away from any potential hazards. They may only work for a maximum of 3 hours on a school day, and 8 hours on non-school days.

#### *Youth ages 14 and 15 MAY engage in all activities of those under 14, in addition to:*

- Paint the Habitat home.
- Carry out ReStore customer purchases.
- Perform office and clerical work (including operating office machines, making copies, operating the computer, answering the phone, organizing files, etc.)
- They may not use power tools or equipment. They cannot be on an active construction site. They cannot be in the ReStore warehouse. They may not work on a ladder.

Youths ages 16 and 17 must have a signed minor liability waiver.

#### *Youth ages 16 and 17 MAY engage in all activities of those under 16, in addition to:*

- Be present on an active construction site and perform general construction or repair work.
- Load or unload the ReStore truck.
- Work in a ReStore warehouse.

- All volunteers 18 years old or older must sign the adult liability waiver, which can be completed once you create a Habitat account through our website.

### **Background checks:**

For the safety of our staff and volunteers, YHFH reserves the right to perform background checks on prospective volunteers. Background checks will only be processed with the acknowledgment and written consent of the individual. All Board of Directors Members, Committee Members, and Special Event Volunteers will have to submit a background check before volunteering.

Having a criminal record does not immediately disqualify someone from volunteering; however, volunteer applicants with violent or sexual charges will not be considered. Individuals with records that are not of this nature will be considered on a case-by-case basis and must be agreed upon by the Executive Director, Volunteer Services Manager, Volunteer Services Committee chair, and Construction Manager, depending on the job location and circumstances. Any volunteers having retail theft or related charges, will not be allowed to handle store transactions.

### **Registration:**

To register to volunteer with YHFH, visit our volunteer page [www.yorkhabitat.org/volunteer](http://www.yorkhabitat.org/volunteer). There, you will see a button called "VIEW OUR VOLUNTEER CALENDAR". The Volunteer Calendar lists every scheduled volunteer opportunity.\* When you click on one, you will be prompted to sign up for a Habitat account. This is how we keep track of our volunteer hours. On your account, you can specify what your skills and volunteer interests are. You can continue to use this account to sign up for volunteer opportunities whenever you wish to.

\*Any opportunity that is password protected is reserved for the group listed. Please check with your social organizations if they have volunteer hours planned with YHFH.

### **Dress Code:**

Construction Volunteers:

- **Closed-toe, 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. Shorts must be knee length and shirts must be modestly cut and provide adequate coverage. No Tank tops are allowed.
- No clothing with disturbing messages or that is provocative in nature, which could be viewed by others as offensive or suggestive.
- No loose jewelry or clothing that could be caught or snagged on something on the construction site.
- When necessary, volunteers must wear personal protective equipment.

ReStore Volunteers:

- Volunteers must wear knee-length or long pants, no sweatpants, or athletic pants.

- Volunteers cannot wear tank tops, flip-flops, untied shoes, or slippers.
- Volunteers will wear a name tag that is visible to all staff and customers.
- No clothing with disturbing messages or that is provocative in nature, which could be viewed by others as offensive or suggestive.

### **Safety Procedures:**

At YHFH, the safety of volunteers, team members, clients, and customers is the highest priority. This is achieved by:

- Safety inspections are done daily at the stores and construction sites.
- ReStore volunteers must follow the store Safety Guide, which is based on OSHA regulations. For a copy of the guidelines, you may ask any acting manager.
- Volunteers will follow the “Safe Way” to lift guidelines.
- Volunteers should immediately report unsafe working conditions and health hazards to the area supervisor.
- In case of an emergency (gas leak, bomb threat, fire, etc.) everyone must evacuate the building/build site immediately.
- Injuries should be reported immediately to the area supervisor and incident and accident report forms must be completed. You may not resume work until appropriate reports and evaluations are completed and conducted.
- YHFH is not responsible for theft or damage of any kind related to motorized vehicles, bikes, trailers, or similar items or contents.
- YHFH facilities, entrances to facilities, and vehicles are smoke-free. Designated smoking areas can be identified if asked; smoking is prohibited in all other areas.

### **Inclement Weather and Emergency Policy:**

YHFH reserves the right to close the worksite(s) and ReStore during periods of inclement weather or other emergencies. In extreme weather conditions or new emergencies, the construction site and store may close early to protect the safety of staff and volunteers. You can find information on weather delays or closings by searching YHFH’s Facebook page and local news stations.

### **Rest and Lunch Periods:**

Breaks throughout the day are encouraged as workflow allows and as agreed upon by your supervisor. In addition to breaks, any volunteer working 4 hours or more is required to take a 30-minute lunch. All individuals and groups are encouraged to plan and bring their own lunch. There will be a designated lunch break in the middle of the workday on the construction site. YHFH always provides water for volunteers.

### **Media:**

All Volunteers that complete the online application grant unto and convey unto YHFH the right to publish any photographic images, video, or audio recordings made by YHFH during the Volunteer's participation. This involves:

- Updates and photos of current YHFH projects
- Informing the community about the programs we offer
- Marketing and volunteering recruitment materials
- Giving recognition to volunteers and sponsors
- Keeping the community updated about affiliate events
- Taking photos and videos of volunteers at the ReStore and on the build sites

### **ReStore Purchases and Volunteer**

The following is how all Employee AND Volunteer purchases will be handled:

- If the Employee/Volunteer wishes to use their discount, they must allow the item(s) to be available for purchase on the sales floor for at least three (3) days. If they want the item immediately, they may purchase it without any discount.
- The employee/volunteer may not price any item they intend on purchasing. Items must be priced by the manager
- Only management may ring up all Volunteer purchases if they are leaving directly from a shift.
- Shopping may only be done before/after your shift, or during your break. Any item thrown in the trash or dumpster may not be retrieved. Never ask a donor if you can personally have an item being donated.
- For every 20 volunteer hours a volunteer completes at the ReStore (excluding Community Service Volunteers), they will receive 20% off one purchase. This will only be rewarded by the Volunteer Services Manager. The manager is not responsible for any misreported hours. The volunteer will sign off each time they receive their discount.
- Volunteers who are with us through a government assistance program, community service, or other mandatory services, will need to have worked at the ReStore for a minimum of 40 hours to receive a discount.
- All current Habitat Homeowners receive a 20% discount. All candidates in the homeownership program must send a picture of the item(s) intended for purchase to the Family Services Manager for further consideration.

### **Harassment Policy**



YHFH is committed to maintaining a work environment that is free from discrimination and prohibited actions, and where team members, volunteers, and clients at all levels are free to devote full attention and best efforts to the job. Harassment, either intentional or unintentional, has no place in the work environment. YHFH will not tolerate any form of harassment of or by a team member, client, or volunteer based on race, sex, religion, color, national origin, age, disability, sexual orientation, or any other protected status. The term “harassment” includes, but is not limited to, offensive language, jokes, or other verbal, graphic, or physical conduct relating to a team member’s race, sex, religion, color, national origin, age, disability, or sexual orientation which would make the reasonable person experiencing such harassment uncomfortable in the work environment, or which could interfere with the person’s job performance. YHFH’s prohibition against engaging in any form of harassment and protection from being the victim of harassment applies equally to team members, volunteers, clients, vendors, contractors, and customers.

#### *Reporting Instances of Harassment*

YHFH desires to maintain an atmosphere of mutual respect. Therefore, you have the responsibility and opportunity to explain to your fellow volunteers and YHFH staff members that you find a particular language or action offensive, or to report any such behavior that you may witness.

YHFH cannot correct harassment problems of which it is unaware. Therefore, if you believe that you have been harassed by a volunteer, co-worker, supervisor, staff person, or other individuals at the workplace (whether employed by YHFH or not), or believe that your volunteer or work experience is being adversely affected by such conduct, you should immediately report such concerns to the Volunteer Services Manager or the Executive Director.

### **Volunteer Expectations and Responsibilities**

YHFH aims to encourage people to work together to achieve Habitat’s mission by creating an environment that supports the diversity of people and their ideas. YHFH is committed to supporting high standards of business ethics in every aspect of its operation. YHFH 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 YHFH and embrace its core values. *(See page 6)*
- Volunteers must abide by all York Habitat for Humanity volunteer guidelines.
- No alcohol or drugs on Habitat property.
- Sexual/Racial harassment will not be tolerated.
- Inappropriate language of any kind will not be tolerated.
- Smoking or Vaping is only allowed in designated areas and on breaks
- Volunteers must remain respectful, courteous, and professional at all times when interacting with the public, Habitat staff, fellow volunteers, and partner families.
- Core Volunteers (I.E. BOD members, Committee Members, Family Partners, Cashiers, and Core Krew members) must complete the liability waiver, clearances, and policies 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 Services Manager as soon as possible
- Volunteers must check in and out with a designated staff member whenever volunteering on the build site or in the ReStore. This is your responsibility. Volunteers completing hours for community service (school, church, or court-ordered) must record their hours as advised, or they will 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 for the Restore and Construction Sites.
- YHFH is not responsible for any lost or stolen items. Please keep your valuables safe.
- 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 that you are involved with. They will take the necessary steps to correct the issue/problem.
  - If you still have further questions, please contact the Volunteer Services Manager.
- For volunteers that need a letter to document their hours, please allow up to five business days for the letter to be completed. Letters can be obtained from the Volunteer Services Manager.
- Volunteers wishing to terminate their assignments at Habitat must notify their supervisor as soon as possible.

### **York Habitat for Humanity commits to the following**

- To do our 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 the way 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.

### **Grievance Policy**

While YHFH 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 YHFH staff. 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/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 Services Manager, who will work alongside the Executive Director to resolve the conflict.

#### **Termination/Exit**

Any conduct that is not in line with the mission and core values of YHFH or the above-stated expectations and responsibilities, may result in the volunteer being asked not to return. Any conduct inconsistent with YHFH Policies and Mission by a staff person will be handled by the Executive Director.