



VOLUNTEER MANUAL

TABLE OF CONTENTS

.....	3
unity International.....	4
Humanity.....	4
ars.....	5
tunities.....	6
action.....	6
s.....	6
Events.....	6
Support.....	6
Committees.....	6 & 7
.....	8
s and Procedures.....	8
er Eligibility.....	8
ound Checks.....	8
tion Process.....	8
ng and Recording Hours.....	9
ode.....	9
rocedures.....	10
nt Weather Policy.....	10
d Lunch Periods.....	10
.....	10
ment Policy.....	11
.....	12
onsibility Guidelines.....	12
tion/ Exit.....	13
ce Policy.....	13



Welcome!

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 York Habitat for Humanity (YHFH) will prove enjoyable and rewarding. York 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 ReStore, 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 York 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.

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

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 good will, 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 Building 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 through 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.



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/repared 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, York Habitat for Humanity (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. 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 Habitat staff and volunteers.

Living in a new home with an affordable mortgage payment calculated at no more than 30% of gross monthly income allows our partner families the resources to properly provide for themselves. The change from renter to owner transforms the mind-set of the adults who helped build their own home 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, home ownership, and home maintenance. As of November 2017, YHFH has built 124 new homes and rehabbed many others homes in the York area.

Location and Hours



York Habitat for Humanity Administrative Office
33 S. Seward Street
York, PA 17404

Office hours:
Monday – Friday, 8 am – 4 pm (or by appointment)

YHFH ReStore

ReStore hours: TBA

Contact Information

Main office: 717-854-6168
ReStore:

Executive Director

Tammi Morris
tammi@yorkhabitat.org

Associate Director

Mark Mattern
mark@yorkhabitat.org

Construction Manager

George Myers
george@yorkhabitat.org

Volunteer Services Manager

Natasha Kukorlo
natasha@yorkhabitat.org

Office Manager

Christie Young
christie@yorkhabitat.org

Family Services Manager

Amanda Adams
amanda@yorkhabitat.org

Website: www.yorkhabitat.org

Facebook: <https://www.facebook.com/YorkHabitat/>

Volunteer Opportunities

Construction



Construction is the most popular of York Habitats' volunteer opportunities. Volunteers assist with all stages of home construction, including framing, hanging drywall, painting, and landscaping. No construction experience or skills are required as YHFH Staff supervise volunteers. However, skilled laborers and tradesmen are always welcome and needed.

When: Tuesdays, Thursdays and Saturdays (7:45am-2:30pm)

Location: Varies

ReStore

York Habitat's Restore sells donated materials to help raise revenue to support Habitat's projects. Volunteers provide customer service, help clean and repair donated materials, stock shelves, load and unload materials from vehicles, and ride along with our driver to pick up donations.

When: TBA

Location: TBA

Volunteers are typically scheduled in shifts depending on the store's needs. York's ReStore is planned to open in the fall of 2019.

Special Events

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

Office Support

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

Board of Directors (BOD) and Committees

**see page 7 for complete BOD and Committee descriptions*

Volunteers with relevant experience can serve on York Habitat committees, including:

- Development Committee
- Building and Site Selection Committee
- Marketing Committee
- Family Services Committee
- Volunteer Recruitment Committee
- Faith Relations Committee

If you are interested in joining the BOD, you will have to fill out an application, meet with the Executive Director, sign the YHFH policies and complete background check/ child abuse clearances.

If you are interested in joining a committee other than the BOD you will have to meet with the Volunteer Services Manager, sign the YHFH policies and complete background check/child abuse clearances.

Board of Directors: Meets the 4th Wednesday of each month, 5:30pm at YHFH Office

Board Member/President: Paul Gartland Staff contact Tammi Morris, Tammi@yorkhabitat.org

The Board is ultimately responsible for the governance and executive oversight of the York Habitat for Humanity Affiliate. The volunteer Board oversees the Executive Director who manages the day-to-day operations of the Affiliate.

Building & Site Selection Committee: Meeting time TBD



Board Member/Chair: TBD Staff Contact: George Myers, George@yorkhabitat.org
Identifies, assesses, and acquires an inventory of properties and oversees the planning and design of future construction projects per the annual operating plan. Members assist with materials solicitations, cost estimates, construction safety orientation and the Brush with Kindness Repair program.

Development Committee: Meeting time TBD

Board Member/Chair: Mike Konieczka Staff Contact: Mark Mattern, Mark@yorkhabitat.org
Develops and maintains a robust and diversified funding stream to cover program and general/administrative costs of the Organization, and provide for future endeavors. This is accomplished through a Sponsorship Team, Annual Giving and Fundraisers, and community giving programs such as Carpenter's Club, HabiTeam (team building) and Cars for Homes.

Faith Relations Committee: Meets the 1st Friday of each month, 9:30am at YHFH Office

Board Member/Chair: TBD Staff Contact: Christie Young Christie@yorkhabitat.org
Builds long-lasting relationships with churches in York City/County that will faithfully partner with York Habitat in fulfilling its mission. It accomplishes this through the Church Ambassadors, home dedications, congregational support and ongoing efforts towards "Building on Faith" projects.

Family Services Committee: Meets the 3rd Tuesday of each month, 5:30pm at YHFH Office

Board Member/Chair: Jill Bollinger Staff Contact: Amanda Adams Amanda@yorkhabitat.org
Educates homebuyers and partners with the candidates to ensure timely completion of all program requirements. Members actively engage existing homeowners to continue the sense of community, prevent mortgage delinquencies, and to enable those helped by the program to "pay it forward."

Finance Committee: Meets the 3rd Tuesday of every month, 7am at YHFH Office

Board Treasurer/Chair: TBD Staff contact Tammi Morris, Tammi@yorkhabitat.org
Responsible for overseeing the monthly financial reporting, annual audit, investments, cash flow projects and the budget process.

Marketing Committee: Meets the 1st Tuesday of each month, 5:30pm at YHFH Office

Board Member/Chair: Heather Noll Staff Contact: Mark Mattern, Mark@yorkhabitat.org
Executes the calendar-based marketing strategy clearly communicating and promoting York Habitat for Humanity'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 planning, promotion and coordination of special events and fundraisers.

Volunteer Recruitment Committee: Meets the 2nd Tuesday of each month, 5pm at YHFH Office

Board Member/Chair: Pat Nelson, Staff Contact: Natasha Kukorlo, Natasha@yorkhabitat.org
This Committee is responsible for the recruitment and nomination of suitable candidates to key leadership positions on the Board of Directors and the various standing Committees, as well as providing oversight of volunteer recruitment, placement, and ongoing engagement

Volunteer Policies and Procedures

Volunteer Eligibility

York Habitat for Humanity will not discriminate against any volunteer applicant based on race, gender, religion or sexual orientation.

We have the following Age Restrictions for any volunteer under the age of 18:

Ages 16 and 17

- Must be supervised at all times
- Must submit a release and waiver of liability for a minor signed by a parent/legal guardian prior to performing any volunteer activity
- Can assist with general construction/carpentry
- Must not work on/with excavation, demolition, or power tools
- Must not work at heights above 6 feet or on the roof

Background Checks:

For the safety of our staff and volunteers, York 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.

All BOD Members, Committee Members, Event Volunteers and Community Service Volunteers will have to submit a background check prior to volunteering.

Having a criminal record does not immediately disqualify someone from volunteering, however, any 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* and the Committee Chair/ Construction Manager (depending on volunteer location and circumstances).

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

Application Process:

To apply to volunteer with York Habitat, prospective volunteers can visit our website at yorkhabitat.org. On our site, one will find information about volunteering under the "Volunteer" tab. Once the application is completed and submitted, an email notification will be sent to the inbox of the Volunteer Services Manager. The applications will ask people to specify where they are interested in volunteering (ReStore, Construction or other). The Volunteer Services Manager will contact applicants interested in volunteering outside of Construction and schedule accordingly.

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 Services Manager to keep track of total volunteer hours and individual involvement.

GivEffect:



It is the job of the Volunteer Services Manager to ensure that the information from the sign-in sheets is entered into the affiliate's online database, GivEffect. This specific software is used to track volunteer activity. Volunteers can request information on their total number of accumulated hours through the Volunteer Services Manager.

Dress Code:

Construction Volunteers:

- *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 ReStore. Shorts must be knee length and shirts must be modest cut and provide adequate coverage of the chest area.
- 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 long pants—no sweatpants, leggings, or athletic gear.
- Volunteers cannot wear tank tops, flip flops, untied shoes or slippers.
- Volunteers must wear a name tag that is visible for staff and customers
- Any clothing with disturbing messages or provocative in nature, which could be viewed by others as offensive or suggestive, is prohibited.

Safety Procedures:

At York Habitat for Humanity, the safety of volunteers, team members, clients and customers is the highest priority. This is achieved by:

- Safety inspections done daily at the stores and construction sites.
- 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 emergency (gas leak, bomb threat, fire, etc.), it is mandatory that everyone 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.



- York Habitat is not responsible for theft or damage of any kind related to motorized vehicles, bikes, trailer or similar items or contents.
- York Habitat facilities, entrances to facilities and vehicles are smoke-free. Designated smoking areas can be identified if asked; smoking is prohibited in all other areas.
- YHFH volunteers are encouraged to complete Lockton's free online safety course: <http://bfhaffiliateinsurance.com/volunteers/>

Inclement Weather Policy:

York 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. You can find information on weather delays or closings by searching York Habitat's Facebook page and local news stations.

Rest and Lunch Periods:

Breaks throughout the day are encouraged as workflow allows. In addition to breaks, any volunteer working 4 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 workday. YHFH always provides water for volunteers on the construction site.

Media:

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

- Updates and photos of current YHFH 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
- Taking photos and videos of volunteers at the ReStore and on build sites

Harassment Policy

York Habitat for Humanity 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. York Habitat for Humanity 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. York Habitat for Humanity'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



It is the desire of York Habitat 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.

York Habitat for Humanity 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 individual 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

It is York 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. 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 York Habitat for Humanity and embrace the core values. (*see page 3*)
- Volunteers must abide by all York Habitat for Humanity volunteer guidelines.
- 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, Vol. Site Supervisors) 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 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 will 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.
- York Habitat for Humanity 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.
- Volunteers needing 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 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 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.

Termination/Exit

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

Grievance Policy

While York 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 York Habitat staff. Although most misunderstandings can and should be

solved on an informal basis, provisions that are more formal 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 Services Manager, who will work alongside the Executive Director to resolve the conflict.