

**GREATER FREDERICKSBURG
HABITAT FOR HUMANITY**

Volunteer

Policy & Procedures



Greater Fredericksburg

Habitat
for Humanity®



Information

1.0 Mission

Building strength, stability and self-reliance through shelter.

1.1 Vision

A world where everyone has a decent place to live.

1.2 History

Greater Fredericksburg Habitat for Humanity is a local affiliate that is part of Habitat for Humanity International. International was founded by Millard Fuller in 1976.

Greater Fredericksburg Habitat for Humanity was chartered in 1995 by a group of individuals who saw a need for affordable housing in the area. Since 1995, hundreds of repairs have been completed and over 20 homes have been built or rehabilitated.

1.3 Hours of Operation

The Administrative Office is open Wednesday through Friday from 9:00 AM to 5:00 PM. Monday, Tuesday, and Saturday are open by appointment only.

The Habitat ReStore is open Monday and Saturday from 9:00 AM to 5:00 PM, Tuesday from 12:00 PM to 5:00 PM, and Thursday and Friday from 9:00 AM to 7:00 PM.

1.4 Contact Information

Administration Office

2376 Plank Road
Fredericksburg, VA 22405
(540) 891-4401

ReStore Warehouse

2378 Plank Road
Fredericksburg, VA 22405
(540) 891-5009

**"For a community to be whole and healthy, it must be based on people's love and concern for one another."
Millard Fuller**



Volunteer Policy

2.0 Our Mission for Volunteers

Greater Fredericksburg Habitat for Humanity is committed to making affordable and safe housing a reality for families. We build affordable homes using mostly volunteer labor for low-income families in the Greater Fredericksburg area. With the help of donations, volunteers, proceeds from our ReStore, and hard work from our homebuyers, we're making that dream possible for many residents in our community. Volunteers are essential to our mission, and we encourage volunteer involvement in many levels of our organizational structure.

2.1 Role of Affiliate Staff

Volunteer Coordinator

The function of the Volunteer Coordinator is to provide a central coordinating point for effective volunteer involvement in the organization and to direct and assist employee and volunteer efforts jointly to provide more productive services.

2.2 Definition of a "Volunteer"

A volunteer is anyone who, without compensation, performs tasks at the direction of and on behalf of Greater Fredericksburg Habitat for Humanity.

2.3 Volunteer Rights & Responsibilities

Volunteers are a valuable resource to Fredericksburg Habitat, its staff, and those served by our mission.

Volunteers can expect to:

- Receive an orientation and safety talk
- Be given personal protection equipment (PPE)
- Sign a volunteer waiver
- Have any special needs and accommodations met by Habitat staff
- Be treated with respect by Habitat staff
- Receive effective supervision
- Be recognized for work completed

In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the values, goals, and procedures of Fredericksburg Habitat. Any volunteer may be immediately relieved of their responsibilities by Fredericksburg Habitat, just as a volunteer has the right to cease volunteering at any time.

Volunteer Mgmt. Policy

3.0 Volunteer Records

Volunteer information and hours will be kept in Greater Fredericksburg Habitat for Humanity's Volunteer Management Software. Volunteer Waivers are kept on file for a period of 7 years.

3.1 Confidentiality Policy

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed through volunteering with the affiliate.

3.2 Representation of Fredericksburg Habitat

Prior to any statement or action that might significantly affect or obligate Greater Fredericksburg Habitat for Humanity, volunteers should seek consultation and approval from appropriate management staff.

3.3 Conflict of Interest

Conflict of interest occurs when you are in a position to influence a decision that may result in direct or indirect personal, philosophical, or financial gain for you or an immediate family member. It also occurs when private interest supersedes the public interest to influence behavior. Should a conflict of

interest or a potential conflict of interest arise, the volunteer must notify their supervisor (Greater Fredericksburg Habitat for Humanity Staff) immediately.

3.4 Harassment

A respectful work environment is essential to the well-being of both employees and volunteers. Greater Fredericksburg Habitat for Humanity prohibits any actions or conduct that may discriminate against or harass employees or volunteers. 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 such conduct may result in disciplinary action, up to and including immediate dismissal.

If you believe that you are being or have been unlawfully harassed, you should immediately report the perceived harassment to your supervisor (Greater Fredericksburg Habitat for Humanity Staff).

Retaliation against volunteers who report unlawful harassment, or who participate in investigations as a witness or in other capacities, also violates the law and our policy.

Volunteer Mgmt. Policy

3.4 Harassment Cont.

Such retaliation is prohibited, will not be tolerated, and should be reported immediately.

3.5 Conflict Resolution

Personal differences may occur among personnel. The quickest way to resolve a problem is to approach and converse respectfully with the individual(s) involved in the issue. If that doesn't work, your supervisor (Greater Fredericksburg Habitat for Humanity Staff) should be notified to assist in mediating the conflict.

3.6 Drugs and Alcohol

Volunteers or Employees may not be under the influence of any illegal drug or alcohol or impaired by over-the-counter or prescription drugs while in the work place, while on duty, or while operating a vehicle or equipment owned or leased by Greater Fredericksburg Habitat for Humanity. Greater Fredericksburg Habitat for Humanity is a drug-free workplace. If you are in violation of this policy you will be dismissed immediately and may be asked not to return.

3.7 Acceptance of Gifts and Gratuities

Volunteers are prohibited from accepting gifts, donations, or gratuities from donors, customers, or members of the community for their work with Fredericksburg Habitat. If a grateful patron wants to make a donation to the affiliate because of the work and/or assistance of the volunteer, the client may do so with the understanding that the benefactor of the donation is Greater Fredericksburg Habitat for Humanity. Volunteers are also prohibited from soliciting donors, customers, or any other Habitat clients for any personal gain, whether philosophical or financial. Such actions are subject to volunteer dismissal.

3.8 Arrival on Site

Volunteers are expected to arrive at the office, build site or ReStore on time for their scheduled shift or meeting. Volunteers will sign-in or be signed in by affiliate staff on the Volunteer Kiosk and follow any other procedures designated by the supervisor.

Volunteer Mgmt. Policy

3.9 Productive Use of Time

Volunteers are expected to productively serve Greater Fredericksburg Habitat for Humanity when signed in. They should take initiative to keep busy, and should ask questions if uncertain about instructions or responsibilities.

3.10 Dress Code

Volunteers must wear closed-toed shoes and be dressed appropriately and comfortably for their performance of duties. Appropriate clothing means no sagging pants, no shorts shorter than mid-thigh, no low-cut shirts, no headgear unless in accordance with religious guidelines or functional for current weather conditions, and no offensive images or words.

3.11 Breaks/ Use of Break Room

A designated break room will be shown to volunteers at the time of orientation. Designated break rooms are equipped with a refrigerator and microwave. Volunteers are expected to clean up after themselves and discard waste properly. This does not apply to build sites.

3.12 Conduct

Staff and volunteers are expected to maintain respectful and professional relationships with one another and with donors and customers while on Greater Fredericksburg Habitat for Humanity property. Inappropriate behavior and conversations should be reported in writing to your supervisor. If the behavior or conversation includes the supervisor, the Volunteer Management Staff should be notified. A meeting with the reported parties will take place, and steps may be taken at the discretion of Management.

3.13 First Aid

The office maintains first aid kits in cabinets at the copier. The ReStore maintains first aid kits at the cashier booth and in the break room. Each construction site is equipped with a first aid kit.

3.14 Emergency Procedures

Volunteers are expected to act in accordance with Greater Fredericksburg Habitat for Humanity emergency procedures

Volunteer Mgmt. Policy

3.14 Emergency Procedures Cont.

unless otherwise instructed by a staff member. In any case in which a volunteer does not know what to do, they are expected to follow the instructions of a staff member.

3.15 Safety

Volunteers share responsibility for maintaining a safe work environment. Greater Fredericksburg Habitat for Humanity will attempt to assure a safe work environment and to comply with federal, state, and local safety regulations. In turn, volunteers are expected to obey safety rules and to exercise caution in all work activities. Volunteers are also asked to report any unsafe conditions to their supervisor (Greater Fredericksburg Habitat for Humanity Staff). If a volunteer has an accident that results in injury, they must report it to an employee supervisor, regardless of how insignificant the injury may appear.

3.16 Policies and Procedures for Minors

Greater Fredericksburg Habitat for Humanity accepts minors aged 16 and above to volunteer. They must obtain a signature from their parent or guardian when signing the Waiver of Liability Form

as this form is a legal document. Those under the age of 18 are not permitted to operate power tools or climb ladders during their time volunteering for Greater Fredericksburg Habitat for Humanity.

3.17 Community Service Volunteers

Volunteers that need community service for school are welcome to complete those hours with Greater Fredericksburg Habitat for Humanity. We encourage those students to bring any required documentation for hours completed each day they serve.

If required, it is the responsibility of the volunteer to keep track of their hours and at the end of each shift, sign off or obtain a signature from a supervisor (Greater Fredericksburg Habitat for Humanity Staff).

If a letter is required as proof of completion of hours, the volunteer is expected to give 48 hours prior notice to Volunteer Management Staff.

Volunteer Mgmt. Policy

3.18 Court Related Community Service

Greater Fredericksburg Habitat for Humanity recognizes that some of our volunteers may wish to complete community service for court related reasons.

We also recognize that the safety and well-being of our partner families, volunteers, and employees is paramount to the acceptance of criminal offenders needing to perform community service.

With that in mind, Greater Fredericksburg Habitat for Humanity has implemented the following guidelines for community service volunteers:

- The individual cannot be doing hours related to an offense of a violent nature
- The individual cannot be doing hours related to an offense of a sexual nature
- The individual cannot be doing hours related to the offense of burglary

Prior to attending an orientation session, the individual must let the Volunteer Coordinator know that he or she is completing court related community service hours. Failure to do so will result in no documentation of completed hours served.

Fulfilling community service hours with Greater Fredericksburg Habitat for Humanity is a privilege and this privilege may be revoked at any time if the supervisor (Greater Fredericksburg Habitat for Humanity Staff) feel the volunteer is not meeting expectations, if they are not productive, or if they are disruptive to our partner families, fellow volunteers, staff, or customers. In this event, a letter of dismissal will be sent to the probation officer.

3.19 Volunteer Cell Phone Use

Use of cell phones while volunteering is discouraged for safety reasons. Cell phones should be silenced and personal use limited except on break. Under no circumstances should a volunteer use personal electronic devices or headphones to distract from their tasks. However, we do encourage you to post on social media when appropriate! Please use hashtags so we can see and share your post.

#fredhab
#habitatva
#loveva
#dogood

3.20 Volunteer Expenses

- Volunteers will not be reimbursed for travel to the Greater Fredericksburg Habitat or for any other expenses incurred in the process of volunteering.

3.21 Security of Personal Belongings

Volunteers are encouraged to leave personal belongings at home or in vehicles if items cannot be kept on their person. Greater Fredericksburg Habitat for Humanity does not take responsibility for lost or stolen items.

3.22 Insurance

Liability and accident insurance is not provided for volunteers engaged in the business of the Greater Fredericksburg Habitat for Humanity. Volunteers are encouraged to speak with their own insurance agents regarding the extension of their personal insurance to include community volunteer work.

3.23 Waivers

All volunteers sign a new waiver each new year and said waivers are valid for that calendar year.

4.0 Recruitment

Volunteers shall be recruited by the organization on a pro-active basis with the intent of broadening and expanding the volunteer involvement in Habitat opportunities in the community. Volunteers shall be recruited without regard to gender, disability, race, or other conditions. The only exception is underage minors.

4.1 Age Limitations

For safety reasons, there are age limitations for volunteer opportunities at Greater Fredericksburg Habitat for Humanity.

People under the age of 16 cannot work in the Administrative Office, ReStore, or Build Sites. Individuals ages 16-17 must have a Waiver of Liability signed by a parent or guardian to be eligible to volunteer.

Some tasks on the build sites are restricted, and only those 18 years of age and older are permitted to perform (including those related to heights and usage of power tools). Refer back to Section 3.16 for additional details.

4.2 Orientation

All individuals wishing to participate in volunteer opportunities with Greater Fredericksburg Habitat for Humanity are required to first attend an orientation session and complete Safety Training through Lockton, the affiliate's insurance company. Volunteers sign up to attend an orientation session on our online database (described below). Those who fail to arrive on time may be asked to leave and sign up for another orientation on another day. Once the orientation and safety training are completed, individuals are able to sign up for all other volunteer opportunities.

4.3 VolunteerUP

Volunteers sign up for shifts in the Administrative Office, ReStore Warehouse, Build Site, and Special Projects using the online calendar called VolunteerUP. This calendar gives volunteers access to project details and addresses for sites. This site is also used as a recruitment and messaging tool to volunteers who have registered with the site.

5.0 Volunteer Code of Respect

Volunteers and paid employees are considered colleagues in furthering the Greater Fredericksburg Habitat mission. It is essential to proper operation of this relationship that each understand and respect the needs and abilities of the other.

5.1 Training

Volunteers will be provided the necessary training for positions or job tasks. This is the responsibility of the supervisor (Greater Fredericksburg Habitat for Humanity Staff). If a volunteer feels they require additional training, they should notify their supervisor and/or Volunteer Management Staff.

5.2 Injuries and Property Damage

Volunteers should immediately report any injuries sustained or witnessed while volunteering and any property damage made or witnessed while volunteering. The report shall be given to the supervisor (Greater Fredericksburg Habitat for Humanity Staff).

Volunteer Supervision

5.3 Lines of Communication

Volunteers are entitled to all necessary information pertinent to the performance of their work assignments. Primary responsibility for ensuring that the volunteer receives such information rests with the volunteer's direct supervisor (Greater Fredericksburg Habitat for Humanity Staff). Lines of communication should exist in both directions. Volunteers should be consulted regarding all decisions that would substantially affect the performance of their responsibilities.

5.4 Three Strike Policy

Greater Fredericksburg Habitat for Humanity has the right to dismiss a volunteer if the volunteer has signed up online and been a no-call/no show for three shifts in a given month. The volunteer's account will also be made inactive on VolunteerUP.

5.5 Reasons for Dismissal

Any act in violation of the policies of the Handbook or failure to perform assigned duties may result in warnings and can lead to dismissal. Possible grounds for immediate dismissal may include, but are not limited to, the following:

- Violation of safety guidelines
- Gross misconduct or insubordination
- Physical altercation with anyone
- Misrepresentation of or slander while volunteering
- Use or possession of alcohol or illegal drugs
- Failure to adhere to conflict-of-interest and/or confidentiality statutes
- Theft of, misuse of, or significant damage to property, equipment, materials, or supplies as stated in this Handbook
- Harassment of another member of the organization
- Solicitation as stated in this Handbook under Section 3.7
- Performing any other action that is prohibited by law

5.6 Resignation/Quitting

Volunteers may resign/quit from their volunteer service at any time.

**Thank you for helping to
build strength, stability, and
self-reliance through
shelter!**