VOLUNTEER COPY TO KEEP

Habitat for Humanity of Citrus County (HFHCC)

Volunteer Handbook

Dear Volunteer:

Welcome to Habitat for Humanity of Citrus County! It is our hope you will find volunteering to be a satisfying and rewarding experience. We are confident that your hours of service will be of value and benefit to our community.

This handbook contains information on the history and mission of HFHCC and highlights some of the volunteer opportunities available to you. Please refer to it as a useful reference as you begin your volunteer experience.

We appreciate your interest in volunteer service and are here to help make your volunteer experience meaningful and productive. We look forward to getting to know you and are available for assistance.

Habitat for Humanity Volunteer Code of Conduct

Becoming a Habitat volunteer comes with great rewards and responsibilities. Volunteers like you 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, embarrassment, injured feelings 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 Habitat, you will not disclose confidential Habitat information or confidential information given to you by others.

I understand that I can report violations anonymously through www.mysafeworkplace.com.
I understand that Habitat has the right to release me from my volunteer position at its discretion. I also understand that I am responsible for any costs that I may incur due to a violation of the code of conduct.

How to Become a Habitat Volunteer

Volunteer Process

1. Meet with Marketing & Volunteer Coordinator to discuss opportunities available at HFHCC.
2. Provide a photocopy of your Photo ID.
3. Review, complete and sign a Volunteer Agreement, Release and Waiver of Liability.
4. Review, complete and sign Code of Conduct Form.
5. Successfully pass the required background check (National Sex Offender & Predator Website).
6. Complete the required safety training videos.
7. Select your area of interest – Construction/ ReStore.
8. For Construction, check the weekly construction schedule on HFHCC website.
9. Sign in and out at the job site or the ReStore each day you volunteer.
10. Know we truly appreciate your efforts to assist us help our community!

Safety Training:

All volunteers must complete an on-line safety presentation and a passing test score through the Lockton Affinity Insurance Program before volunteering on a HFHCC construction site or in the ReStores.

Construction Volunteer Position Descriptions

Construction Volunteer

Helpful Skills: Carpentry, construction, electrical repairs, but all skill levels and abilities welcome!
Description: To provide general labor at current worksites under the supervision of our crew leaders.

Trailer Manager

Required Skills: Inventory control, organization skills
Description: Responsible to keep the construct trailer clean and organized. Individual will be accountable for and keep all tools in good condition. Must be dependable and willing to train and work with others.

How to Check the Weekly Construction Schedule

Visit www.habitatcc.org

Click on “Get Involved”

Click on “Weekly Schedule”

Click on “View Our Weekly Construction Schedule”

Construction Days are on Tuesday’s, Thursday’s and Saturday’s, From 8 a.m. – noon.

ReStore Volunteer Position Descriptions

Customer Service Representative

Required Skills: Retail experience, friendly, helpful demeanor
Description: Greet and assist ReStore customers, assist cashier with wrapping and bagging purchases, keeping showroom clean and organized, placing new merchandise out in the showroom and other duties as assigned.

Appliance and Electronics Tester

Required Skills: Experience in appliance repairs, construction, electrical repairs, and general maintenance, must possess strong organizational skills.
Description: Volunteer needed with knowledge of appliances and or electronics or lighting to test, clean and prepare donated items for resale.

Truck Helper

Required Skills: Strong organization skills, experience with sorting, packing and transporting merchandise

Description: Strong reliable volunteers to spend the day riding on the truck, assisting the drivers load and unload furniture.

ReStore Hours: Monday – Saturday – 9 a.m. – 5 p.m.

ReStore Locations: Crystal River: 7800 Gulf to Lake Hwy, Crystal River, FL 34429

Inverness: 3703 E. Gulf to Lake Hwy, Inverness, FL 34453

BASIC JOB SITE RULES

Dress Code

The following guidelines are provided to assist you in projecting an appropriate appearance, and to afford safety and health on the job:

- **Closed-toe shoes are mandatory**! Sturdy work boots are strongly recommended. Crocs and loafers are not permitted.
  - Volunteers should wear clean, weather appropriate apparel i.e. jeans and t-shirts are acceptable at the construction site. Shirts much have a least a tee sleeve. Pants are also preferred over shorts in order to reduce the risk of lacerations, however, high temperatures and the tasks required should be considered when determining the appropriateness of clothing. Construction volunteers can wear shorts, but they must be a modest length. Volunteers cannot wear tank tops.
  - No loose jewelry or clothing.
  - Undergarments should be covered with clothing.
  - Any clothing with disturbing messages or provocative in nature, which could be viewed by others as offensive or suggestive, is prohibited.
  - When necessary, volunteers must wear personal protective equipment:
    - Hard hats will be worn by all employees and volunteers on the jobsite.
      - Safety glasses will be worn as the minimum required eye protection where hazard dictates such as cutting and other dusty activities.
      - Gloves: A good pair of gloves can help protect against several different hazards. It helps avoid abrasions, lacerations, blisters and heat. When working with chemicals use a particular pair of gloves rated for chemicals.
      - Hearing Protection: Used when hazard dictates. Know that cotton is not adequate protection.
      - Respiratory Protection: A standard paper mask is good for large particles like saw dust while sweeping or chipping. Other more advanced masks are great when dealing with tasks such as cutting concrete or fiberglass insulation, and chemical operations.

Basic Rules

- Must bring a Photo I.D.
- No phones on site.
  - Firearms, alcoholic beverages, illegal drugs are prohibited on the site.
  - Glass containers or bottles of any kind are not permitted.
  - No horseplay. Avoid distracting others.
  - Housekeeping is an integral part of the job and employees/volunteers are responsible for keeping their area clean, orderly and hazard free. Clean-up is required of the site at the end of the day.
  - All tools must be in good working condition. Defective tools cannot be used. (Ex: unguarded saws, hammers with loose or split handles).
  - All scaffolding and work platforms must be built and maintained in accordance with OSHA specifications (inspected and approved by job supervisor).
  - All extension cords, drop cords, electrical tools should be inspected, properly grounded (GFI).
  - All floor openings or excavations should be properly barricaded on all sides to ensure employees/volunteers are aware of the hazard.
  - Fall Protection Requirements – full body harnesses must be worn and secured at any time there is a fall hazard of more than 6 feet.
  - Follow instructions. Do not take chances; if you do not know, ASK.
  - Correct or report unsafe conditions.
  - Report all injuries immediately to your supervisor no matter how minor. Get first aid treatment, if necessary.
  - When lifting, bend your knees. Get help for heavy loads.
  - Comply with all safety rules and signs.

SAMPLE

Comm. Svc._____

Renewal Waiver_____

Volunteer Agreement, Release and Waiver of Liability

This Release and Waiver of Liability (the "Release") is executed on this _____day of _____, 20____, by

_____, (the "Volunteer"), in favor of **Habitat for Humanity of Citrus County, Inc. (HFHCC)**, Habitat for Humanity International, Inc. and any other Habitat for Humanity affiliated organization and their respective affiliates, directors, officers, trustees, employees, sponsors, donors, volunteers and agents (collectively, the "Released Parties").

I, the Volunteer, desire to work as a volunteer for one or more of the Released Parties without compensation and engage in the activities related to being a volunteer. I understand that my activities may include but are not limited to the following: working at Habitat for Humanity offices and worksites; working in or for Habitat for Humanity ReStore operations; loading and unloading materials; traveling to and from work sites, towns, cities or countries; consuming food available or provided; living in housing provided for volunteers; assisting in disaster relief areas; constructing and rehabilitating residential buildings; other construction-related activities; and other volunteer activities ("Activities").

I, the Volunteer, understand that my Activities may include work that may be hazardous to me, including, but not limited to, exposure to lead, asbestos, and mold, which may cause or worsen certain illnesses, especially if I do not wear protective equipment, am exposed for extended periods of time, or have a pre-existing immune system deficiency.

I, the Volunteer, hereby freely, voluntarily and without duress execute this Release under the following terms:

Release and Waiver. In consideration of and in order to be allowed to participate in the Activities, I, the Volunteer, do hereby release and forever discharge and hold harmless the Released Parties and their successors and assigns from any and all liability, claims, demands, costs and damages of any kind, whether arising from tort, contract or otherwise, which I or my heirs, assigns, next of kin or legal representatives may have or which may hereinafter accrue, arise from, or are in any way related to my Activities with any of the Released Parties, including but not limited to personal injury, bodily injury, illness, property damage, loss or death, whether caused wholly or in part by the simple negligence, fault or other misconduct of any of the Released Parties or of other volunteers, other than their intentional or grossly negligent conduct.

I understand and acknowledge that by signing this Release I knowingly assume the risk of injury, harm, damage and loss associated with the Activities. I also understand that the Released Parties do not assume any responsibility for or obligation to provide financial assistance or other assistance, including but not limited to medical, health or disability insurance in the event of injury, illness, death or property damage.

I understand and acknowledge that children under the age of 16 are not allowed on Habitat for Humanity worksites while construction is in progress. While minors between the ages of 16 and 18 may be allowed to participate in some types of construction work, I understand that using power tools, excavation, demolition, working on rooftops and similar activities are not permitted for anyone under the age of 18. I agree it is my responsibility to communicate these requirements to any of my minor children who will attend and/or participate in the Activities.

Consent to Transportation and Medical Treatment. I consent to the use of first aid treatment and the use of generic and over the counter medications and treatments as directed by manufacturer labels, whether administered by the Released Parties or first aid personnel. In an emergency, I understand the Released Parties may try to contact the individual listed below as an emergency contact. If an emergency contact cannot be reached promptly, I hereby authorize the Released Parties to act as an agent for me to consent to any examination, testing, x-rays, medical, dental or surgical treatment for me as advised by a physician, dentist or other health care provider. This includes, but is not limited to, my assessment, evaluation, medical care and treatment, anesthesia, hospitalization, or other health care treatment or procedure as advised by a physician, dentist or other health care provider. I also authorize the Released Parties to arrange for transportation of me as deemed necessary and appropriate in their discretion. I, the Volunteer, do hereby release, forever discharge and hold harmless the Released Parties from any liability, claim, demand, and action whatsoever brought by me or on my behalf which arises or may hereafter arise on account of any transportation, first aid, assessment, care, treatment, response or service rendered in connection with my Activities with any of the Released Parties. If the Volunteer is less than 18 years of age, the parent(s) having legal custody and/or the legal guardian(s) of the Volunteer also hereby release, forever discharge and hold harmless the Released Parties from any liability, claim, demand and action whatsoever

brought by such volunteer or on his/her behalf which arises or may thereafter arise on account of the decision by any representative or agent of the Released Parties to exercise the power to transport, administer first aid, and consent to assessment, examination, x-rays, medical, dental, surgical or other such health care treatment as set forth in the Parental Authorization for Treatment of, and Travel With, a Minor Child.

Insurance. I understand that, except as otherwise agreed to by the Released Parties in writing, the Released Parties are under no obligation to provide, carry or maintain health, medical, travel, disability or other insurance coverage for any Volunteer. Each Volunteer is expected and encouraged to obtain his or her own health, medical, travel, disability or other insurance coverage.

I understand that I am and remain responsible for payment of such hospital, physician, ambulance, dental, medical or other services obtained for me or my child. I agree that the Released Parties do not assume any responsibility for the payment of such fees or expenses which may be incurred. If I have health insurance, I understand my personal health insurance is my primary coverage.

Confidentiality. I agree that in the course of my participation in the Activities, I may have access to personal and/or health care information of other persons. I agree to maintain the confidentiality of such information, to use such information only as necessary to do my job as a volunteer, and to comply with Habitat for applicable policies regarding such information.

Photographic/Recording Release. I hereby grant and convey unto Habitat for Humanity International, Inc. and HFHCC all right, title and interest in any and all photographs and video/audio/electronic recordings of me, including as to my name, image and voice, made by or on behalf of any of the Released Parties during my Activities with the Released Parties, including, but not limited to, the right to use such materials for any purpose and to any royalties, proceeds or other benefits derived from them. I understand that I will not have any ownership interest in or to such photographs, images and/or recordings, I have not been provided or promised any compensation to me, and I hereby waive any rights, privileges or claims based on any right of publicity, privacy, ownership or any other rights arising, relating to or resulting from the photographs, images and/or recordings. I understand and agree that this paragraph also applies to my minor child(ren) who are volunteering.

To protect the privacy of our partner families and homeowners, NO unauthorized videos and/or pictures are permitted to be taken in our ReStores or construction sites without Habitat for Humanity of Citrus County Administration's permission.

Background Consent: Volunteer does hereby agree and acknowledge that Habitat for Humanity of Citrus County, Inc. has the right to access public records for the purpose of determining if volunteer has been adjudicated guilty of an offense which in Habitat's opinion may place others at risk, and further agrees to cease volunteering and vacate the premises should Habitat make such a determination and/or request same.

Other. I expressly agree that this Release is intended to be as broad and inclusive as permitted by state law. I further agree that in the event any clause or provision of this Release is held invalid by any court of competent jurisdiction, the invalidity of such clause or provision shall not otherwise affect the remaining clauses or provisions of this Release, which shall continue to be enforceable. Further, a waiver of a right under this Release by a Released Party does not prevent the exercise of any other right.

I have carefully considered my decision, the benefits and risks involved and hereby give my informed consent to participate in all volunteer Activities. I have read and understand this Release and Waiver of Liability, any questions of mine have been answered, and I voluntarily agree to the above provisions. It is my intent to bind my heirs, next of kin, assigns and legal representative.

SIGNATURE OF VOLUNTEER 18 YEARS OR OLDER:

Volunteer: **Name** (please print) _____

Signature: _____

Address: _____

Phone: (H)_____**(C)**_____**Date of Birth:** _____

Email: (please print) _____

Witness: Name: _____

Signature: _____