



Hanover  
**Habitat**  
for Humanity®



# Hanover Habitat for Humanity Volunteer Manual

2020-2021

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*Last updated 8/4/20 3:00 p.m.*

## Welcome!

Thank you for your interest in volunteering with Hanover Habitat for Humanity! We are delighted that you have taken this step to learn more about how you can support us as we partner with people from all walks of life to provide families in need with simple, decent, affordable housing.

Hanover Habitat for Humanity is founded upon volunteerism and values the contributions made by individuals who give their time to work with us as volunteers. Volunteers are vital parts of our operations and builds. This volunteer-driven organization relies on volunteers like you to help families realize the dream of homeownership. From working on the construction site and helping in the ReStore, to assisting with special events and serving on committees or helping in the office and supporting fundraising efforts—volunteers greatly impact every aspect of our organization.

This manual will provide information on policies, procedures, and practices of Hanover Habitat for Humanity (Hanover Habitat or HHHF). You are encouraged to familiarize yourself with the contents of this manual, as it will answer many questions concerning our organization and outline how you can become involved.

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

## Habitat for Humanity International

Driven by the vision that everyone needs a decent place to live, Habitat for Humanity began in 1976 as a grassroots effort on a community farm in southern Georgia. The Christian housing organization has since grown to become a leading global nonprofit working in local communities across all 50 states in the U.S. and in more than 70 countries. Families and individuals in need of a hand up partner with Habitat for Humanity to build or improve a place they can call home. Habitat homeowners help build their own homes alongside volunteers and pay an affordable mortgage. Through financial support, volunteering or adding a voice to support affordable housing, everyone can help families achieve the strength, stability and self-reliance they need to build better lives for themselves. Through shelter, we empower. To learn more, visit [habitat.org](http://habitat.org).

## Hanover Habitat for Humanity

Hanover Habitat for Humanity was formed in 1990 by a committed group of Hanover citizens who wanted to provide safe and affordable housing in Hanover County. Since that time Hanover Habitat has built homes for over 60 families. People in our community and all over the world partner with Habitat for Humanity to build or improve a place they can call home. Habitat homeowners help build their own homes alongside volunteers and pay an affordable mortgage. With our help, Habitat homeowners achieve the strength, stability and independence they need to build a better life for themselves and their families.

### Administrative Offices:

9161 Atlee Road Suite B  
Mechanicsville, VA 23116  
Phone: 804-569-6108  
Fax: 804-569-6317  
Monday-Friday, 9:00 a.m.–5:00 p.m.

### ReStore:

9159 Atlee Road  
Mechanicsville, VA 23116  
Phone: 804-569-6226  
Monday-Saturday, 9:00 a.m.–5:00 p.m.

Website: [www.hanoverhfh.org](http://www.hanoverhfh.org)

Facebook: [www.facebook.com/HanoverHabitat](https://www.facebook.com/HanoverHabitat)

### Staff:

Executive Director.....	Linda Tiller
Controller.....	Maria Booker
Director of Development.....	Laurie Ursiny
Director of Community Engagement.....	Amanda Gunter
Director of Family Services.....	Kimberly Breeden
Finance & Administrative Assistant.....	Jennifer McDuffee
Construction Supervisor.....	George Robinson
Director of Retail Management.....	Rick Holzbach
President of the Board.....	Joseph Jones

Main Contact for Volunteers:

Director of Community Engagement, Amanda Gunter

[agunter@hanoverhfh.org](mailto:agunter@hanoverhfh.org)

804-304-0516, cell

## Summary of Volunteer Opportunities

### **Construction:**

Construction is a popular choice for volunteering with Hanover Habitat. Volunteers assist with all stages of home construction. All skill levels are welcome, with no experience necessary! Construction is the perfect opportunity for a group of friends, coworkers or organization! We can take groups up to 8, but individuals are also welcome! Volunteers must be at least 16 years old.

**When:** Thursday, Friday, and Saturday weekly from 8:30 a.m. - 3:30 p.m.

**Where:** Construction Site

**Supervisor:** Construction Supervisor

### **ReStore:**

Hanover Habitat has one ReStore that sells donated materials as income to help build affordable homes in Hanover. Tasks include inspecting donations, cleaning and pricing incoming items, straightening and cleaning displays, and providing assistance to customers. All volunteers will receive training and will work with a ReStore staff member until they are comfortable to work alone! Volunteers must be at least 18 years old. This is a great way to give back to you community, and to support Hanover Habitat's building mission! Volunteers must be 18 years or older.

**When:** Monday through Saturdays, weekly, 9:00 a.m.-1:00 p.m. or 1:00 p.m. - 5:00 p.m.

**Where:** ReStore

**Supervisor:** Director of Retail Management

### **Recycling:**

Our recycling crew is a very unique program to Hanover Habitat. Each week, volunteers gather to help disassemble old or broken appliances to collect metals as well as collect and sell aluminum cans. Selling metals brings an additional income stream to help build affordable homes in Hanover. Volunteers must be at least 16 years old.

**When:** Tuesdays weekly, from 9:00 a.m. – 5:00 p.m. (flexible schedule)

**Where:** Warehouse (back of administrative offices)

**Supervisor:** Director of Retail Management

### **Office:**

Office volunteers work 2-4 hours a week, with duties that could include data entry, mailings, research, printing, and other clerical tasks as needed.

**When:** Monday through Friday, 9:00 a.m. – 5:00 p.m. (flexible schedule)

**Where:** Administrative Offices

**Supervisor:** Director of Community Engagement

### **Special Events:**

Volunteers are needed at various times throughout the year to assist with special events and fundraisers. Locations and times vary throughout the year. (ex. Operation Cow Drop)

**When:** To Be Determined

**Where:** Typically in Hanover County

**Supervisor:** Director of Community Engagement

## **Committees:**

Volunteers with relevant experience and a heart to serve, can join Hanover Habitat committees.

- Community Engagement
- Faith Relations
- Family Services
- Fund Development
- Land Committee

If you are interested in serving on a committee, please contact the Executive Director.

*Additional information on each volunteer opportunity can be found under “Day-of Volunteer Opportunity Details”*

## Volunteering as a Requirement

### **Court-Ordered & Pre-Court Community Service:**

Individuals interested in serving court-ordered community services may complete their hours with Hanover Habitat. Individuals may also volunteer before a court date to help in their proceedings. The volunteer MUST notify Hanover Habitat of their intent beforehand, or hours worked will not be counted.

Hanover Habitat CANNOT accept any court-ordered or pre-court community service for any of the following:

- Any form of theft (burglary, larceny, petty theft, coercion, fraud, forgery, etc.)
- Any violent crime (assault, domestic violence, etc.)
- Any sex crime (rape, sexual battery, indecent exposure, etc.)

This may not be an exhaustive list. Hanover Habitat reserves the right to refuse any charges that conflict with the organizations mission and vision.

### **Community Service for School (credit or non-credit courses):**

Hanover Habitat can take individuals or groups requiring community services hours for school or community organizations. Hours worked can be from any of the available volunteer opportunities.

### **Tracking Hours:**

Volunteers must track their own hours. Volunteers on the construction site will need to use the school or program's tracking sheet or a basic sheet with date, time in, time out, total hours, work done, and supervisor signature. At the completion of each day, the supervisor must sign off on volunteer hours, if hours are not verified on the day they were completed, they will not be counted. No signature will be given on previous days worked.

ReStore volunteers are responsible for logging in and out at the store's time station.

If a court, lawyer, school or program is requiring a letter to verify a volunteer's completed hours, the volunteer must request it with the Director of Community Engagement at least 48 hours in advance.

Individuals working in construction, recycling, or at the ReStore, must comply with all rules. If at any time the volunteer does not listen to the supervisors, or stops being a team player, they may be asked to leave and terminate their volunteer status. If a volunteer fails to show up on a scheduled shift without notifying the supervisor ahead of time, Hanover Habitat may terminate their volunteer status. Hours worked will not be counted or given to the court. The volunteer will not be allowed to return.

## Volunteer Policies and Procedures

### **Volunteer Eligibility:**

Individuals 16 & 17 may work on construction and recycling with a liability waiver signed by a parent or legal guardian. All volunteers, 16 or older, must have a liability waiver signed and on file before working.

When youth volunteers are working, there must be no more than 6 youth to 1 adult on the site at any time.

### **Registration Process:**

Individuals or a group's main contact must contact the Director of Community Engagement prior to volunteering. The Director of Community Engagement will help assign available workdays in any of the available volunteer opportunities. She will also provide all the necessary information (when, where, how, etc.) for the volunteer's workday.

All volunteers must have a liability waiver signed and on file. Waivers are only valid for 1 year and must be re-signed annually. Waivers are available on construction, in the ReStore, or with the Director of Community Engagement. Waivers are kept for 5 years in a locked filing cabinet in the administrative offices.

### **Reporting and Recording Hours:**

If an individual or group needs their volunteer hours recorded, the office must be notified beforehand. Court-ordered community service must be cleared through the office BEFORE work begins in order for count hours to be counted.

Volunteers on the construction site will need to use their own tracking sheet or a basic sheet with date, time in, time out, total hours, work done, and supervisor signature. At the completion of each day, the supervisor must sign off on volunteer hours, if hours are not verified on the day they were completed, they will not be counted. No signature will be given on previous days worked.

ReStore volunteers are responsible for logging in and out at the store's time station.

If a court or program is requiring a letter to verify a volunteer's completed hours, the volunteer must request it with the Director of Community Engagement at least 48 hours in advance.

All volunteer hours are recorded on a monthly and yearly basis for HHFI reports, grants, etc. This data can be requested through the Director of Community Engagement.

### **Dress Code:**

The following guidelines are provided to assist in determining appropriate work attire and appearance, and to help keep volunteers safe and healthy on the job.

- Closed-toe, sturdy shoes are mandatory!
- Volunteers should wear clean, weather appropriate apparel that is suitable for their specific work area.
- Volunteers may wear shorts, but they must be a modest length.
- Clothing should not be too short, too low-cut, or sheer, no tube tops or bare midriff.
- No loose jewelry or clothing.



- When necessary, volunteers must wear personal protective equipment.
- ReStore volunteers will be provided with a vest.
- Any clothing with disturbing messages or provocative in nature, which could be viewed by others as offensive or suggestive, is prohibited.

### **Safety Procedures:**

Safety is everybody's concern and is always an important consideration at any of Hanover Habitat's sites. Try to be conscious of the safety of others as well as of yourself. An observer can often see danger better than the worker involved in the project. Volunteers should immediately report unsafe working conditions and health hazards to the area supervisor.

Safety is based on knowledge, skill and an attitude of care and concern. Supervisors will instruct each worker about the correct procedures for performing each task. They will familiarize workers with the potential hazards and advise them as to how such hazards can be minimized or eliminated. Specific safety procedures for construction, recycling & the ReStore can be found under "Day of Volunteer Opportunity Details."

Injuries should be reported immediately to the area supervisor and an incident report form must be completed. Forms can be found in the office, in the conex on the construction site, and at the ReStore register.

Hanover Habitat reserves the right to conduct background checks, including, but not limited to, criminal checks, sex offender registry checks, on all applicants for employment or volunteer service, all employees, board members, staff members, key volunteers, and those who may have unsupervised contact with a child, the elderly or persons with disabilities.

### **No Smoking Policy:**

For the comfort and safety of our employees, volunteers and partner families, no smoking is permitted anywhere on Hanover Habitat premises, including hallways and/or offices as well as construction sites and the ReStore. Workers should feel free to report any violations of this policy to their manager so they can take appropriate action.

### **Drug and Alcohol Policy:**

Hanover Habitat is committed to maintaining a safe and productive work environment. An employee or volunteer who is under the influence of drugs or alcohol poses a serious threat to individual safety, productivity and quality. As such, employees or volunteers are prohibited from being at work while under the influence of alcohol, illegal drugs or controlled substances. Hanover Habitat intends to preserve its professional standards of excellence and will not allow substance abuse to impede its ability to provide our partner families and customers with a premium product and service.

### **Personal Property:**

Hanover Habitat assumes no responsibility for loss of or damage to the personal property of a volunteer either on or off Hanover Habitat premises. For your own protection, do not leave pocketbooks, wallets, money or other valuables in plain view.

### **Inclement Weather Policy:**

Hanover Habitat's construction tries to work in all weather conditions. However, Hanover Habitat reserves the right to close the worksite during extreme inclement weather.

The ReStore stays open in most weather conditions. However, Hanover Habitat reserves the right to close the store during extreme inclement weather. If a volunteer is unable to make it in for their scheduled shift, they need to notify the supervisor.

The Executive Director will determine if Hanover Habitat administrative offices will close during inclement weather. Contact the Director of Community Engagement if scheduled to volunteer, to determine if the office is open.

### **Anti-Harassment Policy:**

#### ***Prohibition Against Harassment***

Hanover Habitat is committed to providing a workplace free of unlawful harassment, which includes harassment based on race, color, religion, sex, national origin, age, disability and any other basis of discrimination covered by applicable federal, state, or local law. Hanover Habitat strongly disapproves of and will not tolerate unlawful harassment of staff members or volunteers by managers, supervisors, co-workers or other volunteers. Similarly, Hanover Habitat will not tolerate unlawful harassment of its staff members by non-staff members with whom Hanover Habitat staff members have a business, service, or professional relationship. Hanover Habitat's policy is that any form of unlawful harassment (including, but not limited to, verbal, physical and visual harassment) is unacceptable and will not be tolerated.

#### ***Complaint Procedure***

It is the desire of Hanover Habitat to maintain an atmosphere of mutual respect. Therefore, individuals have the responsibility and opportunity to explain to fellow staff member(s) or volunteer(s) that finds a particular language or action offensive, or to report any witnessed such behavior.

Hanover Habitat cannot correct harassment problems of which it is unaware. Therefore, if someone believes they have been harassed by a co-worker, supervisor, manager, volunteer or other individual at the workplace (whether employed by Hanover Habitat or not), immediately report such concerns to the Executive Director. (Phone: 804-569-6108, Fax: 804-569-6317)

If an individual feels uncomfortable discussing the issue with the Executive Director, please promptly notify the Board President.

After a complaint of harassment is received, Hanover Habitat will conduct a prompt and impartial investigation. Investigation will be conducted by the Executive Director and/or the Board Executive Committee. The prompt and impartial investigation of any harassment complaint may include interviews of individuals believed to have information regarding the alleged harassment. All complaints of harassment will be handled in a discreet manner, and information will be limited to those personnel with a need to know. The results of the investigation will be communicated to the complaining staff member or volunteer, to the alleged harasser and, if appropriate, to others directly concerned promptly after Hanover Habitat's determination.

It is the obligation of all staff members or volunteers to cooperate fully in the investigation process. In addition, disciplinary action will be taken against any staff member(s) who attempt to discourage or prevent any harassment complainant from using Hanover Habitat's complaint procedure to report harassing conduct.

#### ***Prohibition Against Retaliation***

Hanover Habitat will not tolerate retaliation against any staff member for cooperating in an investigation or for making a complaint of harassment. If you believe you have been retaliated against for reporting harassment, or for making a complaint of harassment, or for participating in an investigation related to

harassment, you should immediately report the alleged retaliatory action to either the Executive Director or the Board President.

### **Workplace Violence:**

Hanover Habitat will not tolerate any type of violence committed by or against anyone in the workplace. Any acts of violence or threats of violence, verbal or implied, are strictly prohibited.

Any potentially dangerous situations should be immediately reported to, Executive Director and/or Board President.

### **Restrictions on Disclosure of Confidential Information:**

Employees and volunteers have access to highly confidential and proprietary information and trade secrets; not only of Hanover Habitat, but also of the partner families and donors it serves. The unauthorized disclosure or use of such information would have a material adverse impact on Hanover Habitat, on our partner families and donors, and on our relationships with our partner families and donors. Hanover Habitat follows a policy intended to fully protect it and its partner families' and donors' confidential and proprietary information and trade secrets. No matter what the job, disclosure of confidential information should not be made. Ask the Executive Director for clarification if you have any questions about what information is confidential, or who is authorized to have access to that information.

At Hanover Habitat's request, employees and volunteers must promptly make all disclosures and execute all documents appropriate to preserve the confidentiality of any confidential or proprietary information and trade secrets, including surrendering to Hanover Habitat, upon termination of employment or service, all documents and computer files (and all notes and memoranda made by the employee or volunteer) relating to or containing confidential or proprietary information or trade secrets.

#### *Immunity under the Defend Trade Secrets Act*

To the extent Hanover Habitat's trade secrets are related to products and services used or intended for use in interstate commerce, Hanover Habitat provides the following notice: The Defend Trade Secrets Act of 2016 provides immunity from criminal or civil liability for disclosure of a trade secret that (a) is made (i) in confidence to a federal, state, or local government official, either directly or indirectly, or to an attorney; and (ii) solely for the purpose of reporting or investigating a suspected violation of law; or (b) is made in a complaint or other document that is filed under seal in a lawsuit or other proceeding.

### **Hanover Habitat Equipment, Property, and Proprietary Information:**

The continued success of Hanover Habitat requires the commitment of all employees and volunteers to the proper allocation and use of Hanover Habitat resources. Such resources, including work time, material, equipment, and information, are provided for Hanover Habitat business use. Many workers are entrusted with Hanover Habitat, partner family, donor, vendor and/or supplier proprietary information. Proprietary information, not to be confused with federal government classified information, is information not known to others which gives its owner a competitive advantage. Proprietary information can be ideas, designs, engineering and manufacturing processes, drawings, formulas, and procedures. It also includes business and strategic plans, capital spending plans, pricing data, procurement plans, financial information, employee records, new ideas, inventions, and patent applications and trade secrets.

## **Environmental Compliance:**

Hanover Habitat is committed to full compliance with both the spirit and the letter of all federal, state and local environmental statutes and regulations applicable to our business. Employees and volunteers are expected to be aware of the role environmental issues play in the industry and to report any suspected environmental issues to the Executive Director.

## Volunteer Code of Conduct

Becoming a Habitat volunteer comes with great rewards and responsibilities. Volunteers are representatives of Habitat for Humanity and its ministry. When one accepts a volunteer role with Habitat for Humanity, they 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 everyone safe and must be followed. Activities that pose a safety risk to oneself 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 one 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. 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.
6. 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 HFHI, one will not disclose confidential HFHI information or confidential information.

A volunteer can report violations of this volunteer code of conduct with the Executive Director.

Hanover Habitat has the right to release an individual from a volunteer position at its discretion. Any costs incurred due to a violation of the code of conduct is the responsibility of the volunteer.

## Day-Of Volunteering - Construction

Here is some basic information for your day with us on the construction site:

The location of the construction site will be given at least a week before the assigned work day.

Please arrive to the construction site by 8:15 a.m. When volunteers arrive, they must see either the Construction Supervisor or Assistant. Volunteers will sign a waiver, and go over basic safety and construction methods critical for the day. A comprehensive list of construction safety can be found under “construction safety.”

Construction begins at 8:30 a.m. and ends by 3:30 p.m. No one will be able to come and go during the day.

Please wear appropriate clothing to the work site. Baggy clothes, open toe-shoes, or jewelry could create safety hazards on a construction site. Keep weather in mind! Rain will make the site muddy, so plan accordingly.

Please eat a good breakfast before coming out to work.

Lunch is not provided, so please bring a packed lunch. There will be a 30-minute break for lunch usually around 11:30 a.m. Please do not leave the work site during this time.

Water and snacks are highly recommended.

Sunscreen and bug spray is recommended.

Please do not use cell phones on the site, unless there is an emergency. Volunteering on an active construction site requires everyone’s full attention!

We provide safety and protective equipment. If the volunteer has work gloves that they would like to use, and fit well, we suggest bringing them.

We work in all-weather conditions to get our project done, so come prepared!

Please see Day of Safety Policies on page 20.

## Day-of Volunteering - ReStore

Hanover Habitat for Humanity is looking for a dedicated volunteer to work in our ReStore! The Restore is a retail shop, which provides funding for Hanover Habitat's building mission.

Volunteers will be working in the ReStore at 9159 Atlee Road, Mechanicsville, VA 23116.

### **Schedule:**

- Store hours are Monday through Saturday 9:00 a.m. to 5:00 p.m. We are looking for a volunteer willing to work a shift from 9:00 a.m.–1:00 p.m. or 1:00 p.m.–5:00 p.m. Volunteers may also work the entire day with short breaks.
- For their first time volunteering, a volunteer with need to arrive 15 minutes before their shift in order to complete the release and waiver of liability form, given by a Store Manager. The Director of Community Engagement may also give out the form.
- After paperwork is complete, the volunteer will be set up in the time recording system located in the employee lounge. This is how the volunteer will log in and out during each shift and keep track of hours from that day forward.
- Personal belongings may be left in a locker in the employee lounge. Volunteers should wear a vest to distinguish them as workers in the store.
- In order to schedule other days and shifts, the volunteer will need to talk to the Store Manager or Assistant Manager in order to be put on the schedule.
- Failure to show up on a scheduled day may result in their termination of volunteer status.

### **Responsibilities:**

- Inspect donations carefully and enforce requirements tactfully.
- Clean and help price incoming materials, following established pricing procedures and criteria.
- Organize and setup materials for sale in an orderly and appealing manner using warehouse material handling equipment as needed.
- Straighten and clean displays, restocking out of place items.
- Maintain orderly and clean work area.
- Greet customers, answer questions, and provide assistance as needed.
- Load and unload vehicles receiving or delivering materials to/from the Restore.
- When requested, assist the driver when picking up material at donor sites.

Detailed instructions are given at each new assignment. As the person becomes familiar with procedures, more unsupervised judgment and decision-making duties are given. The work is subject to review as needed by the ReStore Manager and Assistant Manager.

### **Qualifications:**

- Must be flexible, enthusiastic, and willing to advocate the mission of Hanover Habitat for Humanity.
- Must be able to lift 50+ lbs., with assistance.
- Must be comfortable with the use and operation of warehouse material handling equipment such as a hand truck or dolly.
- Demonstrated history of being a self-starter.

### **ReStore volunteers are expected to:**

- Punch in and out at the time-recording system (including any breaks)

- Arrive on time for scheduled shift and not leave early
- Dress appropriately
  - Baggy clothes, open toe-shoes, or jewelry could create safety hazards in the store
  - No revealing or vulgare clothing should be worn (shorts must be a suitable length)
- No smoking on the premises
- No working while under the influence of drugs or alcohol
- No loitering around doorways or in the restrooms
- No cell phones while working
- Notify a Store Manager when an assigned task is completed and get a new task
- Keep areas clean and neat
- Cooperate with Restore staff and other volunteers
- No abusive language or misbehavior
- Use common sense at all times and be mindful of the safety of others

If at any time a volunteer violates these expectations, Hanover Habitat may terminate the volunteer status. If volunteer status is terminated, all hours accrued will not be counted towards any court ordered service.

### **Store Policies a Volunteer Needs to Know:**

Donations are accepted Monday through Saturday from 9:00 a.m. – 4:00 p.m.

#### We accept:

- Appliances (good working condition, no more than 10 years old)
- Flooring
- Cabinets
- Lighting
- Building Materials
- Tiles (complete boxes)
- Windows/Doors
- Gently Used Furniture (no rips, stains, odors, or pet hair)
- Home Décor
- Hardware

#### We do NOT accept:

- TVs
- Clothing
- Mattresses
- Computers
- Paint
- Sheet Glass
- Dishwashers
- Books
- Individual Tile

All donations should be taken to the back of the store to be cleaned and priced before being put on the floor for sale. Donations may be denied if their condition does not meet standards or are unsellable. Some items, if they contain metals, may be put in the recycling bin.

Large or heavy donations may be picked up by Hanover Habitat. Donors must call the store to get on the schedule. Pick-ups are generally on Fridays and Saturdays. Items must be located on the first floor and meet our guidelines.



All donations are property of Hanover Habitat for Humanity and cannot be given to staff, volunteers or customers. Donated Items must be available for purchase 24 hours before a volunteer or staff member may purchase it at the listed price.

Receipts are available for any donor. The valuation of the donation is the sole responsibility of the donor. If the donor declines a formal receipt, the Non Receipt Ledger will be completed to ensure chain of custody is properly followed.

We accept cash or charge. Every attempt is made to verify an appliance is in working condition. A customer has 3 days to verify if it works. If it doesn't, they may bring it back for either an exchange or refund.

If a customer is unable to pick up their items immediately, they must leave their phone number and plan to pick it up within 3 business days of their purchase. If it is not picked up in 3 business days, the item will go back on the sales floor, without a refund.

### **General Safety:**

Safety at the ReStore is a priority and responsibility of every Manager, employee and volunteer. Safety should not be seen as an end goal, but rather a constant work in progress. Management is responsible for monthly checklists and any building issues regarding the safety of the staff, customers and volunteers. All staff and volunteers are responsible for addressing daily safety issues and correcting any violations as soon as possible.

### **Training and Equipment:**

Certain equipment and machinery can only be used by staff and volunteers who have been trained. This equipment includes:

- Forklift, cardboard compactor, any ReStore vehicle, any power tool, any other tool or equipment at the manager's discretion, ReStore truck

### **Emergency Action Plan:**

The Hanover Habitat for Humanity ReStore is committed to the safety and well-being of employees and volunteers during emergency situations. OSHA's Emergency Action Plan requirements, found at 29 CFR 1910.38, require Habitat for Humanity ReStore to have a written Emergency Action Plan (EAP). This plan applies to all operations in the ReStore where employees, volunteers and customers may encounter an emergency situation.

The EAP is laid out as follows:

#### ***Administrative Duties***

In the event of any emergency, management or volunteers will direct those in the store to the appropriate places. They will determine the type of emergency response needed. Store manager shall secure the register and Habitat property to the best of their ability.

Management is trained to:

- Direct and assist in safe and orderly emergency evacuation
- Provide guidance and instruction for all types of emergency situations
- Be aware of employees with special needs who may require extra assistance
- Use the buddy system
- Avoid hazardous areas during an emergency situation

Management should also be trained in first aid/CPR and in using fire extinguishers. Appropriate first aid supplies have also been provided. Professional emergency services responding in an emergency will help with and direct all rescue and medical duty assignments upon their arrival on site. The trained personnel also serve as a resource of information about emergency procedures and conduct head counts once evacuation is complete.

### **Types of Emergency:**

An emergency is defined as a sudden, urgent, and usually unexpected occurrence requiring immediate action. Some examples of possible emergencies at the ReStore may be but are not limited to:

- Fire, severe weather, medical emergency, power outage, robberies, missing child, workplace violence

### **Evacuation Procedures:**

When staff detects an emergency that requires an evacuation, such as fire, they should conduct an all-store page and notify a manager immediately.

The following list defines necessary procedures in evacuation situations:

- Fire
  - In the event of fire, the fire suppression system should activate.
  - In the event the fire suppression system miscues, a page should be made in the store.
  - If the fire is small and contained, a trained employee may attempt to put the fire out.
  - Staff should lead volunteers and customers to the nearest available exit route out of the building.
  - If leaving through the front entrance, all evacuees should proceed to the designated area which is behind the outparcel businesses.
  - If leaving through the back entrance, all evacuees should proceed around to the front parking lot and meet at the designated area which is behind the outparcel businesses.
  - Management should account for all staff and volunteers, assess the situation for injuries and conduct first aid if warranted.
  - A manager should contact 911 immediately.

### **Non-Evacuation Procedures:**

Some emergencies do not require an evacuation. The following list defines necessary procedures of non-evacuation emergencies:

- Severe Weather
  - Severe weather alerts are monitored in-store by radio and severe weather monitor located at cashier's desk.
  - If a tornado watch is issued, monitor the situation closely and remain on alert until the event has passed.
  - In the event of a tornado warning, a page should be made to alert staff, volunteers and customers of the event.
  - All those in the store must be directed to an interior room (ReStore Restrooms). Management will determine when the all clear can be given.
  - The Store Manager should ensure that a battery powered radio and light are available.
  - Staff, volunteers and customers should remain in the designated area until the threat has passed.
- Medical Emergency
  - In the event of medical emergency, a staff member should assess the injury.
  - If the injury is minor, a trained staff member may administer first aid.

- If the injury is major, a staff member should contact 911 immediately, notify the manager, and keep the injured calm and comfortable until the authorities arrive.
- Power Outage
  - Should a power outage occur, a staff member should attempt via bullhorn or yell that everyone should stay still in their place until further notice.
  - An attempt should be made to assess the situation and fix the problem.
  - If an immediate solution is not found, a staff member should contact police for assistance.
- Robbery
  - In the event of a robbery, cooperate with the suspect. Do not try to detain the suspect; the safety of those in the store is more important than cash.
  - Try to get a description of the suspect for authorities.
  - Once the robber has left, notify staff and police immediately.
- Missing Child
  - In the event a missing child is reported, take a detailed description of the child and conduct a page in the store.
  - If the child is not found within 10 minutes, contact the police.
- Workplace Violence
  - In the event of workplace violence, management should attempt to keep the party calm.
  - Without putting anyone in harm's way, an attempt can be made to diffuse the situation.
  - If the situation cannot be diffused, another staff member should notify police of the situation right away.

## Day-Of Volunteering – Recycling

The Recycling Team works in the warehouse at 9161 Atlee Road, Suite B Mechanicsville, VA 23116. The warehouse is in the back of the administrative offices. It is open between 9:00 a.m. and 5:00 p.m. on Tuesdays. There is no shift or time requirement, however a volunteer must contact the Director of Community Engagement before working.

When the volunteer arrives at the office, they will need to see the Director of Community Engagement. The volunteer will sign a waiver, and go over basic instructions for the day.

### Recycle volunteers are expected to:

- Please dress appropriately:
  - Baggy clothes, open toe-shoes, or jewelry could create safety hazards in the store
  - Pants to protect legs are highly recommended
  - No revealing or vulgare clothing should be worn
  - While the warehouse is *somewhat* temperature controlled, keep weather in mind! Some items we are working on are located outside. However, **please do not wear shorts**. There is a chance you will come in contact with sharp or rusty metals.
- No smoking on the premises
- Keep areas clean and neat
- Cooperate with staff and other volunteers
- No abusive language or misbehavior
- Use common sense at all times and be mindful of the safety of others

### This to bring:

- Lunch is not provided. There will be a 30 minute break for lunch usually around noon. Feel free to either pack a lunch and eat it in one of Hanover Habitat's conference rooms or drive to a nearby restaurant.
- Water and snacks are highly recommended. There is a water fountain in the office to refill a water bottle.
- We provide safety and protective equipment. If the volunteer has **work gloves** that they like to use, and fit well, we suggest bringing them.

### Tools:

If the volunteer has the following items, and can bring them, please do so. While Hanover Habitat has some tools, there may not be enough for everyone to work at the same time.

- Screw driver (manual or power)
- Wrenches
- Hammers
- Wire Cutters

Please see the Day of Safety Policies on page 20.

## Day of Safety: (Construction & Recycling)

Safety is everybody's concern and is always an important consideration at any construction site. **Try to be conscious of the safety of others as well as of yourself. An observer can often see danger better than the worker involved in the project.** Safety is based on knowledge, skill and an attitude of care and concern. Supervisors will instruct each worker about the correct procedures for performing each task. They will familiarize workers with the potential hazards and advise them as to how such hazards can be minimized or eliminated.

**Proper safety equipment:** Wear clothes and gloves that are appropriate for the work and weather conditions. Loose clothing is dangerous around power tools.

- Workers must wear closed toe shoes.
- Hard hats are to be worn while doing demolition work, framing, or when required by a supervisor, and are available to workers on each job site at all times.
- Protective glasses will be available for every construction worker. A worker must wear protective glasses any time he or she is operating a power tool, when hammering nails or when instructed by a supervisor.
- Each worker must wear a dust mask when installing insulation, sweeping in a dusty environment, sanding or when instructed by a supervisor.
- Ear plugs must be worn when using a power tool for a prolonged period of time or when instructed by a supervisor. Ear plugs are available to workers on each job site at all times.

**Power tools and other electrical equipment:** A power tool should not be used without proper instruction on its use and on what can happen if the tool is not used properly. The instruction should be done by a qualified person and should be given to all workers. The trainee should use the power tool in the presence of the instructor until the instructor is satisfied that the trainee knows how to use the tool properly. Never lower or carry a power tool by its cord. Clean tools daily. Power tools should be checked for defective switches, cords, plugs and proper grounding. Defective tools should not be used and should be reported to the supervisor. (do not wait until end of day)

**To avoid electrical shock, the following rules must be obeyed:**

- A three-pronged plug must be used on all electric power tools.
- Extension cords must not have frayed insulation or be fastened with staples, hung from nails or suspended from wires.
- All temporary lights must be equipped with non-conductive guards.

**Hand tools:** Always select the correct type and size of tool for your work and be sure it is sharp and properly adjusted, and the handle is tight and in good condition. Dull tools are hazardous because excessive force must be used to make them cut. Oil or dirt on a tool may cause it to slip and cause an injury. **Most edged tools should be held in both hands with the cutting action away from yourself. Avoid using your hand or fingers as a guide to start a cut, but if it is necessary, use extreme caution.**

Handle and carry tools with care. Keep edged and pointed tools turned downward. Carry only a few tools at one time. Anyone working with a hammer at a height should wear a hammer loop or tool belt. When not in use, the hammer should be kept in the loop or belt and not placed on a sloping surface or

in a precarious position. Do not carry sharp tools in your pockets.

**A special word on saws:**

- Do not bind the blade of any saw. When cutting long panels, the blade may bind, and the saw will catch and kick back toward the operator. Use small wood wedges or shim shingles to spread the saw cut as you go along.
- Maintain the blade guard. A spring-actuated blade guard often can become bent and will not slide quickly, or the spring can become stretched, so the return is slow. Repair any damage to the guard as soon as it happens, and NEVER tie the guard back out of the way
- Properly support what you are working on. Never attempt to cut something that could tilt or fall and cause the saw to slip.

**Ladders:** Inspect a ladder before you use it: look for wear and tear, loose rungs and defects. If the ladder is unsafe, remove it from the construction site for repair.

- Use a ladder that will reach the work. An extension ladder should reach 3 feet above the work level.
- Move your ladder with your work. If both of your shoulders are extended outside the ladder, you are reaching too far.
- When using an extension ladder, use the 4 x1 rule: for every 4 feet of height, move the bottom of the ladder 1 foot away from the wall. A ladder is pitched at the proper, safe angle if you can grasp a rung at shoulder height.
- Place your ladder on solid footing. If there is a danger of the ladder moving while you work, tie it down. If there is a danger that the ladder will be hit, barricade it. If the feet of the ladder are not level, dig the ground out under one foot with the claw of a hammer rather than raise one foot with blocks.
- Never use an aluminum ladder in the vicinity of electrical lines and never use a ladder outdoors during inclement weather or on very windy days.
- When climbing, carry tools and materials in proper carrying devices and keep your hands free for climbing. Always face the ladder and ALWAYS HAVE A SPOTTER.

**Clean Work Site:** A clean and orderly work place is a safe work place. Good housekeeping contributes to the efficiency of the worker and is important in preventing accidents.

- Position building materials and supplies in carefully laid out piles to allow adequate aisles and walkways.
- Clean up all rubbish and scrap materials on a daily basis. Do not permit blocks of wood, nails, bolts, empty cans, pipe, wire or other materials to accumulate on the work site. They interfere with work and can be hazardous.
- Keep tools and equipment that are not being used in the construction trailer; this will protect the tools and the workers. Never leave a work site unless all tools & materials have been properly secured.

**Poisons and toxic substances:** The poisons and toxic substances that can be found most often on a work site are asbestos, lead oxides, solvents and animal feces. Special care must be taken when you come in contact with any of these substances or any unfamiliar substance. If you discover asbestos fiber being used as pipe, boiler, or heating duct insulation, contact the supervisor immediately. DO NOT ATTEMPT TO REMOVE THE ASBESTOS FIBER ON YOUR OWN. Scraping exterior woodwork,

demolishing lead-painted walls and stripping old mill work are the principle ways that workers can be exposed to lead chips, dust and particles. Contact the supervisor immediately if you discover any lead-painted surfaces. Masks are the best protection against breaking dust borne pathogens, germs, etc.

**Emergency medical care:** If someone is injured on the job, contact your supervisor immediately and call any needed medical help. Use the supplies located in the first-aid kit to stabilize the injury as much as possible until medical help arrives.

## Forms

The following pages are forms volunteers will need to complete, depending on their volunteer work. All volunteers must have a liability waiver signed and on file. Waivers are only valid for 1 year and must be re-signed annually. Waivers are available on construction, in the ReStore, or with the Director of Community Engagement. Waivers are kept for 5 years in a locked filing cabinet in the administrative offices.

# Volunteer Agreement, Release and Waiver of Liability

**PLEASE READ CAREFULLY! THIS IS A LEGAL DOCUMENT THAT AFFECTS YOUR LEGAL RIGHTS (7/2020)**

This Release and Waiver of Liability (the "Release") is executed on this day of \_\_\_\_\_, 20\_\_\_\_, by \_\_\_\_\_, (the "Volunteer"), in favor of Hanover Habitat for Humanity, 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, repairing, 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 also understand there is some inherent risk in consuming local foods and living in local accommodations in the city(ies) or country(ies) visited. I further understand I may be traveling to and from locations where there is a risk of terrorism, war, insurrection, criminal activities, instability, inclement weather or other circumstances that could threaten my health or safety. I also understand that it is the policy of the Released Parties not to pay ransom or make any other payments to secure the release of hostages.

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

**Release and Waiver.** I, the Volunteer, acknowledge and understand that participation in the Activities may involve certain risks, including, but not limited to, personal injury(ies), bodily injury, illness, permanent disability, property damage, loss and/or death ("Risks"). These Risks include, but are not limited to, exposure to and/or infection with Biological Agents which include viruses and/or pathogens, and/or other bacterial infection even in ideal conditions, and despite any and all reasonable efforts made to mitigate such Risks. I further acknowledge and agree that, due to the nature of the Activities, my participation in the Activities may result in an elevated risk of contracting biological agents such as COVID-19 and/or other viruses and/or bacterial infection. Social distancing of six feet per person will not always be possible.

I, the Volunteer, further confirm that prior to engaging in the Activities, I may be required to complete a health screening questionnaire provided by one or more of the Released Parties. I agree that I will answer all questions on the questionnaire truthfully. I agree to not participate in any Activities if, at such time and to the best of my knowledge, I am a carrier of a biological agent such as COVID-19 or infected with COVID-19. I further agree to follow all safety precautions outlined by any Released Party while volunteering.

In consideration of and in order to be allowed to participate in the Activities, I 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 Risks, 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. In addition, the Released Parties shall have the benefit of any future liability protection for businesses as relating to the COVID-19 pandemic passed by any governmental entity to which the Released Parties are subject.

I understand and acknowledge that by signing this Release I knowingly assume the Risks 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. Regarding any biological agent illness or virus, including COVID-19, I, the Volunteer, understand that even if I follow all guidelines for the prevention and handling of any biological agent, there is still a risk that Volunteer could contract such virus or illness.

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 build site activities, solely as outlined by the Released Parties, 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 hereafter 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 the Released Parties 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.

**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, I acknowledge that 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:**

Name (please print): \_\_\_\_\_ Signature: \_\_\_\_\_

Address: \_\_\_\_\_ City, State, Zip Code: \_\_\_\_\_

Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Did you or anyone in your household serve in the military? \_\_\_\_\_

Witness: Name (please print): \_\_\_\_\_ Signature: \_\_\_\_\_

**EMERGENCY CONTACT INFORMATION FOR VOLUNTEER OVER 18 YEARS OF AGE:**

Name (please print): \_\_\_\_\_ Relationship: \_\_\_\_\_

Address: \_\_\_\_\_ City, State, Zip Code: \_\_\_\_\_

Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_

# Minor Volunteer Agreement, Release and Waiver of Liability

PLEASE READ CAREFULLY! THIS IS A LEGAL DOCUMENT THAT AFFECTS YOUR LEGAL RIGHTS (7/2020)

**IMPORTANT: If the Volunteer is less than 18 years of age, ALL parents or guardians must complete the signature section below.** If only one parent or guardian signs these forms on behalf of a Volunteer who is under 18 years of age, then the undersigned parent or guardian of the Volunteer hereby covenants, warrants, represents and agrees that he or she is executing these forms on behalf of, and as an agent for, any other individual who may be a parent or guardian of the Volunteer, that he/she is fully authorized to do so, and that by executing such Release and Parental Authorization, the undersigned is binding himself/herself, the Volunteer, and any other parent or guardian of the Volunteer, and all of their heirs, next of kin, assigns, and legal representatives to such Release and Parental Authorization.

**Name of Volunteer Under 18 Years Old:**

Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

**SIGNATURE OF PARENT/GUARDIAN SIGNING ON BEHALF OF THE ABOVE MINOR:**

I have carefully considered my decision, the benefits and risks involved and hereby give my informed consent, on behalf of the above listed minor child, for him/her to participate in all Activities as set forth in the above Volunteer Agreement, Release and Waiver of Liability, and such terms are incorporated herein. I have read and understand the above Volunteer Agreement, Release and Waiver of Liability, any questions of mine have been answered, and I voluntarily agree to all such provisions. It is my intent to bind my and the minor Volunteer's heirs, next of kin, assigns, and legal representatives. **Furthermore, I understand that the above Volunteer Agreement, Release and Waiver of Liability is made on behalf of my minor child(ren) and/or legal wards and I represent and warrant to Habitat for Humanity International, Inc. or its affiliated organizations that I have the full authority to sign this on behalf of such minor(s).**

**PARENT/GUARDIAN:**

Name (please print): \_\_\_\_\_ Signature: \_\_\_\_\_  
Address: \_\_\_\_\_ City, State, Zip Code: \_\_\_\_\_  
Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_

**PARENT/GUARDIAN:**

Name (please print): \_\_\_\_\_ Signature: \_\_\_\_\_  
Address: \_\_\_\_\_ City, State, Zip Code: \_\_\_\_\_  
Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_

Did you or anyone in your household serve in the military? \_\_\_\_\_

**EMERGENCY CONTACT INFORMATION FOR THE ABOVE LISTED MINOR VOLUNTEER:**

Name (please print): \_\_\_\_\_ Relationship: \_\_\_\_\_  
Address: \_\_\_\_\_ City, State, Zip Code: \_\_\_\_\_  
Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_

Witness: Name (please print): \_\_\_\_\_ Signature: \_\_\_\_\_

**PARENTAL AUTHORIZATION FOR TREATMENT OF, AND TRAVEL WITH, A MINOR CHILD**

I, \_\_\_\_\_, am the parent or legal guardian having custody of a child or children who are under 18 years old and who will be volunteering with Hanover Habitat for Humanity of, Inc., Habitat for Humanity International, Inc. or affiliated organizations (collectively, "Habitat"). As such parent or legal guardian, I hereby authorize and appoint \_\_\_\_\_, an adult in whose care the minor child has been entrusted, and any agent or employee of Habitat if necessary or appropriate, as my agent to act for me with respect to my minor child(ren) and their personal care, and in my name in any way I could act in person to make any and all decisions for me with respect to my child listed below ("child"):

**Name:** \_\_\_\_\_ **Date of Birth:** \_\_\_\_\_

I consent to the use of first aid treatment for my child and the use of generic and over the counter medications and treatments as directed by manufacturer labels, to be administered by Habitat or first aid personnel. In an emergency, I understand my named agent and/or Habitat may try to contact the individual listed below as an emergency contact. If an emergency contact cannot be reached promptly, I hereby authorize the named agent above and any agent or employee of Habitat to act as an agent for me to consent to any examination, testing, x-rays, medical, dental, or surgical treatment for my child as advised by a physician, dentist or other health care provider. This includes, but is not limited to, my child's 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 Habitat to arrange for transportation of my child as deemed necessary and appropriate in their discretion.

My agent shall have the same access to my child's medical records that I have, and is designated by me to be the child's Personal Representative under the Health Insurance Portability and Accountability Act (HIPAA), including the right to disclose the contents to others. I authorize health care personnel and health care facilities to rely on this consent form and any health information I have provided to my named agent and/or Habitat regarding my child.

I authorize and appoint my agent to travel with my minor child to \_\_\_\_\_, and consent for my minor child to serve as a volunteer with Habitat. I understand my child will help construct/rehabilitate houses and participate in other activities on a voluntary basis, without compensation, as further set forth in the Volunteer Agreement, Release and Waiver of Liability, the terms of which are incorporated herein by reference. I have read and understand the above Parental Authorization for Treatment of, and Travel with, a Minor Child, any questions of mine have been answered, and I voluntarily agree to all such provisions.

**PARENT/GUARDIAN:**

Name (please print): \_\_\_\_\_ Signature: \_\_\_\_\_

Address: \_\_\_\_\_ City, State, Zip Code: \_\_\_\_\_

Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_

**PARENT/GUARDIAN:**

Name (please print): \_\_\_\_\_ Signature: \_\_\_\_\_

Address: \_\_\_\_\_ City, State, Zip Code: \_\_\_\_\_

Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_

# Volunteer Code of Conduct Agreement

**Volunteer Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

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. **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.
6. **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 of this volunteer code of conduct anonymously through [www.mysafeworkplace.com](http://www.mysafeworkplace.com), or contact the Executive Director.

I understand that HFHI 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.

I acknowledge that I have read, understand and agree to be guided by this volunteer code of conduct.

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

If a minor volunteer:

Signature of parent or guardian: \_\_\_\_\_ Date: \_\_\_\_\_

# Privacy Policy and Confidentiality Agreement

**Volunteer Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Hanover Habitat for Humanity is committed to respecting the privacy of their donors and homeowners. Employees and volunteers have access to highly confidential and proprietary information and trade secrets; not only of Hanover Habitat, but also of the partner families and donors it serves. Individuals must commit to preserve the security and privacy of confidential information regarding our family homeowner partners and applicants in conjunction with the Gramm-Leach-Bliley Act. This requires that you respect the privacy rights of family homeowner partners and applicants and create a level of trust so partners and applicants can receive services in a respectful manner. The unauthorized disclosure or use of such information would have a material adverse impact on Hanover Habitat, on our partner families and donors, and on our relationships with our partner families and donors.

The types of information that Hanover Habitat collects or maintains or discusses includes, but is not limited by, the following:

- Donor Information (a financial donation or the gift of time):
  - Contact Information of Donors: name, address, telephone number, email address
  - Giving information
  - History, assets, wealth and family relationships
  - Information on events donors attend, publications received and special requests for program information
  - Information provided by a donor or from the donor in the form of comments and suggestions

Hanover Habitat assures donors that their names and addresses will not be shared with any third party unless permission has been granted.

- Family
  - Do not disclose the name or identity of partners and applicants to anyone outside of the organization unless a release has been signed.
  - Do not share confidential or identifying information to anyone not specifically authorized to have that information, including those inside the organization.
  - Do not discuss a partner or applicant's situation in public places. Share information only with those who need to know in order to do their job.
  - Handle inquiries from outsiders regarding partners or applicants by referring them to the president, committee chair, executive director or other authorized person.
  - Maintain all confidential family homeowner partner and applicant family information in secure, locked storage.

If any questions arise about what information is confidential or who is authorized to have access to that information, ask the Executive Director for clarification.

By my signature below, I agree that I have read and fully understand the privacy policy and confidentiality agreement as stated above and agree to comply with the policy.

## SIGNATURE OF VOLUNTEER:

Name (please print): \_\_\_\_\_ Signature: \_\_\_\_\_

Address: \_\_\_\_\_ City, State, Zip Code: \_\_\_\_\_

Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_

I understand these requirements and agree to hold all confidential information obtained in the course of my service to Hanover Habitat for Humanity in the strictest confidence and security. I will respect the right to privacy of donors, partners and applicants. I will not inappropriately disclose, discuss or mishandle any information regarding donors, family homeowner partners or applicants.

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

Address: \_\_\_\_\_ City, State, Zip Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Alternate Phone: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ E-mail: \_\_\_\_\_

I would like to receive emails about future volunteer opportunities, home dedications, etc

Medical Concerns: \_\_\_\_\_

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
9 a.m.- 1 p.m.						
1 p.m.- 5 p.m.						

**Reason(s) for volunteering:**

- Court-Ordered Service
- Giving Back
- School Credit/Requirement
- Resume Enhancement
- Just for fun

**ReStore volunteers are expected to:**

- Punch in and out at the time-recording system (including any breaks)
- Arrive on time for scheduled shift and not leave early
- Dress appropriately (Baggy clothes, open toe-shoes, or jewelry could create safety hazards in the store)
- No smoking on the premises
- No working while under the influence of drugs or alcohol
- No loitering around doorways or in the restrooms
- No cell phones while working
- Notify a Store Manager or Assistant Manager when an assigned task is completed and get a new task
- Keep areas clean and neat
- Cooperate with Restore staff and other volunteers
- No abusive language or misbehavior
- Use common sense at all times and be mindful of the safety of others

**Emergency Contact Name:**  
\_\_\_\_\_

**Relation:** \_\_\_\_\_

**Phone:** \_\_\_\_\_  
 Home       Cell

**Community Service Information:**

I need to complete \_\_\_\_\_ hours  
by \_\_\_\_\_ (date).

The organization/county requiring hours:  
\_\_\_\_\_

I will need a printout of my hours:  yes  no

If at any time I violate these expectations, Hanover Habitat may terminate my volunteer status.  
be counted towards any community service.

If volunteer status is terminated, all hours accrued will not

Signature of Volunteer: \_\_\_\_\_ Date: \_\_\_\_\_