

RICHMOND METROPOLITAN
HABITAT FOR HUMANITY

VOLUNTEER HANDBOOK



Richmond Metropolitan
Habitat
for Humanity®

UPDATED 07 · 2026

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Welcome Letter

Dear Richmond Habitat Volunteer,

On behalf of everyone at Richmond Habitat, we are delighted to welcome you to your volunteer experience!

We are fortunate to work alongside dedicated volunteers whose time and talents help advance our mission every day. Because of volunteers like you, we are able to build more homes, strengthen more neighborhoods, and create more opportunities for local families.

When we say that our work would not be possible without our volunteers, we truly mean it. Your contributions make a lasting impact, and we hope you take pride in the difference you are helping to make in our community.

Sincerely,

The Volunteer Management Team

volunteer@richmondhabitat.org



1. Introduction to Habitat

1.0 Mission

Seeking to put God's love into action, Richmond Metropolitan Habitat for Humanity brings people together to build homes, communities, and hope.

1.1 Vision

A world where everyone has a decent place to live.

1.2 History

Richmond Metropolitan Habitat for Humanity is a local affiliate that is a part of Habitat for Humanity, International. Habitat for Humanity, International was founded by Millard Fuller in 1976, and since the start, there are over 1,400 affiliates in the United States and 70 national organizations around the world. Since its inception, it has helped to build over 400,000 homes and serve 2 million families worldwide.

Richmond Metropolitan Habitat for Humanity was founded in 1986 and to date has built and rehabilitated more than 390 homes and 104 critical home repairs.

1.3 Hours of Operation

The **Richmond Habitat Office** is open Monday-Friday from 8:30AM-5:00PM

The **Richmond Habitat ReStore** is open Monday-Saturday from 10:00AM-5:00PM

The **Chesterfield Habitat ReStore** is open Tuesday-Saturday, 10:00AM-6:00PM

Build Sites are open Wednesday-Saturday from 8:00AM-3:00PM

1.4 Contact Information

Richmond Metropolitan Habitat for Humanity (Business Office)

2281 Dabney Road, Suite A

Richmond VA 23230

(804) 232-7001

www.richmondhabitat.org

Richmond ReStore

1901 Roane Street

Richmond, VA 23222

(804) 228-1305

Chesterfield ReStore

1201 Mall Drive

Midlothian, VA 23235

(804) 229-4552

2. The Volunteer Policy

2.0 Our Mission for Volunteers

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

2.1 Volunteer Policy

The purpose of this policy is to provide guidance and direction to employees and volunteers. The policy is not intended as a binding contractual agreement; however, adherence to policies is expected. Richmond Habitat reserves the right to change any aspect of any policy.

2.2 Role of Volunteer Management Staff

VP of Community Engagement

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

Volunteer Engagement Specialist

The function of the Volunteer Engagement Specialist is to coordinate and facilitate volunteer engagement at our ReStores and build sites, as well as manage the Court Related Community Service Program.



2. The Volunteer Policy



2.3 Definition of a "Volunteer"

A volunteer is anyone who, without compensation or expectation of compensation, performs tasks at the direction of and on behalf of the Richmond Metropolitan Habitat for Humanity.

2.4 Friends and Family as Volunteers

Family and friends of employees and volunteers are encouraged to join us in volunteer efforts.

2.5 Volunteer Rights & Responsibilities

Volunteers are a valuable resource to Richmond Habitat, its staff, and those served by our mission. Volunteers can expect to:

- sign a volunteer waiver (prior to first shift)
- receive an orientation and safety talk
- be given necessary personal protection equipment (PPE)
- have special needs and accommodations met by Habitat Staff
- be given meaningful assignments
- be treated with respect by Habitat Staff
- receive effective supervision
- provide feedback in evaluation processes
- be recognized for work completed

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

3. Volunteer Program Guidelines

3.1 Volunteer Records

Volunteer information and hours will be kept in Richmond Habitat's Volunteer Management software. Volunteer waivers are kept on file for a period of at least 5 years.

3.2 Confidentiality Policy

Volunteers are asked to help protect the privacy of all proprietary and sensitive information they may encounter while supporting Richmond Habitat. Those assisting with administrative tasks will be invited to review and sign our Confidentiality Policy before beginning their volunteer service.

3.3 Key Volunteers & Background / Sex Offender Checks

Key volunteers* are any volunteers who work with confidential information. This includes volunteers who work as:

- Volunteer Cashiers
- Office/Admin Volunteers
- Volunteer Truck Ride Alongs
- Committee/Council Members
- Board Members
- Crew Leaders

Those who volunteer in any of the above mentioned capacities will have a satisfactory background and sex offender check completed by Richmond Habitat. **Weekday Crew are considered Key Volunteers but are not subject to background checks*



3.4 Representation of Richmond Habitat

Before making any statements or taking actions that could significantly impact or commit Richmond Metropolitan Habitat for Humanity, volunteers are encouraged to consult with and receive guidance from the appropriate managerial staff members.

3.5 Conflict of Interest

A conflict of interest may arise when a volunteer is in a position to influence a decision that could result in personal, financial, or philosophical benefit for themselves or an immediate family member. It can also occur when private interests may unintentionally influence actions or decisions related to the organization's work. If a potential or actual conflict of interest comes up, volunteers are asked to promptly inform their staff supervisor.

3. Volunteer Program Guidelines

3.6 Non Discrimination Policy

Richmond Habitat for Humanity does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations.

3.7 Harrassment

A respectful work environment is essential to the well-being of both employees and volunteers. Richmond Habitat prohibits any actions or conduct that may discriminate against or harass employees or volunteers. Habitat does not tolerate any actions, words, jokes, or comments based on an individual's sex, sexual orientation, race, ethnic background, age, religion, physical condition, or other legally protected characteristic.

Any such conduct may result in disciplinary action, including immediate dismissal. If you believe that you are being or have been unlawfully harassed, you should immediately report the perceived harassment to your staff site supervisor or Volunteer Engagement Specialist.

Retaliation against volunteers who report unlawful harassment, or who participate in investigations as witness or in other capacities, also violates the law and our policy. Such retaliation is prohibited, and will not be tolerated, and should be reported immediately.

3.8 Conflict Resolution

Personal differences may arise among team members. When this happens, the most effective first step is to address the situation directly and respectfully with the individuals involved. If the issue is not resolved through that conversation, volunteers are encouraged to reach out to the Volunteer Engagement Specialist, who can help support a resolution.

3.9 Drugs and Alcohol

Volunteers or Employees may not be under the influence of any illegal drug or alcohol or impaired by over-the-counter or prescription drugs while in the work place, while on duty, or while operating a vehicle or equipment owned or leased by Richmond Habitat.

Richmond Metropolitan Habitat for Humanity is a drug-free workplace. If you are in violation of this policy you will be dismissed immediately and may not be asked to return.



3. Volunteer Program Guidelines

3.10 Acceptance of Gifts & Gratuities

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

3.11 Arrival on Site

Volunteers are expected to arrive to their designated site on time for their scheduled shift or meeting. Volunteers will sign-in using the electronic system and follow any other procedures designated by the supervisor. Supervisors have the discretion to send home volunteers that arrive after the scheduled start time.



3.12 Productive Use of Time

Volunteers are encouraged to stay engaged and contribute productively while signed in. If they are unsure about a task or responsibility, they should feel comfortable asking questions and seeking guidance from staff or volunteer leaders.

3.13 Dress Code

Volunteers must wear closed-toed shoes and be dressed appropriately and comfortably for their performance of duties. Appropriate clothing means: no sagging pants, no low-cut shirts, no cropped shirts or shorts that prevent the ability to bend over without being exposed, and no offensive images or words.

3.14 Breaks and Use of Break Room

A designated break room will be shown to volunteers at the time of orientation. Designated break rooms are equipped with a refrigerator and microwave. Volunteers are expected to clean-up after themselves, and discard waste properly. This does not apply to build sites. Smoke breaks must be taken off site, and volunteers must receive staff permission to take a smoke break.

3. Volunteer Program Guidelines

3.15 Conduct

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

3.16 Security of Personal Belongings

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

3.17 Volunteer Expenses

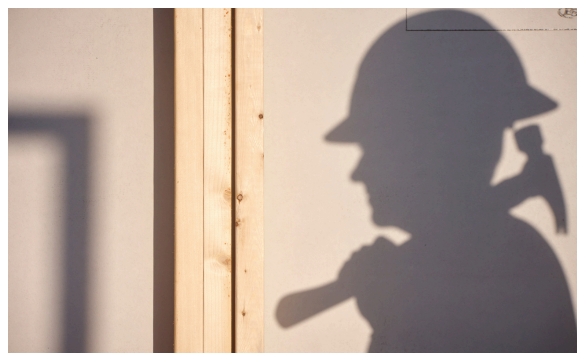
Volunteers will not be reimbursed for travel to the Richmond Habitat sites or for any other expenses incurred in the process of volunteering. The only exception is that, if approved in advance by the Volunteer Engagement Specialist, volunteers may receive reimbursement for supplies bought for their position or for the store.

3.18 School Community Service

Students who need community service hours for school are welcome to complete them with Richmond Metropolitan Habitat for Humanity! Volunteers should bring any required documentation each day they serve and are responsible for tracking their own hours and obtaining a supervisor's signature at the end of each shift. If a letter verifying completed service hours is needed, please provide at least seven business days' notice.



3. Volunteer Program Guidelines



3.19 Court Community Service

Richmond Metropolitan Habitat for Humanity recognizes that some of our volunteers may wish to complete community service as part of a court-mandated sentence.

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

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

- The individual cannot be doing hours related to an offense of a violent nature.
- The individual cannot be doing hours related to an offense of a sexual nature.
- The individual cannot be doing hours related to the offense of theft or burglary.
- The individual cannot be doing hours related to selling or distributing drugs.
- The individual cannot be doing hours related to any nature of fraud.

Prior to signing up for a volunteer opportunity, the individual must complete the community service form through the volunteer site and be notified of acceptance via email with a hours sheet to use while volunteering. Failure to do so will result in no documentation of completed hours served.

Fulfilling community service hours with Richmond Habitat is a privilege and this privilege may be revoked at any time if the Richmond Habitat staff feel the volunteer is not meeting expectations, if the volunteer is not productive, has violated any reason for dismissal in this handbook, or if they are disruptive to our partner families, fellow volunteers, staff, or customers. A letter of dismissal will be sent to the probation officer.

3. Volunteer Program Guidelines

3.20 First Aid

The office maintains first aid kits in a cabinet near the copier. Both ReStores maintain first aid kits in the cashier booth, volunteer office, and donations processing area. Each construction site tool container contains a first aid kit on the right of the entrance.

3.21 Medical Treatment

Volunteers do hereby release and forever discharge Habitat from any claim whatsoever which arises or may hereafter arise on account of any first aid, treatment, or service rendered in connection with the Volunteer's Activities with Habitat or with the decision by any representative or agent of Habitat to exercise the power to consent to medical or dental treatment as such power is hereby granted and authorized by this Release.

3.22 Emergency Procedures

Volunteers are expected to act in accordance with Richmond Habitat emergency procedures/plans unless otherwise instructed by a staff member. In any case in which a volunteer does not know what to do, they are expected to follow the instructions of a staff member. The site's emergency exit plans will be reviewed during new volunteer orientation. No Habitat staff member or other volunteer should transport a volunteer in need of medical care. If a volunteer cannot transport themselves safely an ambulance or the emergency contact of the volunteer should be notified.

3.23 Safety

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

3.24 Insurance

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



3. Volunteer Program Guidelines

3.25 Volunteer Cell Phone Use

Use of cell phones while volunteering is discouraged for safety reasons. Cell phones should be silenced and personal use limited except on break. Under no circumstances should a volunteer use personal electronic devices or headphones to distract from their tasks.

3.26 Social Media

We do encourage you to post on social media when appropriate! Please use applicable hashtags so we can see and share your post:

- #restorerva #habitatrva #whatwillyoubuild #rva

If you choose to tag or reference the organization in a post, we ask that the content reflects our values and mission in a respectful and positive manner. If a post is determined to be inappropriate, disrespectful, or potentially harmful to the organization, Richmond Metropolitan Habitat for Humanity may request that it be removed. Failure to comply with this request, or other violations of this policy, may affect a volunteer's ability to continue serving with the organization, as determined by the appropriate Habitat staff.



4. Eligibility and Registration

4.1 Position Descriptions

Volunteers have the right to clear, complete, and current descriptions of the duties and responsibilities of each volunteer position. Prior to any volunteer recruitment or assignment, a description must be developed for each volunteer position. This will be given to each accepted volunteer and used in subsequent management and evaluation efforts.

4.2 Galaxy Digital Volunteer Site

Volunteers sign up for volunteer shifts on our volunteer site through Galaxy Digital. Here, volunteers can access the project details and addresses for all applicable locations. This site is used as a recruitment and messaging tool to volunteers who have registered with us. Volunteer Waivers are also signed through this site prior to volunteering.

Check us out at
www.richmondhabitat.org/volunteer



4.3 Age Limitations

For safety reasons there are age limitations for volunteer opportunities at Richmond Metropolitan Habitat for Humanity.

ReStore & Builds: Volunteers must be at least 16 years old to participate at ReStores or build sites. Volunteers ages 16 and 17 are welcome to serve with a signed liability waiver from a parent or guardian.

To help ensure a safe and positive experience, volunteers ages 16 and 17 should attend with an adult volunteer unless otherwise approved by a Habitat supervisor. Both the youth and adult volunteer must have volunteer accounts, completed waivers, and be registered for their volunteer shifts.

For safety reasons, some activities at Habitat sites are limited to volunteers who are 18 years of age or older, including certain tasks involving heights or the use of power tools.

Other Opportunities: Other opportunities and special events are available throughout the year. Those opportunities will list the appropriate age range or youngest age that can participate (when applicable).

5. Serving as a Volunteer

5.1 Volunteer Code of Respect

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

5.2 Volunteer Orientation

All volunteers will receive a general orientation that includes:

- Introduction of the Volunteer Policies, the office, site or store's layout, safety briefing, and current staff (if available).
- Direction for the training process and daily check-in and check-out procedures.
- Check In
- Safety Orientation

5.3 Training

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



5. Serving as a Volunteer



5.5 Lines of Communication

Volunteers will be provided with the information, guidance, and resources needed to carry out their roles effectively. Email is one of Richmond Habitat's primary methods of communication, and volunteers are encouraged to regularly check the email address they provide to stay informed about updates, opportunities, and important announcements.

5.6 Injuries and Property Damage

To help maintain a safe environment for everyone, volunteers are encouraged to report any injuries, accidents, safety concerns, or property damage they experience or observe while volunteering. Reports should be made to their supervisor (Richmond Habitat staff) as soon as possible.

5.7 Refusal of Assignments

Volunteers may decline tasks that they are uncomfortable performing or that fall outside the scope of their assigned role. Supervisors are responsible for ensuring that volunteer assignments are reasonable and aligned with the volunteer's position description.

5.8 Resignation

Volunteers may end their service at any time. We understand that personal circumstances, changing schedules, family commitments, or other life events may make it necessary to step away from volunteering. If you decide to resign from your volunteer role, we encourage you to let the Volunteer Engagement Specialist and/or your staff supervisor know.



5. Serving as a Volunteer

5.9 Three Strike Policy

Richmond Habitat reserves the right to deactivate a volunteer account if a volunteer registers for and does not attend 3 or more shifts without providing notice.

Volunteers will receive an initial email after their second no-call/no-show and a final email after their third no-call/no-show. If no communication is received after these notifications, the volunteer's Galaxy Digital account will be made inactive and any upcoming volunteer shifts will be removed.

5.10 Reasons for Dismissal

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

- Violation of safety guidelines
- Gross misconduct or insubordination
- Involvement in a physical altercation
- Misrepresentation of the organization or slander while volunteering
- Use or possession of alcohol or illegal drugs
- Failure to adhere to conflict-of-interest and/or confidentiality statutes
- Theft of, misuse of, or significant damage to property, equipment, materials, or supplies
- Harassment of another member of our organization
- Solicitation
- Any other reason that is not prohibited by law

5.12 Evaluation of Volunteer Program

The Volunteer Management team will regularly evaluate the volunteer program to ensure a positive and meaningful experience for both volunteers and staff. Feedback will be gathered from volunteers and employees through a variety of methods, which may include digital surveys, informal conversations, and in-person discussions. This feedback will help Richmond Habitat identify opportunities for improvement and strengthen the volunteer experience.



Thank you for helping to build homes, community, and hope!

