

RICHMOND METROPOLITAN
HABITAT FOR HUMANITY

VOLUNTEER POLICY & PROCEDURES



Richmond Metropolitan

Habitat
for Humanity

U P D A T E D 0 5 . 0 7 . 2 4



1. General Information

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 370 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 (Main Office)

2281 Dabney Road

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

Director of Community Engagement

The function of the Director 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 Manager

The function of the Volunteer Engagement Manager is to coordinate and facilitate volunteer engagement at for ReStore, builds, as well as manage the Court Related Community Service Program.

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:

- receive an orientation and safety talk
- be given necessary personal protection equipment (PPE)
- sign a volunteer waiver
- have any 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 his or her responsibilities by Richmond Habitat, just as a Volunteer has the right to cease volunteering at any time.

3. Volunteer Program Policies

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 5 years.

3.2 Confidentiality Policy

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed through volunteering with the Richmond Habitat. All volunteers performing administrative tasks must sign our Confidentiality Policy before volunteering.

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

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

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

3.5 Conflict of Interest

Conflict of interest occurs when you are in a position to influence a decision that may result in direct or indirect personal, philosophical, or financial gain for you or an immediate family member. It also occurs when private interest supersedes the public interest to influence behavior. If a conflict of interest or potential conflict of interest arises the volunteer must notify your supervisor (Richmond Habitat staff) immediately.

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 supervisor (Richmond Habitat staff) immediately.

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 occur among personnel. The quickest way to resolve a problem is to approach and converse respectfully with the individual(s) involved in the issue. If that doesn't work, your supervisor (Richmond Habitat staff) should be notified to assist in mediating the problem.

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.

3.10 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 at the office, build site or ReStore on time for their scheduled shift or meeting. Volunteers will sign-in on their appropriate time sheets and follow any other procedures designated by the supervisor.

3.12 Productive Use of Time

Volunteers are expected to productively serve Richmond Habitat while signed in. They should take initiative to keep busy, and should ask questions if uncertain about instructions or responsibilities.

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 shorts shorter than mid-thigh, no low-cut shirts, no headgear unless in accordance with religious guidelines or functional for current weather conditions, and no offensive images or words.

3.14 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.

3.15 Conduct

Staff and volunteers are expected to maintain respectful and professional relationships with one another and with 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 or for any other expenses incurred in the process of volunteering.

The only exception is that, if approved in advance by the Volunteer Manager, volunteers may receive reimbursement for supplies bought for their position or for the store.

3.18 Policies and Procedures for Minors

Richmond Metropolitan Habitat for Humanity accepts minors aged 16 and above to volunteer in our ReStores. They must attend the New Volunteer Orientation as outlined in section 3.0. They must also have their parents or guardians sign the Waiver and Release of Liability form as this form is a legal document. Minors aged 16 or 17 must be accompanied by an adult when volunteering in the ReStore.

3.19 School Community Service

Those volunteers that need community service hours for school are welcome to complete those hours with the Richmond Metropolitan Habitat for Humanity.

We encourage those students to bring any required documentation for hours completed each day they serve.

Richmond Metropolitan Habitat for Humanity is not responsible for keeping account of the volunteer hours sheet, it is the responsibility of the volunteer to keep track of his/her hours and at the end of each shift, have those hours signed off by a supervisor (Richmond Habitat staff).

If a letter of completion is required for proof of completion of hours, seven days' notice is required to be given.

3.20 Court Community Service

Richmond Metropolitan Habitat for Humanity recognizes that some of our volunteers may wish to complete community service as part of their sentence for criminal acts.

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 he/she is disruptive to our partner families, fellow volunteers, staff, or customers. A letter of dismissal will be sent to the probation officer.

3.21 First Aid

The office maintains first aid kits in cabinet at 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.

3.22 Medical Treatment

Volunteer does 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.

3.23 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, he/she is 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.

3.24 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, he/she must report it to an employee supervisor (Richmond Habitat staff), regardless of how insignificant the injury may appear.

3.25 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.

3.26 Waivers

All volunteers sign a waiver through our volunteer site online. Paper Waivers from past years will be kept for up to five years.

3.27 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 his/ her tasks. However, 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

3.28 Social Media

Please see Habitat's policy for cell phone use while volunteering with Habitat for Humanity. If you do post to your social media while volunteering or after and tag or connect RMHFH to the post please be aware that if RMHFH deems it inappropriate, disrespectful or detrimental to the organization we will ask that you remove the post. If you do not, you can be asked not to return as a volunteer with RMHFH. At the discretion of your supervisor or appropriate Habitat staff, violating this policy may result in immediate dismissal as a volunteer with RMHFH.

4. Volunteer Recruitment & Selection

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 Recruitment

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

4.3 Interviewing and Placement

Prior to being assigned or appointed to specific positions, volunteers will be interviewed to determine their suitability for, and interest in, that position. Interviews shall be conducted in person unless special cases apply as determined by the Volunteer Management Staff.

No placement shall be made unless the requirements of both the volunteer and the supervising employee can be met. No volunteer should be assigned a “make work” position, and no position should be given to an unqualified or uninterested volunteer.

4.4 Age Limitations

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

ReStore & Builds: Volunteers ages 16-17 must have a liability waiver signed by a parent or guardian in order to be eligible to volunteer.

Any youth, that are 16 and 17 **MUST** have an adult volunteer with them until otherwise directed by a Habitat Supervisor that they are okay to come out to volunteer independently! **BOTH** the youth and adult volunteers should have volunteer accounts, completed waivers and signed up for shifts.

Some tasks on the build sites are restricted to those under the age of 18 (includes those related to heights and usage of power tools).

Other Opportunities: other opportunities are available throughout the year for a variety of younger youth. Those opportunities will list the appropriate age range or youngest age that can participate (when applicable).

4.5 Galaxy Digital Volunteer Site

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

www.richmondhabitat.org/volunteer

5. Volunteer Training & Supervision

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.

5.4 Waiver and Release

All volunteers who choose to volunteer with Richmond Metropolitan Habitat for Humanity must fill out and sign an online volunteer waiver through our volunteer website PRIOR to volunteering.

5.5 Dress Code- OFFICE

OFFICE

- Office attire is business casual.

5.5 Dress Codes-BUILDS & RESTORE

- Closed-toed shoes must be worn at all times.
- Sneakers or work boots are preferred.
- Shoulders must be covered. No spaghetti straps.
- Appropriate length shorts are permitted.
- Excessively sagging pants are not permitted.

5.6 Refusal of Assignments

Volunteers have the right to refuse any tasks or work, especially when the tasks go beyond those of their position description. It is the responsibility of the supervisor to not make unreasonable demands of a volunteer.

5.7 Injuries and Property Damage

Volunteers should immediately report any injuries sustained or witnessed while volunteering and any property damage made or witnessed while volunteering. The report shall be to the supervisor (Richmond Habitat staff).

5.8 Lines of Communication

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

5.9 Resignation/Quitting

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

5.10 Three Strike Policy

Richmond Habitat has the right to dismiss a volunteer if the volunteer has signed up for three or more shifts and has been a no-call/no-show. The volunteer's account will also be made inactive on Galaxy Digital after two notifications. The first is after the second no show/no email and the second is after the third to notify that the account will be suspended if no communication continues.

Any upcoming shifts at the second no show will also be removed.

5.11 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
- Physical altercation with anyone
- Misrepresentation of or slander while volunteering
- Use or possession of alcohol or illegal drugs
- Failure to adhere to conflict-of-interest and/or confidentiality statutes
- Theft of, misuse of, or significant damage to property, equipment, materials, or supplies as stated in this Handbook
- Harassment of another member of our organization
- Solicitation as stated in this Handbook
- Any other reason that is not prohibited by law

5.12 Evaluation of Volunteer Program

The supervisor (Richmond Habitat staff) shall conduct regular evaluations of the use of volunteers. The evaluations should include information gathered from volunteers and employees.



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**Thank you for helping to
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