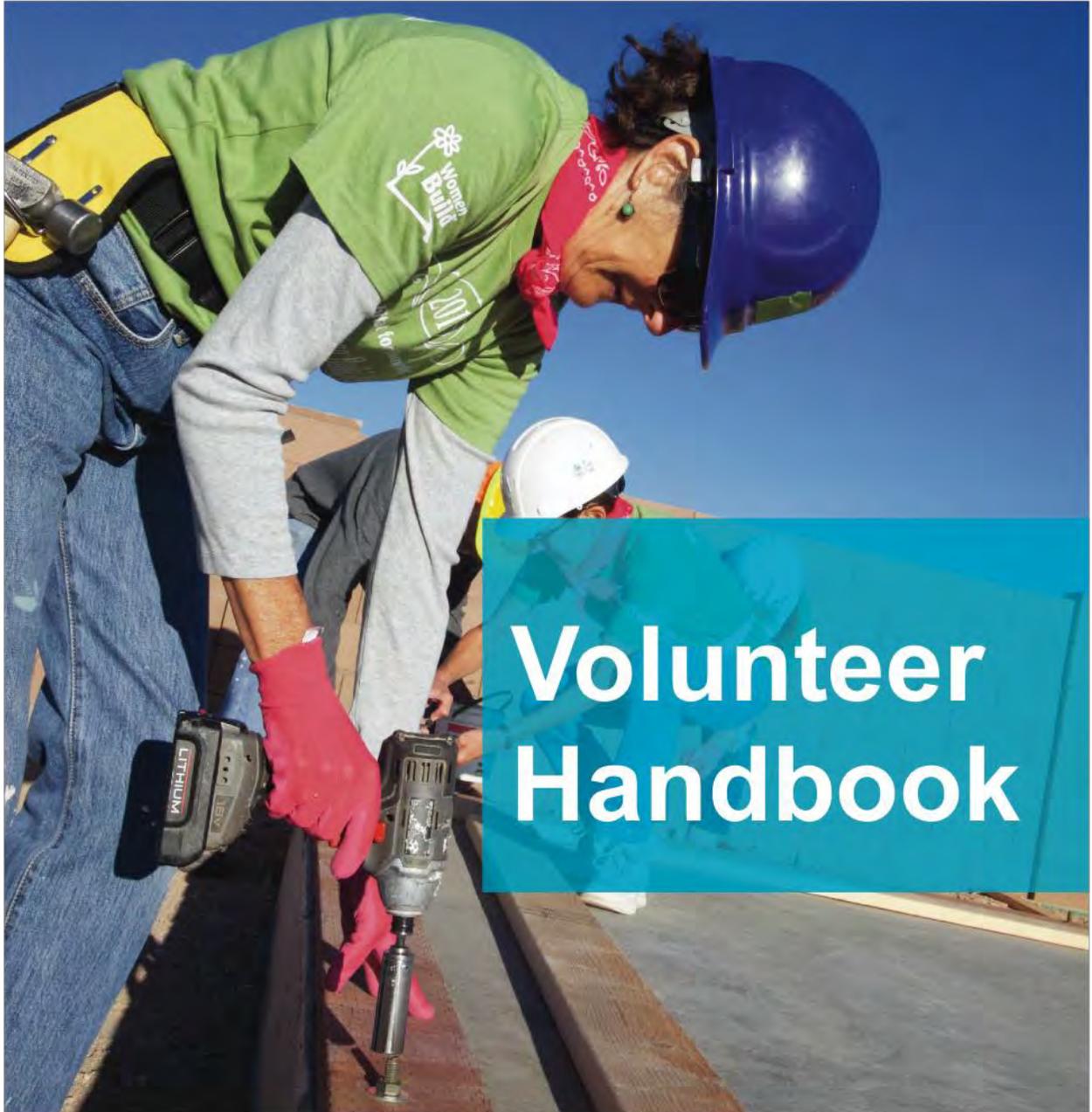




Habitat
for Humanity[®]
Tucson



Volunteer Handbook

Strength. Stability
Self-reliance.

Letter from the CEO

Dear Volunteer,

It is my great pleasure to welcome you to the volunteer world of Habitat for Humanity Tucson! Habitat was founded on the basic principle of partnership with community to help build a better world. Habitat gives a hand up, not a hand out to families in difficult housing situations.

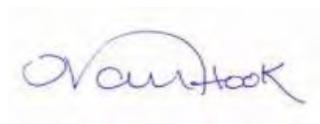
I value the time and commitment our volunteers contribute to make homeownership a reality for the lives of those we jointly serve. You will find that volunteering with Habitat Tucson is a very rewarding experience. You will build more than houses and futures on the work site – you'll also build relationships.

I joined Habitat Tucson years ago as a volunteer. Seeing the collective, lasting impact we made touched my life deeply. My wish for you is that you embrace this partnership to become a lasting ambassador of Habitat Tucson – helping to build strength, stability and self-reliance through shelter for our neighbors and friends.

Without our volunteers, Habitat Tucson would not succeed in building homes, communities and hope. Thank you for volunteering your talents with Habitat Tucson. Whether you volunteer at our construction site, at the HabiStore, in our offices, partner with a family, or serve on a committee, I value you and your partnership.

Thank you for serving.

In partnership,



T. VanHook
CEO, Habitat for Humanity Tucson



Introduction

This handbook is for volunteers of Habitat for Humanity Tucson. It is designed to acquaint you with the organization's mission, vision, and procedures. The handbook will also ensure that you are fully prepared for a safe experience within full compliance of the law. It is a summary of proposed Habitat for Humanity Tucson Board policy. This resource may also be accessed online at HabitatTucson.org. If you have questions after reading through the handbook, contact the Volunteer Resources Manager. Thank you for volunteering!

Our mission: Creating a more compassionate and just world, Habitat for Humanity Tucson brings people together to build homes, communities and hope.



You are now a part of this very important mission. We value your time and commitment to our cause. Habitat Tucson could not build affordable housing, work to improve neighborhoods, or operate the HabiStore without volunteer power and *YOU!*

Whether you are volunteering with a group for one special day, or on the way to becoming a longtime regular volunteer, we appreciate and recognize the

contribution you make to our affiliate!

Humble beginnings...

Habitat for Humanity Tucson offers an innovative solution to the crisis of poverty housing by giving a hand up, not a hand out in partnership with hardworking, local families. Habitat Tucson was founded in 1980 and completed construction on its first home in 1981.

...to our 400th house and beyond

In 2015, Habitat Tucson began construction on the 400th Habitat Tucson home in Southern Arizona, and will begin building our 450th house this year (2019)! We continue to serve families, individuals, seniors, and veterans through our home repair programs and home-building efforts. We partner with neighborhoods, volunteers, corporate sponsors, donors, and individuals to support a community-wide effort to eradicate poverty housing in Tucson, Amado, Sahuarita, Green Valley, and Marana.

Becoming a Volunteer

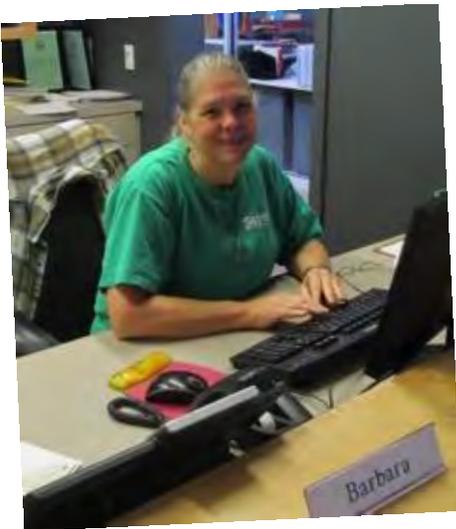
Application Process

The process of becoming a Habitat for Humanity Tucson volunteer is simple. We ask all volunteers to attend an orientation. You can sign up for one online at HabitatTucson.org and click the Volunteer tab. You will register and sign a waiver of liability. Then you're ready to start volunteering! After orientation you can choose to help at our build sites, the HabiStore, or assist with home repair projects. Some volunteer opportunities include additional training, including the HabiStore. The Volunteer Resources team will inform you if a position requires additional training.

To become a family partner, work in the office, or become a committee member, an interview is required.



Volunteer Types



****Please note:** All volunteers must be 16 years of age or older to volunteer with Habitat Tucson.

Individuals – You may volunteer as an individual to participant at Habitat events and work shifts. Individuals are welcomed to work in our offices, HabiStore, construction sites and much, much more!

Groups – Join the many companies, corporations, schools, faith and community groups who've helped build homes and transform communities. Sponsorship opportunities are also available. Please note, however, that our group volunteer

opportunities fill up very quickly. Please contact Volunteer Resources at volunteer@habittucosn.org if you want to participate with a group.

Court Ordered Service – You may also volunteer to complete court-ordered (CO) community service, except for the following circumstances: your restitution hours are ordered for a felony offense, a violent crime including a sexual offense, a crime against a minor, theft or robbery. As a CO volunteer, we ask that you present court documentation and sign a Court Ordered Community Service agreement with us. Please email volunteer@habitattucson.org



Volunteer Responsibilities

Volunteer Conduct

Volunteers of Habitat Tucson are typically exemplary models of conduct and behavior. If you participate in all the safety requirements, respect your fellow volunteers and staff, and follow simple rules of courtesy, you will truly be an ambassador of good will for Habitat Tucson. Please read the [Volunteer Code of Conduct \(click for link\)](#).

Dress Guidelines

Habitat Tucson wants to ensure a safe and professional work environment and has a few dress requirements to ensure safety of our volunteers.

Close-toed shoes are mandatory for construction site volunteers as well as HabiStore volunteers. Steel-toed boots are encouraged but not required. Shorts and flip-flops are not safe or professional attire for the Habitat Tucson workplace. Tank Tops are also not allowed at the HabiStore or Construction sites.

Hard hats are mandatory and must be worn while in the construction area. Protective glasses must be worn while operating power tools and at any other time that the site supervisor or crew leader deems necessary. Ear protection should be worn on site when using a power tool for a prolonged period, and at any other time that the site supervisor or crew leader deems necessary. Each volunteer should wear a dust mask when installing insulation or when sanding, and any other time that the site supervisor or crew leader deems necessary. The “Safety Handbook for Construction Crew Volunteers” specifies protective clothing that must be worn at construction sites. It also identifies attire that may pose a safety hazard and may not be worn – i.e. open-toed shoes. [Click Here](#) to read more about safety for construction volunteers.



Volunteer Registration

All volunteers, both individuals and groups, are required to register for their shifts and events online on our volunteer portal, “Cervis”. Tracking volunteer hours allows us to provide feedback to financial sponsors, apply for grants, and give recognition to our volunteers. It is also a way we can identify areas where need help for a certain event or shift. If you need help using Cervis, please contact Volunteer Resources for assistance or [click here](#) to learn all about signing up on

Cervis. We thank you for signing up for all your shifts online!

Volunteer Attendance and Punctuality

When you have scheduled a day to volunteer with us — whether at the HabiStore, the administration office, a home repair project, or the construction site — your attendance and punctuality is important for the beginning of everyone’s shift and day. We thank you in advance for understanding that the Habitat team depends on you and we will rely on your timeliness to your workstation.

We cannot fulfill our mission to serve Southern Arizona without the help of volunteers. Being a volunteer with Habitat allows for flexibility in scheduling your workdays, however, please communicate with the Volunteer Manager or cancel your reservation online if you cannot attend an event for which you are signed up.



Policies

What is the Nature of Volunteering at Habitat?

While volunteering requires commitment on your part as a volunteer, there is no contractual obligation of any kind between you and Habitat Tucson. For construction site and HabiStore volunteers we ask for at least a 6-month commitment with a minimum of 2 shifts per month. Other positions may have different commitment needs which can be found in our [Volunteer Job Description Handbook](#).



The nature of all work you contribute is free of charge to Habitat Tucson. Neither you nor Habitat Tucson is bound to continue the relationship if either party chooses, at will, to end the volunteer relationship with or without notice. We value your feedback and if you choose to end your partnership and are willing to, please contact volunteer resources at volunteer@habittucson.org for a brief survey about your service experience.

Fair Volunteer Practices – Equal Volunteer Opportunity

We are committed to providing an environment free of harassment and unlawful activities of any kind, including discrimination and harassment based on age, gender, sexual orientation, race, religion, ethnicity, or disability.

Job Training/Placement Programs

Our mission goes beyond providing safe, affordable housing. Habitat Tucson is also committed to providing volunteer opportunities for individuals in job training/placement programs. To maintain our commitment to these programs, we can service three job training or placement programs at a time. Additionally, volunteers within these programs must be able to adhere to safety requirements and to work independent of a job coach while volunteering.

Confidentiality Policies

As a volunteer you are responsible for protecting Habitat Tucson's information. You may, at one time or another, receive personal and/or confidential information relating to our partner families' financial position, other Habitat for Humanity affiliates, other volunteers, donors or other areas of Habitat Tucson operations. As a volunteer, you are required to ensure that this information remains confidential and is not disclosed. If you have any questions about what is confidential, please contact the Volunteer Resources or staff member with whom you are working.



If you are approached with an inquiry you are unable to answer, please direct the asking party to an available staff member or have them call 520-326-1217.

If you are approached by the media, please have them contact our Director of Marketing and Media at 520-326-1217 x 213.

Privacy Policies

We will not share your personal information including name, address, phone numbers, email and your status with us as a volunteer. If you wish to utilize Habitat Tucson as a reference, please inform us with a written/email request, including the name of the individual or organization to which you will be submitting the reference. Requests may be made to the Volunteer Manager.

Whistle Blower Policies

Habitat for Humanity Tucson, Inc. requires directors, officers, employees, and volunteers to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As representatives of the affiliate, we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations. Any behavior by an employee or volunteer that violates high ethical standards should be reported to the Director of Human Resources, the Chief Executive Officer, or the Board of Directors President, in that order.

Habitat Tucson will not retaliate against you if you, as a volunteer, make a protest or register a complaint against a practice, employee, or another individual or entity with whom Habitat Tucson has a business relationship based on a reasonable belief that the practice is in violation of law or public policy.

If you, as a volunteer, would like to report knowledge of or suspicion of fraudulent activity and remain anonymous, you may contact the MySafeWorkplace™ anonymous hotline at: 1-800-461-9330 inside the United States.



Any situation may also be reported at www.mysafeworkplace.com. Other complaints (policy violations other than fraud or mismanagement) can be made to the US Support Center at 1-877-434-4435.

Health and Safety

Introduction

Habitat for Humanity Tucson employees and volunteers share the responsibility for establishing and maintaining a safe work environment. Habitat Tucson will attempt to assure a safe work environment and to comply with federal, state, and local safety regulations. In turn, you are expected to obey safety rules and to exercise caution in all work activities. If you are a construction site and/or a HabiStore volunteer, we suggest that you participate in an online safety course offered by Habitat's insurance carrier, Lockton Insurance.



Immediately report any unsafe conditions, minor scrapes or cuts, or accidents to the site supervisors. If you witness someone participating in unsafe conditions, please correct these conditions as promptly as possible. Possession of dangerous or unauthorized materials, such as explosives or firearms in the workplace, are prohibited and may result in termination. Harassment of any kind including sexual harassment is prohibited and grounds for termination.

Comprehensive construction site safety guidelines are described in the "Safety Handbook for Construction Crew Volunteers." These safety guidelines are available at each construction site, the HabiStore and the administration office.

Drug and Alcohol Use

As a volunteer, you will not be under the influence or use illicit drug/alcohol while at the Habitat workplace or while working as a Habitat family partner. Be sure to check prescription medication labels for warnings that may limit your ability to operate machinery, drive, etc. Please take care of your health before returning to Habitat duty.



Additionally, the unlawful manufacture, possession, distribution, transfer, purchase, or sale of alcoholic beverages or illegal drugs while on Habitat Tucson's property, while attending to business-related activities or while on duty is strictly prohibited.

Feedback

The Volunteer resources team is always available and eager to hear feedback from volunteers whether it be positive or negative. We can be reached at volunteer@habittucson.org for any questions, comments, concerns and anything in between. We value communication with our volunteers and hope you will tell us about your volunteer experience so we can continue to make our volunteer program enjoyable for everyone.

Once again, we thank you for choosing Habitat for Humanity Tucson and helping us with our mission of creating a more compassionate and just world, as we bring people together to build homes, communities and hope.

CONTACTS

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 HabiStore • 935 W Grant Rd • (520) 889-7200

TITLE	NAME
Chief Executive Officer	T. VanHook tvanhook@habittucson.org
Chief Operating Officer	Charlie Buchanan charlieb@habittucosn.org
Chief Retail Officer	Gordon Yarrington gordony@habittucson.org
Chief Production Officer	J.J. Swinney jjs@habittucson.org
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Home Repair Supervisor	Richard Hoffman richardh@habittucson.org
HabiStore Donations Acquisitions Manager	Kristy Soracco kristys@habittucson.org
HabiStore Volunteer Coordinator	Rebecca Short rebeccas@habittucson.org
HabiStore Manager	Matt Effing matte@habittucson.org
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Director of Community Development	Ann Vargas annv@habittucson.org
Director of Marketing and Communications	Laura Sanchez lauras@habittucson.org
Director of Human Resources	Randy Wells randyw@habittucson.org
Volunteer Resources Manager	Gina Hansen ginah@habittucson.org

For general inquiries, call Habitat for Humanity Tucson offices at
 (520) 326-1217 or email info@habittucson.org

