



Volunteer Manual

*Our Mission: Seeking to put God's love into action,
Loveland Habitat for Humanity brings people together to
build homes, community and hope.*

TABLE OF CONTENTS

Welcome.....	3
Habitat for Humanity International.....	4
Loveland Habitat for Humanity.....	4
Location and Hours.....	5
Habitat’s Homeownership Program.....	6
Volunteer Opportunities.....	7
Other Service Opportunities	
○ Court-ordered Community Service.....	8
Volunteer Policies and Procedures	
○ Construction Volunteer Information.....	9
○ Construction Site Schedule.....	9
○ Age Restrictions.....	10
○ What to Bring and Wear.....	10
○ Construction Safety Guidelines.....	11
○ ReStore Safety Guidelines.....	14
○ Emergencies.....	15
○ Harassment Policy.....	16
○ Background Checks.....	17
Volunteer Expectations and Responsibilities.....	17
○ Termination/ Exit.....	18
○ Grievance Policy.....	18
Volunteer Bill of Rights.....	19
○ A Volunteer’s Rights.....	19
○ A Volunteer’s Responsibility.....	20

Welcome!

First and foremost, thank you for your interest in volunteering with Loveland 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.

Loveland Habitat for Humanity is a non-profit, non-government, charitable organization dedicated to improving the lives of low-income families through home ownership. We believe that decent, affordable housing is a basic human need. It is our mission to work in partnership with God and people from all walks of life to build simple, decent, affordable homes with people in need, while striving to make affordable housing a matter of conscience throughout the Loveland area and around the world.

With the support of volunteers, donors, and local and national business partners, we build homes in partnership with qualified low-income families. Habitat homes are affordable because they are built by volunteers working with future homeowners. Our homes are sold to partner families. House payments are based on 28% of the homeowner's monthly income and financed through an affordable mortgage structure.

Habitat Homeowners:

- Contribute 250 – 500 volunteer hours of “sweat equity” on their home, on another Habitat home, in our construction office, or at our thrift store.
- Attend classes including budgeting, home maintenance and money management.
- Build their own home with the help of Habitat volunteers.

This manual will provide information on policies and practices of Loveland Habitat for Humanity (LHFH). 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, Loveland Habitat for Humanity reserves the right to amend any of the policies and/or benefits described in this manual.

Volunteer Coordinator:

Chris Zwakenberg
108 W. 29th St, Unit D
Loveland, CO 80538
(970) 669 – 9769
chris@lovelandhabitat.org

ReStore Volunteer Coordinator:

Amy Zander
5250 N. Garfield Ave.
Loveland, CO 80539
(970) 669 – 7343
amy@lovelandhabitat.org



Habitat for Humanity International

Habitat for Humanity International (HFHI) is a nonprofit, ecumenical Christian housing ministry. HFHI's vision is a world where everyone has a decent place to live and its mission is to put God's love into action by bringing people together to build homes, communities and hope. HFHI seeks to eliminate poverty housing and to make decent shelter a matter of conscience and action. Through volunteer labor and donations of money and materials, Habitat builds and rehabilitates simple, decent houses with the help of partner families.

Founded in 1976 by Millard and Linda Fuller, HFHI has built/repared more than 800,000 houses worldwide, providing more than 4 million people with safe, decent, affordable shelter. HFHI, has headquarters in Americus and Atlanta, Georgia, and now has 1,500 local affiliates in the United States and more than 70 national organizations around the world.

Loveland Habitat for Humanity

Established in 1987, Loveland Habitat for Humanity (LHFH) is a not-for-profit organization that builds simple, decent, affordable housing with the help of volunteer labor, donated funds, time and materials. LHFH is an affiliate, in good standing, of HFHI and is governed by a local Board of Directors. We believe that the Habitat model provides a hand up, not a hand-out. Each home is purchased through an affordable mortgage by local families who otherwise might be forced to live in substandard housing. These families contribute 250-500 hours of "sweat equity" by helping in the construction of their own homes and the homes of other partner families alongside LHFH staff and volunteers. Families also contribute volunteer hours at the Loveland Habitat ReStore.

Living in a new home with an affordable mortgage payment allows low-income families the resources to properly provide for themselves. The change from renter to owner transforms the mind-set of the adults who helped build their own home and establishes new, more hopeful expectations for the children who grow up in a stable environment.

Family selection committees choose homeowners based on their level of need, their willingness to become partners in the program, and their ability to repay the loan. Every Habitat for Humanity affiliate follows a nondiscriminatory policy of family selection, meaning neither race nor religion is a factor in choosing the families who receive Habitat houses and adheres to Fair Housing and Equal lending opportunity practices. To help ensure partner families' success, Loveland Habitat for Humanity works very closely with homeowners and provides training in household budgeting, home ownership, and home maintenance. To date, Loveland Habitat has built more than 130 homes in our community.



Location and Hours

Loveland Habitat for Humanity Construction & Administration Office

108 W. 29th St, Unit D

Loveland, CO 80538

Office hours: excluding posted holiday schedule

Monday – Friday, 8:00am – 5pm

Phone: (970) 669-9769

Fax (970) 278-1307

Loveland Habitat for Humanity ReStore

5250 N. Garfield Ave.

Loveland, CO 80538

ReStore hours: excluding posted holiday schedule

Donation Hours: Monday-Friday 9:00am -5:30pm and Saturday 9:00-4:00pm

Shopping Hours: Monday-Saturday; 10:00am -6:00pm

Phone: (970) 669-7343

Mailing Address:

PO Box 56

Loveland, CO 80539

Contact Information

Main office: (970) 669-9769

ReStore: (970) 669-7343

Volunteer & Faith Relations Director:

Chris Zwakenberg

chris@lovelandhabitat.org

ReStore Volunteer Coordinator:

Amy Zander

amy@lovelandhabitat.org

Website: www.lovelandhabitat.org

Facebook: www.facebook.com/LovelandHabitat

Habitat's Homeownership Program

Loveland Habitat builds homes for a diverse group of partner families. Our families have come through a very rigorous selection process. By the time a family has qualified for Habitat housing, they have worked long and hard through the selection process.

To Apply For a Habitat Home

- ✓ Attend an orientation.
- ✓ Turn the completed application in by the deadline date.
- ✓ Volunteer 10 “preview” hours (per adult applicant) with Habitat.
- ✓ Participate in the interview process.

To Qualify For a Habitat Home

Partner families must meet the following guidelines:

Residency

- Have lived or worked in Loveland for one or more years; AND

Housing Need (examples)

- Unable to qualify for conventional or government assisted loan
- Overcrowded conditions; or
- Unsafe housing; or
- Rent is more than 40% of current income; or
- Receive financial assistance for housing, such as Section 8 voucher.
- Earn within income guidelines (30%-60% of area median income).

Willingness to Partner with Habitat

- Attend classes once selected; AND
- Complete 250 “sweat equity” volunteer hours per adult applicant before moving into their home.

Ability to Pay for the Home

- Meet income range guidelines
- Currently able to pay bills on time
- No bankruptcy in past 2 years, no foreclosure in past 3 years
- No outstanding liens, judgments or collections (non-medical)
- Be a US citizen or legal resident.

Please contact Susan Briggs at (970) 669-9769 or susan@lovelandhabitat.org for program information.

Volunteer Opportunities

ReStore

Loveland Habitat ReStore sells donated household items, building materials, furniture, appliances and clothing, to raise funds for our construction and operating needs. Volunteers help us receive and sort donations, price and display merchandise, test electronics and appliances and other tasks as assigned by volunteer coordinator. To learn more or to register to volunteer as an individual or as a group, please contact the Volunteer Coordinator, **Amy Zander** at (970) 669-7343 or amy@lovelandhabitat.org.

When: Volunteers are staffed to best meet your availability Monday- Saturday: 8:30am—6pm.

Location: Loveland Habitat for Humanity ReStore

5250 N. Garfield Ave. (Hwy. 287)
Loveland, CO 80538

Construction

Loveland Habitat for Humanity construction site invites volunteers to help with all phases of construction. Volunteers assist with all stages of home construction, including; framing, hanging drywall, painting, and landscaping. No skills are necessary other than a willing heart. Our construction staff will guide and supervise your work and to ensure instruction and safety.

When: Tuesday and Thursday, 8:00am – 3:00pm; Friday and Saturday, 8:30am- 3:30pm

Location: Varies (LHFH will assign and communicate location prior to your build date)

All volunteers must begin each day at the construction site with a safety training and completion of liability waiver.

To learn more or to register to volunteer as an individual or as a group, please contact the Volunteer Coordinator, **Chris Zwakenberg** at (970) 669-9769 or chris@lovelandhabitat.org.

Construction Fundraising Events

Several times a year, Loveland Habitat interrupts our regular construction schedule to host special build/fundraising event (ex: Corporate Build, Women Build, etc). Regular construction volunteers will be notified of upcoming events and are welcome to register to participate in these events. Locations and times vary; please contact Vince Deely at (970) 669-9769 or vince@lovoelandhabitat.org if you or your organization is interested in more details.

Special Events

Volunteers are needed at various times throughout the year to assist with special events and fundraisers throughout our community. Locations and times vary; please contact Chris Zwakenberg (970) 669-9769 or chris@lovelandhabitat.org for more details.

Office Support

There are occasional opportunities for volunteers to provide administrative support for Loveland Habitat Administrative staff. Volunteers assist with answering the telephone, mailings, filing and special projects.

When: Monday-Friday, 8:00am-5:00pm

Location: **Loveland Habitat for Humanity Construction & Administration Office**

108 W. 29th St, Unit D
Loveland, CO 80538

Hospitality Team

Throughout the year, Loveland Habitat has special events such as fundraisers, home dedications, ground-breaking ceremonies, etc. The volunteers on this committee support Habitat homeowner families, volunteers and staff with meals, event set up & cleanup, etc. If you are interested, please contact Chris Zwakenberg at (970) 669-9769 or chris@lovelandhabitat.org.

Committees

Volunteers with relevant experience can serve on Loveland Habitat committees. Please contact Chris Zwakenberg at (970) 669-9769 or chris@lovelandhabitat.org if you are interested in joining. Currently, the committees include:

Construction/Land Acquisition Committee

To coordinate labor, plans, materials and family interests to build the finished product, "a simple, decent house in a decent community for God's people in need." Meets as needed.

Faith Relations Committee

To cultivate Loveland Habitat for Humanity's relationship with local churches, seek covenant churches, and maintain ties to currently involved churches.

Family Selection

The committee organizes and carries out application, interview, and selection processes. We find the families who fit the criteria of need for shelter, ability to make no-interest loan payments, and ability to partner with Habitat for Humanity.

Fundraising/Marketing Committee

Meets on the third Monday of each month. Supports LHFH efforts to raise funds and promote awareness of LHFH fundraising, and, assist in the planning, development and execution of events and campaigns.

Other Service Opportunities

Court-Ordered Community Service

Individuals interested in serving court-ordered community service must be at least 15 years old and must be accompanied by a parent/guardian for orientation if under 18. Due to the limited availability of community service shifts, individuals are required to register with Alyssa Deuschle, ReStore Supervisor, at (970) 669-7343 or alyssa@lovelandhabitat.org before beginning volunteer work. LHFH **CANNOT** accept court-ordered community service for any of the following:

- Any form of theft, i.e. burglary, larceny, petty theft, coercion, fraud, forgery, etc.
- Any violent crime, i.e. assault, domestic violence, etc.
- Sex offenders

This is not an exhaustive list and Loveland Habitat for Humanity reserves the right to refuse any charges that conflict with the organization’s mission and vision. If the Volunteer Coordinator determines that an individual’s charges are not a conflict with the above criteria, the volunteer will need to register at the Larimer County office and provide their court paperwork and a valid form of photo identification.

Loveland Habitat staff must sign off on the volunteer’s hours at the end of each of their shifts. **Any hours not verified by staff or lost tracking sheets will result in the volunteer not getting credit for those hours.**

Volunteer Policies and Procedures

Construction Volunteer Information

To ensure that our builds run efficiently and safely, we ask that all construction volunteers read this section carefully.

Construction Site Schedule

Tuesdays & Thursdays: 8:00am - 3:00pm

Fridays & Saturdays: 8:30am - 3:30pm

Current Build Information

Loveland Habitat is currently building homes in the Sierra Valley Subdivision, located south of 14th Street and Highway 287 in Loveland.

Sierra Valley will be Loveland Habitat for Humanity’s largest neighborhood to date. We will build a total of 61 homes in the Sierra Valley neighborhood over a period of 5 to 6 years. These homes will house 61 new families safely, comfortably, and affordably, which translates to launching pads for new lives. We not only build homes, but dreams, hopes, and futures for hard working individuals and families!

Meeting Place

Given the transient nature of construction work, the office volunteer coordinators will provide construction volunteers with a current, specific street address for their initial work day.

Registration

Each volunteer must fill out a liability waiver prior to or on-site their first day of volunteering with Loveland Habitat, and annually after that. Please arrive on-site 10 minutes early to sign in, turn in your waiver copy, and be ready to receive safety information and job assignments for the day.

Since your safety is our priority, if you miss the safety talk and instructions you will not be able to volunteer that day.

Volunteer Hours

Each volunteer must sign in on the Habitat Sign-in Sheet for their volunteer hours to be recorded. Recording your hours helps our affiliate project home completion dates, meet grant requirements and plan for the future, so we appreciate you remembering to sign in and log your volunteer hours!

If you require volunteer hour verification forms to be signed by a supervisor for court-ordered community service or school credit, be sure to let your supervisor know ahead of time. Sometimes organizations call for verification of these hours, so be sure to record your hours correctly on the Habitat sign-in sheet as well as on your verification form! **Loveland Habitat adheres to strict policies regarding court ordered community service for the safety and security of our volunteers, partner families, and construction site. If you are interested in fulfilling court ordered community service hours on our construction site, please contact Chris Zwakenberg at (970) 669-9769 or chris@lovelandhabitat.org.**

Age Restrictions

Normally, no one under the age of 18 is allowed on a construction site while construction is taking place.

* For special projects involving landscaping or painting, 16+ year olds may participate when the opportunity is available.

- A separate Liability Waiver for Minors signed by a parent or legal guardian is required for children under 18 to volunteer at any Loveland Habitat for Humanity location and must be renewed annually. Under certain circumstances, Waivers for Minors require notarization by a notary public. **Please call (970) 669-9769 with questions** regarding waivers for minors.

Youth Ages 18+ are considered adults and may participate without parent/guardian consent if appropriate waiver of liability is completed and signed.

What to Bring and What to Wear

- Water Bottles (We will have water on site for re-fills)
- Lunch money for going out or a sack lunch (unless prior arrangements have been made)
- Sunscreen
- ***Appropriate clothing – everyone must wear sturdy, CLOSED TOE shoes. We also recommend wearing work clothes (no skimpy clothing please) and shoes that you don't mind getting dirty, also layers to adjust for changes in weather.*** Both indoor and/or outdoor tasks may be assigned.
- Work gloves and tool belt if you have them – Be sure to put your name on them! (If not, these items and all tools are provided for your use at the site).
- For everyone's safety, ***smoking, alcohol, drugs, pets and children are not allowed on the construction site.***

Tasks

Due to the nature of our work, assigned tasks may vary from day to day. We ask for your cooperation in accepting the assigned work. However, if you have physical limitations, or experience discomfort or uneasiness, please inform the construction staff.

Retired and Senior Volunteer Program (RSVP)

Larimer County Volunteers of America, offers benefits to adults 55 and over who use their skills to help non-profit agencies throughout Larimer County. Benefits include supplemental volunteer insurance, life insurance and travel reimbursement. **Please call (970) 472-9630 for more information.**

Construction Safety Guidelines

YOUR SAFETY IS IMPORTANT TO US! We need your commitment to work safely at all times and to look out for the safety of others. Be cautious at all times and ask questions. Do not go ahead with a task if you are uncertain how it is done, are unable to do it or feel uncomfortable about it.

FREE ON-LINE SAFETY COURSES (OPTIONAL)

Free on-line safety courses are offered at <http://www.hfhvolunteerinsurance.com/>. Scroll down to the “Safety News” page. Click the “Begin Now” button in the “Online Safety Training Courses” box on the right side of the page to access the course listings, and follow the instructions provided. We ask that new volunteers take the course, “Volunteering on a Habitat for Humanity Construction Site.” In the Employee Access Code box enter: **W8NAEBTG** and press Submit. Please take the short quiz that follows. We will receive a confirmation notice in our office upon your completion and registration following the course.

Be conscious of the safety of others as well as yourself. An observer can often see danger better than the worker involved in the project. Be cautious at all times. Safety is based on knowledge, skill and an attitude of care and concern. Make sure your actions do not result in creating a hazard for others.

EVERY VOLUNTEER IS A SAFETY ENGINEER

Safety is everybody’s concern. Every volunteer on a Habitat site becomes a safety engineer the moment he/she arrives. It is each volunteer’s obligation to speak to the worker and the construction staff if they notice an unsafe situation. Since Habitat work crews normally have a high proportion of inexperienced people, everyone must pay particular attention to safety.

GUIDELINES FOR A SAFE BUILD

- Take your time! These are not “completion” or “schedule-driven” builds.
- Think about your task. If you are uncertain about how to accomplish your task, or how to operate a tool or piece of equipment, ask a staff member.
- There is no need to be a hero on a Habitat build. Be honest about your comfort level. If the thought of working at heights bothers you, stay off of ladders and roofs.
- Concentrate on the task at hand. Avoid distractions. Inspect all power tools, hand tools, ladders, and scaffolding prior to use. Immediately contact the construction staff if any unsafe tools or conditions come to your attention.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

If you have gloves, a hard hat, safety glasses, ear plugs, or a dust mask please bring them, otherwise Habitat will supply them for you.

Power Tools & Other Electrical Devices

Proper Instruction should be received by each volunteer before a power tool is used, including what could happen if used incorrectly. The construction staff should give the instruction to all volunteers, including experienced do-it-yourselfers.

Check for Defects on all power tools – switches, cords, and plugs. Pay special attention to blade guards to make sure they operate correctly. **Under NO circumstances should you disable a blade guard.**

Defective tools should not be used, and a supervisor should be notified so that he/she can remove the tool from service immediately.

Hand Tools

Select the Proper Tool for the job at hand and make sure it's the proper size. If you're unsure, ask the construction staff.

Use Extreme Caution with a Saw. Never bind a saw blade, especially a power saw. It can result in a very dangerous bucking action that can result in serious injury. Support what you are cutting in a proper fashion to avoid kickback or to prevent a cut board from falling where it could drop on someone.

Ladders

Inspect All Ladders Before Use. If the ladder is unsafe, don't use it. Look for wear and tear, loose rungs, and any defects.

Use Ladders of Proper Length. An extension ladder should reach 3 feet above the work level.

Move Your Ladder with Your Work. Don't lean too far. If both of your shoulders are outside the ladder, you are leaning too far and serious injury could occur.

Set Your Ladder at the Proper Angle – for every 4 feet of height, the bottom of the ladder should be 1 foot away from the wall. You are at the correct angle if, when you place your toes against the base of the ladder, and stand erect, you can reach out and grasp the rung at shoulder height.

Place Your Ladder On Solid Footing. Avoid mud or gravel. If there is a risk of the ladder slipping, tie or stake the ladder down. If the ladder is not level, dig the ground out from under the high leg rather than “block up” the other leg. Always face the ladder. Carry tools in a container so that your hands are free to climb.

A ladder must be climbed with three-point contact. You have four points of contact: your hands and your feet. Three Point Contact means that three of those four points must always be in contact with the ladder. Three Point Contact also means you can't climb a ladder with your hands full. If you are moving material, get someone to pass it to you from above or below.

When you are working from a ladder, you must have three rungs above your feet. In other words, don't stand at the top of the ladder and don't stand on the top three rungs of the ladder.

Second Floor Work

Stay safe from Edges. Second story work when walls are not complete requires extra caution. If the second floor does not have walls, safety rails may be installed. Do not lean on safety rails. Some sites may not have safety rails installed. If safety rails are not in place, workers must either wear fall protection or stay 6 feet from the edges of the building. Please do not throw any items off the 2nd floor.

Telehandler/Forklift

Use extra caution when the telehandler/forklift is in operation. Avoid walking or working under the telehandler boom. When working from inside the work basket, always stand firmly on the floor. Do not sit or climb on the edges or use planks, ladders or other devices to expand your work position. Instead, telehandler basket must be repositioned so workers can access work comfortably from the basket. Workers must wear fall protection while in the work basket.

Lifting

Proper methods of lifting and handling protect against injury and make work easier. You need to "think" about what you are going to do before bending to pick up an object.

How to lift properly:

- Stretch first, especially in cold weather.
- Plan your lift so that you do not have to twist while lifting.
- Estimate the weight of what you are about to lift. Size up the load and check overall conditions. Don't attempt the lift by yourself if the load appears to be too heavy or awkward. Don't be surprised by the weight.
- Stand close to the weight. Reaching out to the weight greatly increases the strain on your back.
- Set your feet on a solid, stable surface.
- Set your feet the same width apart as that of your shoulders.
- Bend your knees, not your back.
- Get a good grip on the weight. Grip the load with the palms of your hands and your fingers. The palm grip is much more secure. Tuck in your chin to make certain your back is straight before starting to lift.
- Now lift using the strength of your legs, not your back.
- Keep your arms and elbows close to your body while lifting. Carry the load close to your body. Don't twist your body while carrying the load. To change direction, shift your foot position and turn your whole body.
- Watch where you are going!
- To lower the object, bend your knees. Don't stoop.

If you are lifting something as part of a group, only one person will give directions. Take a minute to be sure everyone is clear on where to move the object. Now take another minute to figure out how to get away from the weight if the lift fails and the weight falls. If one worker lifts too soon, shifts the load, or lowers it improperly, either they or a person working with them may be injured.

Clean Up

Maintain a clean jobsite. Keeping a neat and organized work site contributes to efficiency and is important in preventing accidents. Think about where you are putting materials, debris/recycling. Maintain clean and clear pathways. If you see a hazard (like a board with a nail sticking up or a trip hazard), please address the situation for the safety of everyone at the site.

Keep all tools and equipment that are not being used in the construction trailer. This protects the tools as well as the worker.

Know Your Limitations

Heart conditions, back problems, allergies and asthma don't prevent a person from being a volunteer on a Habitat build. There are many, many things to be done on a build. Habitat for Humanity relies on you to tell us about your limitations. Let us give you the opportunity to do the things that are safe for you.

Repetitive Strain Injuries

A repetitive strain injury is something that only you can control. Whether it is hammering, driving screws or running a chop saw, doing the same motion hour after hour will result in a repetitive strain injury. Injuries that don't involve blood tend to be ignored. But like sunburn, the cumulative effect of a repetitive

strain injury isn't felt until later - after the damage is done. Only you can set the limits that will protect you from a painful and potentially disabling injury.

There is a very simple way to contribute whole-heartedly all day without running the risk of a repetitive strain injury. Vary your tasks! It's so simple. Don't hammer all day. If you feel strained, ask the construction staff if you may be assigned to a different task.

Heat, Sun & Dehydration

Sun block is good; sunburn is bad. Heat Stroke can make you really sick and can even cause death. Heat stroke is dehydration through a combination of two factors: a lack of water and a loss of body salts. You must take in as much water as you perspire and excrete. Hot weather, compounded by direct exposure to the sun, and dehydration are prime factors in heat stroke. A good rule of thumb: drink more water than you think you need!

ReStore Safety Guidelines

These safety rules are designed to provide you with knowledge of the recognized and established safe practices and procedures that apply to many of the work situations you may encounter while volunteering at this organization. If you are in doubt about the safety or any condition, practice, or procedure consult your supervisor for guidance.

Accident and/or Hazard Reporting

Report all accidents, near misses, and/or any unsafe condition or practice to your volunteer coordinator. Keep in mind that false reporting of an accident may result in termination.

Alcohol or Illegal Drugs Policy

No illegal drugs or alcohol will be allowed on the worksite. Volunteers will notify the volunteer coordinator of any prescription drugs that might affect their judgement.

Lifting

When you are required to lift an item, always seek mechanical means first (pallet jack, hand truck/dolly). If an item needs to be lifted manually, please do the following:

- Participate in a coordinated team lift (training provided by supervisor).
- Lift with bent legs and straight, correct posture.
- Lift within your limits.
- While lifting, DO NOT twist your body from side to side, keep body facing forward.

Personal Protective Equipment (PPE)

- Appropriate PPE must be worn at all times. If you have any questions or need PPE, please contact your volunteer coordinator.
- Wear approved eye and face protection when performing any task that could generate flying debris.
- Wear gloves when handling metal, rough wood, fiberglass and other sharp objects.
- Wear closed toed clothes at all time.

General Housekeeping

- Aisles: keep floor clear of tripping hazards. Try to keep aisles clear of items sitting on the floor.
- If you see a safety hazard (broken glass, liquids, etc.) it is your responsibility to address the hazard or let a supervisor know.
- Access to EXIT aisles must be clear 5 feet in width.
- Secure all cords (ex. Secured to the appliance or lamp).
- Extension cords/power cords CANNOT be left unattended. Must be unplugged and returned to storage immediately after use/testing.

WASTE PRODUCT AREAS:

Trash Compactor

- When operating the trash compactor, protective eye wear must be worn.
- When disposing (dumping) glass items, safety glasses must be worn.
- Never put any body part in the trash compactor.
- Notify a supervisor when a jam occurs. Supervisors must be present during un-jamming process. Power must be turned off at the source.
- Must be 18 years of age or older to run the trash compactor.

Metal Bin

- When preparing the metal bin for transport, gloves and protective eyewear must be worn. A supervisor must be present.
- Load from the rear; do not load over the sides.

EMERGENCIES

FOR EMERGENCIES CALL 911

If you see an emergency, a dangerous situation or potentially dangerous situation, notify construction staff immediately.

First Aid & Medical Emergencies

A fully stocked First Aid kit is always available on site. In the event of a minor injury, tell the construction supervisor and then go to the First Aid station for treatment. In the event of a major injury or collapse, notify a staff person immediately.

Blood borne Pathogens

Blood borne pathogens are viruses or bacteria present in human blood and bodily fluids which can infect and cause disease in humans. The two most notable of these are Human Immunodeficiency Virus (HIV), the virus that causes AIDS, and Hepatitis B Virus (HBV). Any contact with infected blood or bodily fluids carries the risk of potential infection.

How to Protect Yourself from Blood borne Pathogens:

1. Protect yourself first...treat the victim SECOND.
2. Treat all blood and body fluid spills as if they are infectious.
3. Wear appropriate personal protective equipment. Most accident responses will require only gloves for adequate protection; however, other protection may include gowns, face shields, facemasks and eye protection.

Medical Liability Insurance Coverage

As a Volunteer, except as otherwise agreed to by the affiliate, Loveland Habitat for Humanity is 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.

Inclement Weather Policy

LHFH reserves the right to close the worksites during periods of inclement weather. In extreme heat, the construction site may close early to protect the safety of staff and volunteers.

Rest and Lunch Periods

Breaks throughout the day are encouraged as workflow allows. In addition to breaks, any volunteer working 5 hours or more is required to take a 30-minute lunch.

Media

All requests for information from representatives of any new media or publication must be referred to your direct supervisor. Your supervisor will then forward the request to LHFH's Executive Director. Please refrain from commenting to the media on behalf of Loveland Habitat.

Retail Purchasing Procedure

One of the benefits of volunteering with LHFH is a 20% discount on all items at the Loveland ReStore. Please see your volunteer coordinator to find out how to receive your discount.

Gifts & Gratuities

To ensure the integrity of LHFH and the unbiased actions and decision making of Habitat volunteers, the acceptance of gifts and gratuities from customers, suppliers, partners or anyone LHFH is in a business relationship with is strictly prohibited. Any honoraria received by any LHFH volunteer for speaking on behalf of Habitat must promptly be remitted to Loveland Habitat.

Gift Giving Policy Regarding Partner Families

Volunteers often want to give gifts or money for the families and community. This is strongly discouraged as it often goes against the principle of "giving a hand up, not a hand out." Giving individual gifts sets a precedent and falsely raises expectations among the families or individuals involved in the project(s) as to what future volunteers might provide. Individual gifting also has the potential to create jealousy, competition and feelings of ill will among the families or individuals as well as within the community, depending on what type of gift is given and to whom. Volunteers who want to further support Loveland Habitat for Humanity should speak with the Volunteer Coordinator, who will connect you to the appropriate staff person.

Harassment Policy

LHFH is committed to maintaining a work environment that is free from discrimination and prohibited actions, and where team members, volunteers and clients at all levels are free to devote full attention and best efforts to the job. Harassment, either intentional or unintentional, has no place in the work environment: LHFH **WILL NOT** tolerate any form of harassment of or by a team member, client or volunteer based on race, sex, religion, color, national origin, age, disability, sexual orientation or any other protected status. The term "harassment" includes, but is not limited to, offensive language, jokes or other verbal, graphic or physical conduct relating to a team member's race, sex, religion, color, national origin, age, disability or sexual orientation which would make the reasonable person experiencing such harassment uncomfortable in the work environment, or which could interfere with the person's job performance.

LHFH's prohibition against engaging in any form of harassment and protection from being the victim of harassment applies equally to team members, volunteers, clients, vendors, contractors and customers.

Reporting Instances of Harassment

It is the desire of LHFH to maintain an atmosphere of mutual respect. Therefore, you have the responsibility and opportunity to explain to your fellow volunteers and LHFH staff members that you find a particular language or action offensive, or to report any such behavior that you may witness.

LHFH cannot correct harassment problems of which it is unaware. Therefore, if you believe that you have been harassed by a volunteer, co-worker, supervisor, manager or other individual at the workplace (whether employed by LHFH or not), or believe that your volunteer experience is being adversely affected by such conduct, you should immediately report such concerns to:

- Executive Director, Cindi Werner (cindi@lovelandhabitat.org) or
- Human Resource Director, Meghan Morris (meghan@lovelandhabitat.org)

Background Checks

LHFH reserves the right to conduct background checks. Habitat for Humanity screens all potential staff (whether paid or unpaid), board members, and applicant families on the sex offender registry and performs criminal background checks on key volunteers.

Volunteer Expectations and Responsibilities

It is Loveland Habitat for Humanity's aim to encourage people to work together to achieve Habitat's mission by creating an environment that supports the diversity of people and their ideas. LHFH is committed to supporting high standards of business ethics in every aspect of its operation. LHFH recognizes that people work best when they know what is expected of them and, in turn, expect volunteers to follow rules of conduct that will protect the interests and safety of all LHFH employees and volunteers.

- Volunteers are expected to fully support the mission of LHFH and embrace the core values.
- Volunteers must abide by all LHFH volunteer guidelines.
- Volunteer must remain respectful, courteous and professional at all times when interacting with the public, Habitat staff, fellow volunteers, and partner families.
- Volunteers must complete the liability waiver once a year.
- Volunteers must be on time for their shift – if you are going to be late or unable to volunteer for your shift, contact the Volunteer Coordinator as soon as possible.
- Volunteers must sign in and out on the appropriate sign-in sheet at the volunteer location. This is your responsibility. Volunteers completing hours for community service (school, church, or court-ordered) must record their hours as advised, or they may not be counted.
- Volunteers must practice professional ethics; do not divulge confidential information to which you may have access.
- Volunteers must follow the dress code for their volunteer assignment. Closed-toed shoes are required at all times.
- LHFH is not responsible for any lost or stolen items. Please keep your valuables safe.

- Volunteers must not promote any commercial products, religious doctrines or beliefs, or political candidates/parties during their volunteer assignment.
- If at any time you encounter a problem or have a question during your volunteer assignment, please:
 - Notify the Volunteer Coordinator or Supervisor overseeing the particular project that you are involved with. They will take the necessary steps to correct the issue/problem.
 - If you still have further questions, please contact the Volunteer Coordinator.
- Volunteers wishing to terminate their assignments at Habitat must notify their supervisor as soon as possible.

Loveland Habitat for Humanity commits to the following:

- To do the very best to make your volunteer experience productive and rewarding.
- To provide adequate information, training and assistance for each volunteer to be able to meet the responsibilities of their commitment.
- To ensure diligent supervisory aid to the volunteer and provide feedback on performance.
- To respect the skills, dignity and individual needs of the volunteer.
- To be receptive to any comments from the volunteer regarding way we can better accomplish our respective tasks.
- To treat the volunteer as an integral member of the Habitat team, jointly responsible for the completion of the Habitat mission while upholding our core values.

Termination/Exit

Any conduct that is in not in line with the mission and core values of LHFH or the above stated expectations and responsibilities may result in the volunteer being asked not to return.

Grievance Procedure

It is the goal of Loveland Habitat for Humanity to have a safe, engaging work environment at our ReStore, our construction site, special events, offices and other areas where volunteers may participate. We do our best to match our volunteers with areas where they can use their talents, gifts, and interests. We do not want personal conflicts between employees and/or volunteers or other concerns to distract you from your contribution(s) to our mission. It is important for these situations to be resolved in a timely manner. If a problem arises the following procedures must be followed:

1. The volunteer should directly inform the person who is the source or cause of the problem/concern that a problem/concern exists. Those involved should attempt to resolve the issue informally and independently.
2. The volunteer should report such conflict to the Manager/Assistant Manager, Director and/or Volunteer Coordinator specific to the area in which they are volunteering. The concern will be documented and reported to the Executive Director.
3. If the concern remains unresolved, the volunteer will meet with the Executive Director.
4. Volunteers are encouraged to have open and honest communication through proper procedure without consequences. All parties involved in any grievance are to receive fair and impartial treatment.
5. Confidentiality will be maintained throughout the procedure, unless otherwise determined by the Executive Director or Executive Committee of the Board of Directors.

Volunteer's Bill of Rights & Responsibilities

The popular image of a volunteer is the selfless, giving, altruistic individual who's willing to take on any task that comes their way. While this is perhaps a noble idea, there are actually very real rights and responsibilities to volunteering. Here are some of our suggestions of rights and responsibilities for you to keep in mind as well as discuss with your Volunteer Coordinator:

A Volunteer's Rights:

1. The right to feel safe

One of the benefits of volunteering is that we can decide to intentionally leave our comfort zones in order to experience new and challenging situations, environments, or roles. However, there is a big difference between feeling off-center or uncomfortable and feeling at risk or unsafe. As a volunteer, you have the right to be apprised of any potential risks as well as have precautionary measures and safety procedures in place to ensure your physical and emotional well-being.

2. The right to information about your volunteer role or project

Whether it's questions about the application process (why do I need to have a background check? when will I find out if I've been accepted?) or the volunteer role or project itself (who will I be working with? how will my efforts make a difference?), you have the right to know the who, what, when, why, and how of your volunteer position.

3. The right to feel valued

Volunteering—whether for two hours or two years—is a significant commitment that you choose to make. In return, you have the right to feel that your time and contribution—however long you've volunteered and whatever your task—is valued. Similarly, you have the right to feel that an organization or volunteer effort is using your skills and talents well (keeping in mind that they may not always have the capacity to take on some or all of your ideas or proposed projects) and that the work you do has meaning and makes a difference.

4. The right to negotiate your volunteer role

Find yourself in a volunteer position that just isn't working for you? You have the right to talk to your volunteer manager to discuss ways you might be able to shift your role or take on another project or position. And if you still can't find a good fit...

5. The right to leave

...you have the right to leave. This isn't a decision that should be made hastily but, if after talking to and working with your volunteer manager, you still feel unhappy, unappreciated, or unsatisfied with your volunteer experience, you do have the right to do something, or go somewhere, else.

A Volunteer's Responsibilities

1. The responsibility to communicate your needs

Feel like your work isn't meaningful? Not what you thought you'd signed up for? Or just bored and ready for something else? Talk to your volunteer manager, providing specifics about your dissatisfaction and at least a few suggestions of ways to make it better. If you don't let them know that you're not getting from the experience what you'd hoped, they can't work with you to improve things. Similarly, don't hesitate to let them know if you feel you need additional tools, training, or support; if they can't provide it directly, they should at least be able to point you in the right direction.

2. The responsibility to follow through on your obligations

There's a pervasive myth that volunteers are unreliable. While of course this isn't true across the board, there are plenty of flaky volunteers who reinforce such negative perceptions. Help improve the reputation of volunteers worldwide by doing what you say you'll do, whether it's honoring the volunteer role and schedule you'd agreed to, providing ample notice if you're unable to perform your tasks or responsibilities, saying no or stepping away from volunteering when necessary, or simply serving as a good representative of the organization in the community.

3. The responsibility to not promise what you can't deliver

This is especially important to avoid if you are working with a vulnerable population. An example: say you've promised to take a young person whom you're mentoring to a concert. You then forget or get busy and are unable to go. By not following through with your promise, not only can you potentially hurt the reputation of the organization and undermine its work but, more importantly, you could unintentionally do harm by giving the young person a reason not to trust you—or possibly even others.

4. The responsibility to honor the organization's investment in you

Another pervasive myth about volunteering is that volunteers are free. In fact, organizations invest quite a bit in their volunteers via staff time, tools, training, and so on. This is why it's important to research your volunteer position first to determine if it's a good fit for you, and, once you're in the role, to always first try negotiating your volunteer role if you're unsatisfied, rather than just suddenly leaving.

5. The responsibility to take care of yourself

Last but most certainly not least, you have the responsibility to make sure that you aren't overextending yourself, burning out, or causing yourself physical, mental, or emotional harm by taking on roles that aren't a good fit or that you aren't prepared for. While some stress and burnout may be inevitable depending on the project—for example, anyone volunteering in a hospice is likely to have some difficult moments—you can significantly limit it by seeking out support (talk to your volunteer manager and fellow volunteers), taking a break (either as you're volunteering or stepping away from volunteering altogether for a while), injecting some fun into your service portfolio (even if it's just a one day gig on the side), and having realistic expectations about what can be accomplished and when.

Welcome to the Loveland Habitat for Humanity family, we look forward to working in partnership with you to build homes, hope, and community!

Volunteer Manual

“At Habitat, we’re about transformation. We seek to transform the lives of those in need of decent homes and the hearts of everyone involved along the way, starting with mine... and with yours.”

-Jonathan Reckford, CEO Habitat for Humanity International