

Habitat for Humanity General Volunteering Guidelines

Nature of Volunteering

This Manual is not an employment or volunteer contract and is not intended to create contractual obligation of any kind. Neither you nor Battle Creek Area Habitat for Humanity is bound to continue the volunteer relationship if either you or Battle Creek Area Habitat for Humanity chooses, at will, to end the relationship at any time.

Personal Data Changes

It is important for you to notify Battle Creek Area Habitat for Humanity of any changes in personal data. Personal mailing addresses, telephone numbers, e-mail addresses, individuals to be contacted in the event of an emergency (an emergency phone number can be vital), and other such status reports should be kept accurate at all times. Please call the volunteer coordinator to make updates as necessary.

Attendance and Punctuality

In order to ensure a smooth operation, we ask that volunteers extend common courtesy in informing us of absences, late arrivals, and early departures. Volunteers are essential to Habitat; we depend on you and miss you when you are not here. In return, Battle Creek Area Habitat for Humanity will let volunteers know as soon as possible of any changes in scheduling or cancellations.

Code of Conduct

It is Battle Creek Area Habitat for Humanity's aim to encourage people to work together to achieve Habitat's ultimate mission by creating an environment that supports the diversity of people and their ideas. B.C.A.H.F.H is committed to supporting high standards of business ethics in every aspect of its operation. We recognize 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 interest and safety of all Battle Creek Area Habitat for Humanity employees and volunteers.

Though it is not possible to list all of the forms of conduct that are unacceptable when volunteering with B.C.A.H.F.H, the following list provides some examples that may result in disciplinary action up to and including suspension or immediate termination of volunteer activity. Depending on specifics of the situation and the severity of the offense, any of the levels of discipline may be bypassed and the volunteer placement may be terminated without prior warnings or suspensions. Examples include:

- ✓ Theft
- ✓ Inappropriate removal or possession of B.C.A.H.F.H property.
- ✓ Falsification of documents (lying).
- ✓ Volunteering under the influence of alcohol or illegal drugs (this includes prescription drugs that are not in your name).
- ✓ Possession, distribution, sale, transfer, or use of alcoholic or illegal drugs in the work place while volunteering, or while operating any Habitat-owned vehicles or equipment.
- ✓ Fighting or threatening violence in the workplace.
- ✓ Negligence or improper conduct leading to damage of B.C.A.H.F.H or another person's property.

No Hands But Yours

Battle Creek Area Habitat for Humanity 286 Capital Avenue, N.E., Battle Creek, MI 49017 p: 269.966.2502 f: 269.966.2568

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- ✓ Disrespect to supervisors or any other individuals associated with B.C.A.H.F.H.
- ✓ Violation of safety or health rules.
- ✓ Smoking in any Habitat buildings or vehicles.
- ✓
- ✓ Sexual harassment.
- ✓ Discrimination.
- ✓ Possession of dangerous or unauthorized materials.
- ✓ Inappropriate gossip or behavior that discredits Habitat for Humanity's missions or goals.

Disciplinary Procedures:

1. Verbal or Written Warning
2. Suspension (consequence form)
3. Termination*

*In some cases; termination may be necessary immediately and will be the decision of your supervisor.

Unlawful Harassment & Discrimination

Battle Creek Area Habitat for Humanity is firmly committed to providing a positive work environment free of discrimination and bias. Each volunteer is personally responsible for maintaining such a work environment. Battle Creek Area Habitat for Humanity prohibits any actions, harassment, words, jokes, or comments based on an individual's sex, sexual preference, race, ethnic background, age, religion, physical condition, or other legally protected characteristic. Any conduct or action, whether overt or subtle, which creates an offensive or hostile work environment is prohibited and will be grounds for immediate disciplinary action. No volunteer, male or female, should be subjected to unsolicited or unwelcome sexual overtones or conduct, either verbal or physical.

Note: If any volunteer feels that he or she is a victim of sexual or discriminatory harassment, we encourage you to let the harasser know that his or her behavior is unwelcome. Additionally, volunteers who feel they have been harassed must immediately report the matter to the Volunteer Coordinator. It is our belief that everyone has a right to freedom from harassment in the workplace regardless of the basis for the harassment.

Relations

While Battle Creek Area Habitat for Humanity desires every volunteer to receive fair and impartial treatment, it does recognize that conflicts, misunderstandings, and problems arise from time to time. Problems or concerns may arise among volunteers or between volunteers and Battle Creek Area Habitat for Humanity's staff. Although most misunderstandings can and should be solved on an informal basis, more formal provisions have been made in order to resolve difficult problems. The procedure for raising a problem or concern is as follows:

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. If the matter involves harassment – please make the volunteer coordinator aware, even if the matter is independently resolved.

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2. If the volunteer does not wish to communicate directly with the person who is the source or cause of the issue or fails to satisfactorily resolve the issue after discussing it with the other party, the volunteer should then contact the volunteer coordinator.

Drug & Alcohol Abuse

Battle Creek Area Habitat for Humanity volunteers are required to be medically (physically, emotionally and mentally) capable of performing the required work, free from the presence of illegal drugs, alcohol, or substances that diminish or impair their ability to perform the given task. The unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance on Affiliate premises or during service hours regardless of location is prohibited. Reporting under the influence of any controlled substance or alcohol is prohibited. Volunteers with a drug, alcohol or other substance dependency are strongly urged to seek professional help.

Smoking

This establishment, in compliance with Michigan smoke-free regulations, ordinances and policies will have all employees, volunteers and community service participants abide by the following: "Smoking shall be prohibited near entrances, windows, and ventilation systems of all worksites and public places where smoking is prohibited by this regulation. Any individual who owns, manages, operates, or otherwise controls the use of any premises subject to jurisdiction under this regulation shall establish a no smoking area which extends twenty-five (25) feet from any entrances, windows, and ventilation systems to any enclosed areas where smoking is prohibited; such distance shall be sufficient to insure that persons entering or leaving the building or facility shall not be subjected to breathing tobacco smoke and to insure that tobacco smoke does not enter the building or facility through entrances, windows, ventilation systems, or any other means." Also, all smokers will properly dispose of their cigarette butts, littering will not be tolerated. Also, in accordance with Michigan law, all individuals who possess tobacco must be at least 18 years in age.

Dress Code

Persons are expected to arrive in appropriate clothing for the occasion. Items that may not be worn while volunteering with Habitat for Humanity are as follows:

- a. **No loose or baggy clothing**
- b. **No gaudy or loose jewelry**
- c. **No high heels**
- d. **No skirts**
- e. **No flip flops or sandals**
- f. **No offensive clothing (including, but not limited to T-shirts with cuss words, nudity or reference to drugs or alcohol)**
- g. **Clothing should be cleaned**
- h. **Clothing should not be too short, too low cut, or sheer**
- i. **We do not want to see your bra**
- j. **We do not want to see your underwear**
- k. **We do not want to see your tummy, either**
- l. **We will not give you a different shirt, we will send you home.**

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Community Service

Battle Creek Area Habitat for Humanity welcomes community service volunteers from civic groups, schools, community assistance programs, and those fulfilling court-ordered community service hours. Battle Creek Area Habitat for Humanity will provide one sign in sheet for the volunteer. It is the community service volunteer's responsibility to maintain an accurate time sheet and to ensure that time sheets are signed at the end of each service day by a Battle Creek Area Habitat for Humanity staff member. Hours worked but not recorded or approved with signatures during the day of service cannot and will not be counted. Please note that all community service volunteers must be able to dedicate at least three hours per shift. Individually recorded hours are only kept for the duration of one year. Individuals who are required to do at least 10 hours of service are required to attend an orientation.

Gift & Gratuities

To ensure the integrity of Battle Creek Area Habitat for humanity and the unbiased actions and decision making of Battle Creek Area Habitat for Humanity, the acceptance of gifts and gratuities from customers, suppliers, partners or any other individual or organization that Battle Creek Area Habitat for Humanity is in a business relationship with is strictly prohibited. Further, any honoraria received by any Battle Creek Area Habitat for Humanity volunteer for speaking on behalf of Habitat must promptly be remitted to Battle Creek Area Habitat for Humanity.

Media

Members of the media are occasionally on the construction sites and at Battle Creek Area Habitat for Humanity special events. Please keep the following things in mind if you deal with members of the media:

- ✓ You do not have to answer any questions you are unformulated answering
- ✓ Do not be afraid to say that you simple "don't know" - provide accurate information only.
- ✓ Please refrain from commenting to the media on behalf of the organization Battle Creek Area Habitat for Humanity – simply keep remarks to your personal experiences.

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