



Volunteer Manual

What will *you* build?



Homes. Hope. Communities. Opportunities. Brighter Futures.



Dear Volunteer,

Welcome and thank you for showing interest in volunteering with us here at Habitat for Humanity Camrose. We are very happy that you have decided to join us in helping to build strength, stability and independence through affordable home ownership for families in our community.

Our mission is to use knowledge, skills, community relationships, volunteers and other resources to create and promote safe and affordable home ownership options with the aim of building long-term stability for families, while offering lasting, tangible benefits to our entire community. Homeowners work with us and our dynamic group of volunteers to help build their homes. By holding a long-term, interest-free mortgage carried by Habitat for Humanity Camrose, families that would otherwise not be able to own a home are able to build a better future for themselves and their families.

Volunteers are truly the lifeblood of our organization – from the volunteer who performs administrative tasks in the office, to those who devote their time and talents in the ReStore, to the dedicated committee member volunteers, the Board of Directors and the volunteers who build the homes.

There are tremendous benefits to volunteering: building new skills, meeting new people, and making a difference in the community in which you live. The satisfaction from volunteering lasts a lifetime and touches the lives of so many.

This Volunteer Handbook will provide you with all of the essential information about our affiliate, volunteer opportunities, our volunteer code of conduct and how to get started with us as a volunteer.

On behalf of Habitat for Humanity Camrose and our Partner Families, we thank you for your interest in our organization and your support and dedication to our community.

Kindest Regards,

Cody McCarroll

Cody McCarroll
Executive Director

For more information contact:
Habitat for Humanity Camrose

• 780.672.4484 •

What will *you* build?

Habitat Facts	P.4
<ul style="list-style-type: none">• Canada• Camrose	
General Information	P.5
Partner Families	P.6
<ul style="list-style-type: none">• How does a family apply for a Habitat House?• How are families selected?• What is “Volunteer Time?”	
The Habitat Home	P.7
<ul style="list-style-type: none">• What does a Habitat home look like?• How many bedrooms will the home have?• How we keep it simple, decent, and affordable	
Volunteering with Habitat for Humanity Camrose	P.8
<ul style="list-style-type: none">• Why volunteer with Habitat for Humanity Camrose?• Volunteer Opportunities• How do I become a volunteer?• The Volunteer Screening Application	
General Volunteering Guidelines	P. 10
<ul style="list-style-type: none">• Personal Data• Attendance and Punctuality• Dress Code• Smoking• Drug and Alcohol Use• A Positive Work Environment• Discipline, Suspension and Termination• The Privacy Policy• Volunteer Hours	
Code of Conduct	P.14
<ul style="list-style-type: none">• Habitat for Humanity Camrose’s Volunteer Code of Conduct• Volunteer Code of Conduct and Guideline Agreement Pledge	
Exit Procedures	P.17

Habitat for Humanity Canada

Habitat for Humanity Canada is a national, non-profit, faith-based organization working for a world where everyone has a safe and decent place to live. Founded in 1985, there are more than 30,000 volunteers and 69 Affiliate organizations from coast to coast, and is a member of Habitat for Humanity international which spans 100 countries, has built over 200,000 homes, and is now building a new home every 21 minutes.

Families contribute hundreds of hours of Sweat Equity to the construction of their homes and repay a long-term, no-interest, non-profit mortgage. Habitat for Humanity is not a give-away program; rather we give families a “hand up, not a hand out”. Habitat for Humanity is a partnership between volunteers, homeowners, businesses and communities.

Quick facts on Habitat for Humanity in Canada:

- Over 1,800 homes have been built
- There are 69 Affiliates in 10 Provinces and 2 Territories
- 71 ReStores

Habitat for Humanity Camrose

Habitat for Humanity Camrose was founded in 1996 by a group of like-minded individuals from Camrose. Since 1996 we have built 40 homes in Camrose and continue to build one duplex each year. We have also contributed funds and volunteers towards building 34 homes in the developing world.

There are several Teams made up of volunteers, who are the foundation of the Habitat Camrose, and supported by a very small but dedicated staff.

A volunteer Board of Directors makes policy decisions and handles various corporate affairs.

A Family Services Committee helps in the process of selecting families and supporting them once they receive their homes.

An Events Committee helps to put on special events for fundraising.

Did you know?

- The cost of housing in Camrose is a major cause of poverty
- More than 800 Camrose families live below the poverty line
- At least 500 children in Camrose live in poverty, which is equal to the enrolment of one of the City’s largest schools.



Habitat for Humanity Camrose
5007 – 46 St
Camrose, AB T4V 3G3

Tel: (780) 672 - 4484
Email: info@habitatcamrose.com
Web: www.habitatcamrose.com

Office Hours

- Monday - Friday: 9 a.m. – 5 p.m.

ReStore Hours

- Tuesday - Saturday: 10 a.m. – 5:00 p.m.

Staff Directory

Cody McCarroll	Executive Director	780-878-4757	info@habitatcamrose.com
Larry Schultz	Construction Manager	780-226-9662	info@habitatcamrose.com
Chris Audet	Safety Coordinator	780-672-4484	safety@habitatcamrose.com
Brenda Murdock	Project Coordinator	403-651-6142	bmurdock@habitatcamrose.com
Debbie Thompson	Financial Administrator	780-672-4484	info@habitatcamrose.com
Lowell Dahlman	ReStore Manager	780-672-4484	restore@habitatcamrose.com
Ed Turner	ReStore Sales Associate		
Justin Demish	ReStore Sales Associate		
Curtis Steinwandt	ReStore Sales Associate		

How does a family apply for a Habitat House?

If you are interested in determining if you or someone you know may qualify for a Habitat home, there are two ways to proceed:

1. Pick up an application form at ReStore
2. Fill out an online application form on our website

How are families selected?

* Partner Families are selected by a team of volunteers who are trained to review partner family applications. It is a rigorous screening process that may take up to 6 months to complete.

Families are selected based on the following criteria:

- Their need for adequate shelter
Inadequate shelter is defined as shelter that is substandard housing or housing that requires the family to pay more than 30% of their income toward housing costs.
- Their ability to repay a 25-35 year affordable mortgage (based on credit history and income level)
Sources of Income that are considered in the review include:
 - Employment income from all adult family members
 - Social Assistance
 - Spousal and Child Support
 - Child Care Supplements
 - Child Tax Benefits
 - Pensions
 - Disability income
- Their willingness to complete 500 hours of volunteer time.
This volunteer time is 500 hours of labour contribution to Habitat for Humanity by our Partner Families. This labour is unpaid volunteer hours of approved work with Habitat for Humanity Camrose. Every Partner Family selected for a home must complete these hours prior to purchasing their home. Working with volunteers on the home we are building develops a sense of partnership and mutual respect.



What will *you* build?

What does a Habitat home look like?

Habitat builds simple, decent homes in partnership with our families, volunteers and donors. Habitat Camrose builds duplexes which are approximately 900 square feet each and are built in accordance with local building codes. The number of bedrooms is dependent upon the size of the family.

How many bedrooms will the home have?

The policy followed by habitat is that there should be no more than two children in each bedroom and those school-age children of opposite gender should not share a room.

Our homes generally have four bedrooms, which are finished based on the families' needs.

How we keep it simple, decent and affordable

Habitat is committed to building low cost, decent, affordable housing. The families' first mortgage remains affordable because of numerous volunteers who put in hours to help complete the construction. This saves Habitat many hours of labour cost.

To keep a home affordable, the appraised value needs to be kept as low as possible. Any upgrades over and above our "standard," such as hardwood flooring instead of laminate, would not be included as it would increase the value of the home. In addition, any upgrades or changes make the construction process more difficult and contribute to an in equality of homes.

Monetary and GIK donations from donors are a huge help in making affordable homes. Habitat receives GIK from several companies that help to keep costs down. Habitat asks donors who want to make a donation of a product that may be deemed an "upgrade," to consider making another type of in-kind donation that is keeping with Habitat's philosophy or to make a monetary donation that benefits all homeowners.

Volunteer Benefits

The reasons for volunteering may be different for everyone; however, we offer a few reasons to be a Habitat for Humanity

Camrose volunteer:

- HFH Camrose is locally run, focusing on local needs.
- HFH Camrose is a volunteer-driven organization.
- HFH Camrose is founded on people helping people.
- HFH Camrose offers a permanent solution to the affordable housing crisis.
- Just a little of your time can make a huge difference.
- It is a great way to build and learn new skills.
- It is a great way to meet and socialize with other people from the community.

Volunteer Opportunities

HFH Camrose provides a variety of volunteer opportunities for you to get excited about. You can get involved with:

- The ReStore
- Our Office
- Build Projects
- Family Services Committee
- Special Events



What will *you* build?

How do I become a volunteer?

The application process includes:

Step #1: Fill out a Volunteer Application form either at ReStore or online on our Website

Step #2: Meet with either the ReStore Manager or Project Coordinator to determine what will be the best position for you.

Step #3: Volunteer Orientation and Safety Training Session

Step #4: Placement and Additional Training

Website: <http://habitatcamrose.com>

Scheduling:

- ReStore → Meet & schedule with ReStore Manager
- Build → Coordinate with the Project Coordinator

Additional screening measures

- a) All volunteers working on with cash or on committees concerning sensitive information must complete a Police Record Check
- b) All drivers must be twenty-five (25) years of age or older at the time they are driving, with a valid drivers license and insurance, which should be checked regularly, and must complete a Criminal Record Check.
- c) All volunteers completing Court Appointed hours must inform the ReStore Manager and/or Project Coordinator of this and may be limited to placement opportunities.

Age Requirements

There is no maximum age limit for volunteering with Habitat Camrose, though we do ask you to keep in mind that construction work can be strenuous at times.

Youth

- a) All ReStore volunteers must be fourteen (14) years of age or older. Any youth 14 – 16 years volunteering at ReStore must be accompanied by an adult.
- b) All Construction volunteers must be sixteen (16) years of age or older. Youth volunteers under 18 years of age must be accompanied by an adult.
- c) All youth under 18 must include a parent or guardian's signature on their Volunteer Application Form under the Waiver portion.

Personal Data

It is important for you to notify HFH Camrose 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), changes in allergies or medical conditions and other such status reports should be kept accurate at all times. Please call the Project Coordinator or ReStore Manager to make updates as necessary.

Attendance and Punctuality

In order to ensure a smooth operation we ask that volunteers extend Habitat Camrose 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, Habitat Camrose will let volunteers know as soon as possible of any changes in scheduling or cancellations. ReStore volunteers should give 2 business days notice of changes unless due to illness..

Self Care

Your health is important to us. We would like you to take care of yourself before anything else. If you are feeling ill or unwell, please let your supervisor know that you are not feeling well and reschedule your shift. We want to make sure you have enough time to get better! This is both for the safety of you, other volunteers and staff.

Dress Code

What you need to wear:

In the ReStore

- Long pants or knee length shorts belted at the hips, T-shirt and/or sweat-shirt and CSA Approved footwear
- Any clothing with disturbing messages, which could be viewed by others as offensive or suggestive, is prohibited
- Any clothing which is provocative in nature is prohibited
- Due to allergies, please refrain from using perfumes/colognes, please
- No iPods, MP3 players or cell phones please

At a Habitat Build Site

- Long pants (no shorts are permitted on site) belted at the hips
- CSA Approved footwear
- T-shirt/sweat-shirt
- Weather appropriate apparel

In the Office, Conducting Speaking or Training Presentations

- Business casual

On the Special Event Crew

- Special direction will be given depending on the type of event

Reimbursement

- Volunteers will be reimbursed up to \$70 for purchase of CSA approved footwear for use while volunteering at Habitat.
- Please submit receipt of purchase to your supervisor for approval.

Addressing Problems & Conflict Resolution

We encourage constructive dialogue between volunteers, staff and other participants. The working environment within Habitat for Humanity Camrose is very positive. However, if any negative situations or conflicts do arise during your volunteer experience, please contact your supervisor or the Executive Director. Letting us know will help us in helping to solve any problems.

Throughout this Volunteer Handbook, more information can be found on how we keep Habitat Camrose a welcoming and respectful environment for all volunteers and staff.

Shopping in the ReStore

We thank you for volunteering in the ReStore and your help is much appreciated. We know it is sometimes *very tempting* to shop during your shift, but we shopping **either before or after** your shift would be greatly appreciated.

Cell Phone Usage

Please keep your cell phone usage to a minimum while volunteering. This can be a distraction and a deterrent to the safety of others. Should this become a problem, as with other safety measures staff may ask for you to put it away.

Volunteer Recognition

Your contribution to Habitat Camrose is valued every time you come in to volunteer. That is why we have many ways to recognize you:

- ReStore Volunteer of the Year
- Christmas party
- Annual General Meeting – Habitat Volunteer of the Year
- Various special events throughout the year (ie. Volunteer BBQ)

Suggestions

Habitat Camrose is always open to any suggestions you may have. Please let us know if you have any suggestions and/or constructive criticism. Your feedback is valuable to us and we constantly look for ways to improve. There are multiple ways to get in touch with us. You can send an email to info@habitatcamrose.com, or contact your supervisor or the Executive Director to schedule a meeting to talk in person.

Smoking

In keeping with Habitat Camrose's intent to provide a safe and healthy work environment, smoking is prohibited in the ReStore, Office and on Build Sites.

Drug and Alcohol Use

All volunteers of Habitat Camrose 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 job. Any volunteer found under the influence of an illegal drug or abuse of prescription drugs, in possession of, using, selling, trading or offering for sale illegal drugs or alcohol during business hours or on affiliate property or in an affiliate vehicle will be subject to termination of their role with Habitat Camrose.

A Positive Work Environment

Habitat Camrose is committed to providing a positive work environment free of discrimination and bias. Volunteers are personally responsible for maintaining this type of atmosphere. Please remember that volunteers are ambassadors of our organization and it is important that Habitat Camrose's values are reflected through the volunteers' actions.

Habitat Camrose prohibits harassment, words, jokes, actions or comments based on an individual's sex, sexual preference, race, ethnic background, age, religion, physical condition, or other legally prohibited characteristic. Any conduct or action which creates an offensive or hostile work environment is prohibited and will be grounds for immediate disciplinary action. No volunteer should be subjected to unsolicited or unwelcome sexual overtones or conduct, either verbal or physical.

All volunteers that feel they have been the victim of sexual or discriminatory harassment are encouraged to let the harasser know that their behavior is unwelcome. Additionally, it is very important to report the matter to the supervisor immediately.

Volunteer Rights and Discipline

The following procedures are generally used with respect to conduct and discipline. It is Habitat Camrose's policy that any conduct that, in its view, interferes with or adversely affects work is sufficient grounds for disciplinary action. Such action can range from warnings to immediate discharge. Depending on the conduct, disciplinary steps will be taken in the following stages:

First Warning – Verbal Warning

Second Warning – Written Warning

Third Warning – Suspension or Termination

Factors that will be considered in determining the appropriate action include: the seriousness of conduct, the volunteer's record, the volunteer's ability to correct his/her conduct, action taken with respect to similar conduct by other volunteers, and any other surrounding circumstances.

Privacy Policy Statement

Our Commitment:

Habitat for Humanity Camrose is committed to protecting the privacy of the personal information of its donors, employees, volunteers and other stakeholders. We value the trust of those we deal with and of the public, and recognize that maintaining this trust requires that we be transparent and accountable in how we treat the information that you choose to share with us.

During the course of our various projects and activities, we frequently gather and use personal information. Anyone from whom we collect such information should expect that it will be carefully protected and that any use of or other dealing with this information is subject to consent. Our privacy practices are designed to achieve this.

Defining personal information:

Personal information is any information that can be used to distinguish, identify or contact a specific individual. This information can include an individual's opinions or beliefs, as well as facts about, or related to, the individual. Exceptions: business contact information and certain publicly available information, such as names, addresses and telephone numbers as published in telephone directories, are not considered personal information.

When an individual uses his or her home contact information as business contact information as well, we consider that the contact information provided is business contact information, and is not therefore subject to protection as personal information.

Privacy practices:

Personal information gathered by Habitat for Humanity Camrose is kept in confidence. Our personnel are authorized to access personal information based only on their need to deal with the information for the reason(s) for which it was obtained. Safeguards are in place to ensure that the information is not disclosed or shared more widely than is necessary to achieve the purpose for which it was gathered. We also take measures to ensure the integrity of this information is maintained and to prevent its being lost or destroyed.

We collect, use and disclose personal information only for purposes that a reasonable person would consider appropriate in light of the circumstances. We routinely offer individuals we deal with the opportunity to opt not to have their information shared for purposes beyond those for which it was explicitly collected.

Website and Electronic Commerce:

We use password protocols and encryption software to protect personal and other information we receive when personal information for volunteer or Partner Family applications are made online. A third party agency is used to maximize protection of donations made online.

Updating of privacy policy:

We regularly review our privacy practices for our various activities, and update our policy. Please check our website on an on-going basis for information on our most up-to-date practices.

Contact Information:

Question, concerns or complaints relating to Habitat for Humanity Camrose's privacy policy on the treatment of personal information should be e-mailed to:
info@habitatcamrose.com.

Further information on privacy and your rights in regard to your personal information may be found on the website of the Privacy Commissioner of Canada at:
www.privcom.gc.ca.

Volunteer Hours

All volunteer hours are recorded in Habitat Camrose's database once submitted by the volunteer. It is the responsibility of the volunteer to sign in and sign out while volunteering in the ReStore, office and/or on a build project. Volunteers working on committees and/or the special events, or board of directors are required to submit their hours volunteered on a monthly basis to their supervisor.

Please note that letters of reference or any other form of documentation letter can only be issued after a **minimum** of 40 hours of volunteer service is completed.



Habitat for Humanity Camrose's Volunteer Code of Conduct

Here at Habitat Camrose we believe in treating everyone fairly and equally. We also expect every volunteer to show the same respect to others, both staff and fellow volunteers. Our goal is to work together to achieve Habitat Camrose's mission by creating an environment that supports the diversity of people and their ideas.

We understand and 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 interests and safety of all Habitat for Humanity Camrose employees and volunteers.

As a Habitat for Humanity Camrose Volunteer I will:

Safety

- ✓ participate in all mandatory safety training programs
- ✓ put safety first in all our activities at all times
- ✓ promote and demonstrate safe and healthy work practices
- ✓ follow and implement all procedures to the best of our ability at all times
- ✓ respect and use all equipment in the way in which it was intended
- ✓ report all injuries, illnesses, accidents and near misses immediately to the appropriate people
- ✓ recognize that training is fundamental to our safety
- ✓ wear all mandatory personal safety equipment, as needed
- ✓ recognize that smoking in Habitat Camrose's buildings and on build sites are strictly prohibited

Confidentiality

- ✓ pledge to keep private information on employees, fellow volunteers, and partner families confidential
- ✓ promise not to disclose affiliate issues, operations or information on organizations with whom we are associated
- ✓ understand that the removal of confidential records without permission is considered theft

Communication

- ✓ acknowledge that speaking with any form of the media without permission is prohibited
- ✓ respect comments and feedback that are constructive and beneficial to job improvement and customer, donor and sponsor satisfaction
- ✓ implement effective listening
- ✓ offer constructive feedback to improve programs and the affiliate's departments
- ✓ believe in two-way communication
- ✓ accept and respect the supervisor's instructions and work practices

Commitment

- ✓ believe in carrying out the affiliate's mission
- ✓ guard against over-commitment resulting in burn out

Support

- ✓ help others
- ✓ share the workload and provide encouragement to fellow volunteers

Teamwork

- ✓ rely on fellow volunteers for help
- ✓ work together to achieve Habitat Camrose's goals
- ✓ recognize and accept each other's skills and abilities
- ✓ encourage and support fellow volunteers
- ✓ not judge others
- ✓ realize fighting or threatening violence in the workplace is strictly prohibited

Diversity and Equity

- ✓ respect others despite race, religion, colour, age, gender or creed
- ✓ encourage others to learn, grow, and achieve
- ✓ use appropriate language that will not offend others
- ✓ not bully, victimize or use demeaning humour or sexist comments

Trust

- ✓ recognize theft or inappropriate removal of Habitat's property is unlawful and grounds for immediate dismissal
- ✓ recognize submitting any contact information that is fraudulent is a crime and grounds for immediate dismissal
- ✓ understand volunteering under the influence of alcohol and/or illegal drugs or possessing these items while on the premises of Habitat are grounds for immediate dismissal
- ✓ understand the possession of dangerous or unauthorized materials, such as explosives or firearms, is strictly prohibited in HFH Camrose's buildings and on build sites and grounds for immediate dismissal

Changing or Ending your Volunteer Commitment

At Habitat Camrose, we understand that our volunteers' needs may change and we are prepared to accommodate those needs. We want to provide our volunteers with opportunities to switch to other programs and/or activities we offer in order for the community, the volunteers, and the staff to find their perfect fit.

In addition, we understand that life circumstances change and sometimes it may become difficult for a volunteer to keep their commitment. If that becomes the case and the volunteer feels the need to stop volunteering for some time, they are always welcome back to continue with Habitat for Humanity Camrose.

If you intend to conclude volunteering with Habitat Camrose, please let us know by contacting your supervisor either by phone, email or letter.

Volunteer Exit Interview

Before you conclude your volunteering with us, we would like to gather some information about your overall experience with us. The Volunteer Exit Interview is both an opportunity for you to reflect on your time with us as well as an opportunity for us to get feedback. The Interview helps us greatly with improving our programs and opportunities and we would really appreciate it if you could answer all or some of the following questions.

Name:

Date:

Area of Affiliate Volunteered/Volunteer Position Held:

Interviewer(s):

Interviewer(s) Signature(s):

1. What is your primary reason for leaving?
2. Did anything trigger your decision to leave?
3. What was the most satisfying about your position?
4. What was the least satisfying about your position?
5. What would you choose to change?
6. Did you receive enough training?
7. Did you receive adequate support?
8. What was the quality of the supervision you received?
9. Would you recommend volunteering with Habitat Camrose to family and friends?
10. How do you generally feel about Habitat Camrose?
11. Any other comments?