Volunteer Handbook

BUILDING UP BARROW ONE FAMILY AT A TIME

UPDATED NOVEMBER 10, 2015
# TABLE OF CONTENTS

## INTRODUCTION

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>ABOUT HABITAT FOR HUMANITY</td>
<td>2</td>
</tr>
</tbody>
</table>

## ABOUT HABITAT FOR HUMANITY

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>HABITAT FOR HUMANITY INTERNATIONAL</td>
<td>2</td>
</tr>
<tr>
<td>BARROW COUNTY HABITAT FOR HUMANITY</td>
<td>2</td>
</tr>
<tr>
<td>THE HABITAT HOMEOWNER PROGRAM</td>
<td>3</td>
</tr>
</tbody>
</table>

## VOLUNTEER OPPORTUNITIES

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONSTRUCTION VOLUNTEERS</td>
<td>3</td>
</tr>
<tr>
<td>OFFICE VOLUNTEERS</td>
<td>4</td>
</tr>
<tr>
<td>VOLUNTEER COMMITTEES</td>
<td>4</td>
</tr>
</tbody>
</table>

- BUILDING (4)
- CAMPUS AND YOUTH (4)
- CORPORATE RELATIONS (4)
- CHURCH RELATIONS (4)
- FAMILY SUPPORT (5)
- FAMILY SELECTION (5)
- FUNDRAISING (5)
- PUBLIC RELATIONS (5)
- RESOURCE DEVELOPMENT (6)
- SITE SELECTION (6)
- VOLUNTEER RELATIONS (6)

## GENERAL VOLUNTEER GUIDELINES AND POLICIES

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Nature of Volunteering</td>
<td>6</td>
</tr>
<tr>
<td>PERSONAL DATA CHANGES</td>
<td>6</td>
</tr>
<tr>
<td>ATTENDANCE POLICY</td>
<td>7</td>
</tr>
<tr>
<td>DRUG AND ALCOHOL USE</td>
<td>7</td>
</tr>
<tr>
<td>SMOKING</td>
<td>7</td>
</tr>
<tr>
<td>DRESS CODE</td>
<td>7</td>
</tr>
<tr>
<td>COMMUNITY SERVICE</td>
<td>8</td>
</tr>
<tr>
<td>HARASSMENT OR DISCRIMINATION</td>
<td>8</td>
</tr>
<tr>
<td>INTERPERSONAL RELATIONS</td>
<td>8</td>
</tr>
<tr>
<td>CODE OF CONDUCT</td>
<td>9</td>
</tr>
<tr>
<td>GIFTS AND GRATUITIES</td>
<td>10</td>
</tr>
<tr>
<td>MEDIA RELATIONS- SOCIAL MEDIA</td>
<td></td>
</tr>
<tr>
<td>POLICY</td>
<td>10</td>
</tr>
</tbody>
</table>

## CONSTRUCTION VOLUNTEER GUIDELINES AND POLICIES

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>SCHEDULE-HOLIDAYS</td>
<td>11</td>
</tr>
<tr>
<td>GLOVES AND TOOLS</td>
<td>11</td>
</tr>
<tr>
<td>TYPE OF WORK</td>
<td>12</td>
</tr>
<tr>
<td>AGE REQUIREMENTS</td>
<td>12</td>
</tr>
<tr>
<td>DRESS CODE</td>
<td>12</td>
</tr>
<tr>
<td>FOOD AND BEVERAGES</td>
<td>12</td>
</tr>
<tr>
<td>WEATHER</td>
<td>12</td>
</tr>
<tr>
<td>DIRECTIONS/PARKING</td>
<td>13</td>
</tr>
<tr>
<td>MEETING PARTNER FAMILIES</td>
<td>13</td>
</tr>
<tr>
<td>UPON ARRIVAL AT THE WORKSITE</td>
<td>13</td>
</tr>
<tr>
<td>SAFETY</td>
<td>13</td>
</tr>
<tr>
<td>LOCKTON SAFETY TRAINING COURSE</td>
<td></td>
</tr>
<tr>
<td>WHEN YOU ARE READY TO DEPART</td>
<td>14</td>
</tr>
</tbody>
</table>

## USEFUL THINGS TO KNOW

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTACT INFORMATION</td>
<td>15</td>
</tr>
<tr>
<td>STAFF</td>
<td>15</td>
</tr>
<tr>
<td>BOARD MEMBERS</td>
<td>15</td>
</tr>
<tr>
<td>HELPFUL RESOURCES</td>
<td>15</td>
</tr>
</tbody>
</table>
**INTRODUCTION**

Barrow County Habitat for Humanity would like to welcome and thank you for your interest in joining our dedicated team of volunteers. We strive to eliminate substandard housing locally and worldwide through the construction, rehabilitation and preservation of homes. Without the help of our invaluable volunteers our mission would be unachievable. As a non-profit, Habitat for Humanity relies heavily on volunteers in every facet of the organization. From construction, to office work, to special events, and even committee work, volunteers contribute significantly to the functionality of Habitat for Humanity.

It is our hope that you find your volunteer experience with Barrow County Habitat for Humanity (BCHFH) to be enjoyable, fulfilling and worthwhile. We trust that this handbook will serve as a helpful resource as you serve with BCHFH. Should you have any concerns, questions or suggestions please do not hesitate to contact the Volunteer Services Coordinator.

Volunteer Services Coordinator Contact Information:
Melonie Clark
404-977-1583
M.Clark@barrowhabitat.org

---

**About Habitat for Humanity**

*Habitat for Humanity is a non-profit organization that builds with people in need regardless of race or religion, we welcome volunteers and supporters from all backgrounds. We have more than 1,400 local affiliates in the United States and more than 70 national organizations around the world. Together, we have helped more than 1 million families — representing 5 million people — improve their living conditions since our founding in 1976.*

**About Habitat for Humanity International**

*Founded in 1976 by Millard and Linda Fuller, Habitat for Humanity International (HFHI) is a nonprofit, ecumenical Christian housing ministry dedicated to eliminating poverty and homelessness around the world. This will only be accomplished when people everywhere make decent shelter a matter of conscience and action. Through volunteer labor and donations of money and materials, Habitat builds and rehabilitates simple, safe houses with the help of homeowner (partner) families.*

**Barrow County Habitat for Humanity**

*Established in 1997, Barrow County Habitat for Humanity (BCHFH) serves Barrow County including Auburn, Bethlehem, Braselton, Carl, Statham, and Winder. BCHFH’s work is financed by private donations from individuals, community groups, corporations, charities, foundations, schools and religious organizations. We also use*
government grant money when it is available and deemed appropriate. One of our greatest challenges is to obtain buildable, residually zoned land through donations or at an affordable price. We encourage our supporters to keep this in mind and let us know if they discover suitable properties. Donations can also be made online by visiting Habitat.org or clicking here.

*The Habitat Homeowner Program*

Habitat is not a giveaway program. We offer a hand up, not a handout. In addition to a down payment and monthly mortgage payments, homeowners invest 500 hours of their own labor—sweat equity—into building their Habitat house and the houses of others. Habitat houses are sold to partner families at no profit and are financed with affordable, zero-interest loans. The homeowners’ monthly mortgage payments are paid into a “Revolving Fund for Humanity,” which is used to build more Habitat houses. Families in need of decent, affordable shelter apply to their local Habitat affiliate. The affiliate’s volunteer family selection committee chooses homeowners based on their level of need, their willingness to become partners in the program, and their ability to repay the zero-interest loan. Every affiliate follows an absolutely nondiscriminatory policy of family selection. Although Habitat is a Christian organization, religion is not a factor in selecting the families who receive Habitat houses.

**BCHFH Volunteer Opportunities**

BCHFH is extremely grateful for the many volunteers that lend their time and energy to our home-building efforts each year, whether on a construction site, doing office work, serving on one of our committees, or helping in any number of other ways. Brief descriptions of volunteer opportunities are listed below. We encourage you to take a moment to read through them to determine how your skills and interests would best fit the opportunities we offer.

**Construction Volunteers**

The most popular and visible of BCHFH’s volunteer opportunities is that of construction work. No construction experience is required, but volunteers must be at least 16 years old. If you have some construction skills, please let us know so that we can fully utilize your abilities. Construction volunteers, led by BCHFH skilled volunteer House and
Crew Leaders, help us build on most Saturdays year round (holiday weekends excluded). Occasionally, there are other weekday opportunities. Please let us know which weekdays your group is available (if any).

*We are always happy to schedule a weekday build for groups of at least 10 people.* Volunteers are scheduled on both an individual and group basis. Please call (404-977-1583) or e-mail (M.Clark@barrowhabitat.org) our Volunteer Coordinator ahead of time to schedule a work date. Knowing how many volunteers are scheduled helps us plan what work can be accomplished that day and what materials we will need.

**Office Volunteers**
Volunteers may perform a wide range of administrative tasks. Duties may include answering the phone, greeting visitors, filing, preparing mailings and data entry.

**Building Committee**
Our Building Committee is responsible for training and scheduling house and crew leaders for all aspects of our building. Committee members are also responsible for soliciting in-kind donations of building materials and tools. The committee meets as needed.

**Campus and Youth Committee**
The responsibilities of this committee are two-fold: educating school and college students, and developing and maintaining relations with Campus Chapters. Through education of school children and college students this committee will raise awareness about the need for affordable housing in the world and how youth can help make a difference. Volunteers on this committee will make presentations at schools and college campuses and develop age-appropriate ways that students can support Habitat. If a Campus chapter does not already exist, this committee can help the school or college start the process of becoming an official Campus Chapter of Habitat for Humanity. Parents, educators and college students are well suited to serving on this committee. Meetings are held as needed.

**Corporate Relations Committee**
This committee is responsible for contacting corporations and determining what methods they are willing to use to support us. Members are also responsible for ongoing communications with corporations. Meetings are held as needed.

**Church Relations Committee**
Religious organizations are some of our strongest supporters, both in terms of volunteers and financial donations. These organizations require special attention as well as feedback on the work BCHFH is accomplishing through their contributions. This committee is responsible for maintaining open communication channels between faith-based organizations and BCHFH. This might include making presentations or
Building Up Barrow One Family at a Time

announcement at religious services or coffee hours, providing monthly updates for newsletters or bulletins, and attending church picnics or potlucks. This committee meets as needed.

**Family Support Committee**
The Family Support Committee is responsible for the education and support of future BCHFH partner families. These volunteers create and deliver classes designed to help our partner families be successful homeowners. Topics might include budgeting, home repair and maintenance, community resources, and any of the other financial, legal, or personal responsibilities of homeownership. Individuals with experience in social work, counseling, real estate, law, community development, and homeownership or living-skills training are especially needed for this committee. This committee meets as needed.

**Family Selection Committee**
This committee is responsible for choosing future BCHFH partner families. These volunteers promote, plan and implement our Homeowner Application Workshop (held as needed). Following that workshop, committee members screen all applications for financial qualifications, and then conduct home studies and interviews of the financially qualified applicants. Family Selection Committee activity is cyclical and is quite intense during the application period. Individuals with social work experience are ideal, along with finance, banking or mortgage-lending professionals. The committee generally meets as needed.

**Fundraising Committee**
This committee oversees all fundraising. They identify and cultivate donors, guide and evaluate special events and develop and implement the annual fund development. Ideal members have good networking skills and connections within the community. Fundraising volunteers should feel comfortable speaking with others and asking for donations.

**Public Relations Committee**
The purpose of this Committee is to unify and strengthen all aspects of Barrow Habitat’s publicity and community outreach. Through cohesive branding in events, printed materials, web and other communications, the Public Relations Committee presents a clear and unified message about who we are and what we do, while attracting the donors, volunteers and partner families that Habitat for Humanity needs. The committee generally meets monthly.

---

**Did you know?**
Children under 5 in Malawi living in Habitat for Humanity Houses have 44 percent less malaria, respiratory or gastrointestinal diseases compared to children living in traditional housing.¹
Resource Development Committee
This committee develops and carries out strategic resource-development plans for fundraising events, solicitation of major gifts, and capital and annual fund campaigns. They search and apply for grant opportunities from government and foundation sources. These volunteers are also responsible for gaining new donors and increasing donations from existing donors. Out-going, charismatic personalities are a natural for this committee, and strong community ties would be very helpful. Those with professional resource-development experience would be ideal. This committee meets monthly.

Site Selection Committee
This committee works closely with the Building Committee to locate affordable properties, to evaluate the suitability of land for development and of houses for rehabilitation, and to make purchasing recommendations to the Board of Directors. This committee may function as a subcommittee of the Building Committee.

Volunteer Relations Committee
The Volunteer Committee is focused entirely on recruiting, orienting, supporting, thanking and retaining all of the volunteers that serve our organization. Volunteer Committee members serve as site hosts on construction sites, place posters and man information tables in stores and public facilities in the community, hold general orientations for all types of volunteers, supply contact information from prospective new volunteers to the appropriate committee and/or the Volunteer Coordinator, and to develop and implement a volunteer-appreciation plan. The Volunteer Committee may also arrange accommodations for visiting work groups such as Collegiate Challenge. If you’re energized by meeting lots of new people, enjoy public speaking, and love conversation, this is the place for you.

General Volunteer Guidelines
The Nature of Volunteering—At Will
This manual is not an employment or volunteer contract and is not intended to create contractual obligation of any kind. Neither you nor BCHFH is bound to continue the volunteer relationship if either you or BCHFH chooses, at will, to end the relationship at any time.

Personal Data Changes
It is important for you to notify BCHFH of any changes in personal data. Personal mailing addresses, telephone numbers, e-mail addresses, and emergency contacts should be kept accurate at all times. Please call the Volunteer Coordinator to make updates as necessary. Personal information is for BCHFH use only, and will not be rented or sold to other organizations.
**Attendance and Punctuality**
In order to ensure a smooth operation, we ask that volunteers extend BCHFH common courtesy in informing us of absences, late arrivals, and early departures. In return, BCHFH will let volunteers know as soon as possible of any changes in scheduling or cancellations.

**Drug and Alcohol Use**
BCHFH volunteers are required to be medically, physically, emotionally and mentally capable of performing the necessary 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 while volunteering will be subject to immediate termination of their role with BCHFH. Volunteers with a drug, alcohol or other substance dependency are urged to seek professional treatment.

**Smoking**
In keeping with BCHFH’s intent to provide a safe and healthy work environment, smoking is prohibited in the BCHFH office and in BCHFH vehicles. At construction sites, smoking is prohibited inside a home once it has been fully framed. In recognition of federal law, any volunteer under the age of 18 is prohibited from smoking at any time on BCHFH property or in a BCHFH vehicle. Cigarette butts should be fully extinguished and placed in a trash receptacle, not left on the ground.

**Dress Code**
Everyone is expected to dress appropriately for the job they are performing. In general, unless a job specifically requires otherwise, BCHFH maintains casual dress. Please refer to the Construction Volunteering Guidelines later in this manual for additional information concerning what to wear on a construction site. Basic hygiene applies to all volunteer positions, and the following clothing guidelines apply:

- Clothing should not be ragged, stained or torn.
- Clothing should not be too short, too low cut, or sheer. Undergarments should be covered with clothing.
- Clothing should be appropriate to ensure safety.
- Shirts should extend to the top of one’s pants.
- Any clothing with disturbing messages that could be viewed by others as offensive or suggestive is prohibited.
- Any clothing that is provocative in nature is prohibited.

**Did you know?**
_In the United States, 48.5 million people are living in poverty. Minimum wage is not keeping up with the cost of living and many workers struggle to afford decent housing._

In the United States, 48.5 million people are living in poverty. Minimum wage is not keeping up with the cost of living and many workers struggle to afford decent housing.
Community Service
BCHFH welcomes community service volunteers from civic groups, schools, religious organizations, community assistance programs, and those fulfilling court-ordered community service hours. It is the community service volunteer’s responsibility to maintain an accurate timesheet and to ensure that a BCHFH staff member signs it at the beginning and end of each day. Hours worked but not signed off when you leave will not be counted. We are happy to provide a letter or certificate upon request provided that we have adequate documentation of the hours you worked. BCHFH does not recognize breaks or lunches as community service time. Only hours actually worked will be credited. For court-ordered community service, BCHFH reserves the right to know the type of offense committed. For the protection of our other volunteers and to protect Habitat assets, we typically accept driving offenses only. In all other respects, court-ordered community service volunteers will be treated and held accountable to the same standards as all other volunteers. Many of our court-ordered community service volunteers find their time with us is so rewarding that they continue to work with us after their requirement is fulfilled.

Harassment or Discrimination
BCHFH 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. BCHFH prohibits any actions, harassment, words, jokes, or comments based on an individual’s gender, sexual orientation, skin color, ethnic background, ancestry, place of origin, citizenship, age, religion, creed, physical condition, record of offences, marital or family status, 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. Volunteers who feel they have been harassed must immediately report the matter to the Volunteer Coordinator. No harassment complaint will be regarded as a poor reflection on the volunteer reporting it.

Interpersonal Relations
Problems or concerns may arise among volunteers or between volunteers and BCHFH 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:

- The volunteer should communicate directly with the person who is the source of the concern. The people involved should attempt to resolve the issue informally and independently.
- If the volunteer does not wish to communicate directly with the person who is the source of the concern or fails to resolve the issue satisfactorily after
discussing it with the other party, the volunteer should then contact the Volunteer Coordinator followed by the Executive Director.

**Code of Conduct**
BCHFH strives to create an environment that supports a broad diversity of people and a high standard of ethics in every aspect of its operation. BCHFH’s policy is that any conduct that interferes with or adversely affects work is sufficient grounds for corrective action. Though it is not possible to list all of the forms of conduct that are unacceptable when volunteering with BCHFH, the following list provides some examples that may result in corrective action. Corrective action may include verbal warnings, written warnings, suspension or immediate termination of the volunteer relationship:

- Theft or inappropriate removal or possession of BCHFH or another person’s property.
- Falsification of documents.
- Volunteering under the influence of alcohol or illegal drugs.
- Possession, distribution, sale, transfer, or use of alcoholic or illegal drugs onsite while volunteering, or while operating BCHFH-owned vehicles or equipment.
- Fighting or threatening violence.
- Negligence or improper conduct leading to damage of BCHFH’s or another person’s property.
- Disrespectful conduct.
- Failure to follow a supervisor’s reasonable instructions.
- Violation of safety or health rules.
- Smoking in BCHFH buildings or vehicles.
- Sexual or other harassment or discrimination.
- Possession of dangerous or unauthorized materials onsite, such as explosives or firearms.
- Unsatisfactory performance.
- Excessive absenteeism or any absence without notice.
- Unauthorized or improper use of telephones, computers, mail system or other BCHFH-owned equipment.
- Inappropriate conduct/behavior that brings discredit upon BCHFH or Habitat for Humanity’s mission and goals.

Factors that may be considered in determining the appropriate disciplinary 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.

**Myth:** You have to be a Christian to become a Habitat Homeowner.

**Fact:** Habitat homeowners are chosen without regard to race, religion, or ethnic group in keeping with Habitat’s belief that God’s love extends to everyone.
Gifts and Gratuities
To ensure the integrity of BCHFH and the unbiased actions and decision making of Habitat volunteers, the acceptance of gifts and gratuities from contractors, suppliers, partners or anyone BCHFH is in a business relationship with is strictly prohibited. Further, any honoraria received by any BCHFH volunteer for speaking on behalf of Habitat must promptly be remitted to BCHFH.

Media Relations
Members of the media are occasionally on the construction sites and at BCHFH special events. Please keep the following points in mind if you deal with members of the media:

- You do not have to answer any questions you are uncomfortable answering.
- Only provide information that you are sure is accurate. Don’t hesitate to say that you don’t know the answer.
- Please refrain from commenting on behalf of BCHFH or HFHI. Limit you remarks to your personal experiences.

Social-Media Policy
BCHFH encourages volunteers to connect with us through their social media accounts (i.e. Facebook, Instagram, YouTube, Twitter, Blogs, Websites, etc.). However, we ask that when posting to social media accounts volunteers adhere to following guidelines:

1) Be a good representative. Always be aware that your behavior and opinions reflect on the organization.

2) Ask First. If you want to use social media to promote Barrow County Habitat for Humanity activities please contact us at info@barrowhabitat.org. This will allow us to ensure consistency and help with best practice.

3) Be enthusiastic. Enthusiasm is contagious. Share the passion you feel for your service and talk about the successes you’ve had.

4) Include a disclaimer. Use a disclaimer on each page of your blog or website to clarify that the views you express are yours alone. Example: "The postings on this site are my own and don't necessarily represent positions, strategies or opinions of my employer." If you have an “about me” page, we advise against using photos where you stand in front of one of the BCHFH logos since this might give the web site or blog an official appearance.

5) Think before you post. Don’t say anything online that you wouldn’t be comfortable seeing quoted on the news, being asked about by your mother or having to justify to your boss.

6) Maintain Confidentiality. Barrow County Habitat for Humanity strictly prohibits the publication of confidential material online. Posting of confidential information will result in immediate termination.

7) Admit to and correct a mistake. If you have made a mistake, be upfront about it. Admit and correct the mistake. If you correct an earlier post in a blog do so visibly, e.g. by using the strikethrough function and adding a paragraph that explains the update at the end.
8) Spread the word. Connect with your colleagues and fellow volunteers. Share their success stories along with your own.

Construction Volunteer Guidelines

Hundreds of volunteers come together each year to help BCHFH build homes. Our work would not be possible without the support of volunteers. BCHFH welcomes both individual and group volunteers. As a general rule, more work can be accomplished by a group than by individual volunteers, so we encourage you to organize group builds by any organization to which you belong—religious, corporate, civic, social, educational, etc.

Schedule

Please schedule your volunteer day ahead of time with our Volunteer Coordinator. There are a number of reasons for requiring this, not the least of which is that if we need to cancel the workday due to inclement weather, we want to notify you of this as soon as we realize it. BCHFH generally builds only on Saturdays from 8:30 am to approximately 3:30 pm. When there is a need, we may build on weekdays. Please arrive on time so that you don’t miss the necessary training for that day’s tasks.

Holidays

We do not build on the Saturday before Easter, the Saturday before Mother’s Day, the Saturday before Memorial Day, the Saturday before Father’s Day, the Saturday before Labor Day or the Saturday after Thanksgiving. If Independence Day falls on a Friday, Saturday, Sunday or Monday, we will not build on the Saturday of that weekend. We will take a Saturday off for Christmas and New Year’s dependent upon where the holidays fall in the week.

Gloves and Tools

Volunteers may bring their own work gloves and tools, but please mark your name on them and remember to

Helpful Tips for Construction Volunteers:

1. Schedule your volunteer day ahead of time.

2. Arrive on time or a few minutes early for the necessary training.

3. Feel free to bring your own tools and gloves. Remember to mark them with your name!

4. Wear comfortable, breathable, old clothing.

5. Volunteers are required to wear closed-toe shoes and pants.

6. You may find it useful to have insect repellent, sunscreen and a hat.

7. Oftentimes parking space is limited, try carpooling with your friends!

8. Be aware of and follow safety protocol for the day’s
take them home with you. We do have gloves and tools onsite, but there isn’t always enough.

**Type of Work**
Volunteers work on nearly every facet of home construction, helping with dozens of tasks ranging from framing to painting and landscaping. The Volunteer Coordinator will let you know what tasks are scheduled for your workday so that you may plan accordingly.

**Age Requirements**
For safety reasons, *construction volunteers must be at least 16 years old*. If you are under 18, you must bring a signed Parental Release with you, and you will not be allowed to use power equipment; work on a ladder, roof, or scaffolding; or participate in any hazardous activity. There is no maximum age limit for volunteering with BCHFH, though we ask volunteers to keep in mind that construction work can be strenuous at times.

**Dress Code**
It is important to dress appropriately for the work being performed each day and for the weather. In general, comfortable, breathable, old clothing that you do not mind getting dirty or covered in paint is the most appropriate. We will do our best to let you know what kind of work to expect on your workday so that you can plan accordingly. Please note that it is mandatory that volunteers wear closed-toes shoes (work boots are preferable) and pants. Sandals are not permitted on a construction site. You may want to bring along rain gear or extra layers of clothing (depending on the weather), as well as sunscreen, insect repellent, and a hat.

**Food and Beverages**
The Volunteer Coordinator will let you know whether or not you are responsible for providing your own lunch, snacks and beverages (another reason to sign up ahead of time). There will be a lunch break, typically sometime between noon and 1 pm. We prefer that you not leave the worksite.

**Brown Bag volunteers** are those who make or pick up food for the construction volunteers. If you’re interested in serving as a Brown Bag volunteer please contact the volunteer coordinator.

**Weather**
Depending on the nature of the work scheduled, a workday may be cancelled. Generally this is only if there is a severe storm or conditions are too slippery to work safely. The Volunteer Coordinator will let volunteers know as soon as possible if this is the case. We encourage you to reschedule in the event of a weather-related cancellation.
Building Up Barrow One Family at a Time

**Directions/Parking**
When you schedule your workday, you will be told the location of the worksite. The Volunteer Coordinator will provide directions. **Parking space is often limited, so we strongly encourage carpooling** if you are part of a group. In general, everyone should park on the same side of the street to allow other vehicles to pass safely.

**Meeting Our Partner Families**
Habitat partner families are required to invest 500 hours in sweat equity. Much of this time will be performed at the worksite. On most workdays, one or more of our future homeowners will be working with you, although there may be some days when this is not the case (especially if you are working on a weekday). We encourage you to get to know them. After all, they are the reason we are all volunteering. Habitat is not just about building houses; it’s also about building community and seeing how lives can be transformed in the process.

**Upon Arrival at the Worksite**
When you arrive at the worksite, please look for a table manned by a site host. You will be asked to provide your contact information and sign a waiver of liability form if you have not volunteered before (minors need to have their signed parental release with them). The site host will let you know what equipment you need, where it is, and will acquaint you with the amenities provided. Feel free to introduce yourself to others on the site. Please wait patiently until everyone has arrived. You’ll get a brief orientation to Habitat and the day’s activities. Note: We are a Christian organization, so we open every day with a Christian prayer. If you are not a Christian, please just observe a few moments of silence.

You will then be introduced to the day’s house and crew leaders. House leaders are knowledgeable about all aspects of house building. They will be overseeing site safety as well as all the work performed that day. Crew leaders are knowledgeable about one or more aspects of house building. You will be assigned to a crew leader, who will provide your training and supervision. If at any time you have a question or a problem, please talk to one of these trained volunteers, to the site host, or to a staff person. At least one of them should be able to help you.

**Safety**
BCHFH shares with our volunteers the responsibility for establishing and maintaining a safe work environment. We will do everything we can to assure a safe work environment and to comply with federal, state, and local safety regulations. In turn, volunteers are expected to obey safety rules (wearing safety glasses and hard-hats for example) and to exercise caution in all volunteer activities. Volunteers are also asked to report any unsafe conditions to a staff member, crew leader or house leader right away. All volunteers at the construction site must have approval and proper instruction from a member of the construction staff, crew leader or house leader before using any type of power tool. By adhering to these guidelines we can help ensure a safe construction site.
for everyone. Any accident that results in injury, regardless of how insignificant, must be reported immediately. A First-Aid kit is available at every construction site. With your help, we can ensure that construction volunteering with BCHFH is enjoyable, rewarding and safe!

**Lockton Safety Training Course**

Please take the following steps to complete a free online course about safety at the construction site:

1. Go to: www.hfhaffiliateinsurance.com
2. Click on Volunteers from the menu
3. Click **BEGIN NOW** from within the Online Safety Training Courses box
4. Read the instructions. You will need the Access Code: W8NAEBTG
5. Click **TAKE TRAINING COURSE NOW**
6. The Safety Training Center website will open. Enter the Access Code and Submit
7. From the recommended course select **Volunteering on a Habitat for Humanity Job Site**

The course will load automatically. Follow along with the presentation. At the end there will be a 10 question quiz. If you pass the quiz (a score of 70% or better) Barrow County Habitat for Humanity will receive a completion certificate certifying that you have completed the course. If you do not pass the first time you can take it again. Thank you for your participation!

**When You Are Ready to Depart**

When you are ready to leave, please take a few minutes to clean up after yourself and help clean up the worksite. If you’ve used a nail apron, please return the nails to the appropriate container. Remember to collect all your belongings before leaving the site.
Useful Things to Know

Contact Information
Telephone: 770-277-7997
Fax: 770-995-1690
E-Mail: dawnpuckett@barrowhabitat.org
Website: www.barrowhabitat.org
Address:
Barrow County Habitat for Humanity
   237 East Athens Street
   Winder, GA 30680

Staff
Dawn Puckett, Executive Director
Melonie Clark, Volunteer Services Coordinator

BCHFH Board Members
Connie Lane – President
Michelle Powell- Treasurer
Linda Knowles
Derrick Sparks

NOTICE: For the most up to date list of contacts and board members please visit the website.

Helpful Resources
- [http://hfhaffiliateinsurance.com/volunteers/](http://hfhaffiliateinsurance.com/volunteers/)  (Offers Online Safety Training Courses and other helpful volunteer information)
- [http://www.habitat.org/advocate/publications-resources](http://www.habitat.org/advocate/publications-resources)  (HFHI reports and research)
- [http://www.habitat.org/getinv/volunteer_programs.aspx](http://www.habitat.org/getinv/volunteer_programs.aspx)  (Volunteer opportunities with local and international Habitat for Humanity programs)
Sources


2. National Low Income Housing Coalition, Out of Reach 2013, March 2013