



Durham Habitat - Volunteer Manual

Habitat for Humanity of Durham
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Welcome

Habitat for Humanity of Durham brings people together to build homes, hope and community. We are grateful for your partnership and believe that your efforts with Habitat for Humanity of Durham (HFHD) will prove enjoyable and rewarding. Durham Habitat is a volunteer-driven organization that relies on donated time and services to help families realize the dream of homeownership. From working on the construction sites and helping in the ReStores, to assisting with special events and serving on committees or the Board of Directors, or helping in the office and supporting fundraising efforts—volunteers greatly impact every facet of our organization.

This manual will provide information on policies and practices of Habitat for Humanity of Durham, as they pertain to volunteers and volunteer management. You are encouraged to familiarize yourself with the contents of this manual, as it will answer many questions you may have about volunteering with Durham Habitat.

In order to retain necessary flexibility in the administration of policies and procedures, Habitat for Humanity of Durham reserves the right to amend any of the policies and/or benefits described in this manual.

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 1 million houses worldwide, providing more than 4 million people with safe, decent, affordable shelter. HFHI has headquarters in Americus and Atlanta, Georgia. The organization now has more than 1,400 local affiliates in the United States and operates in more than 64 countries globally.

Habitat for Humanity of Durham

Each year, Durham Habitat impacts more than 100 Durham families through our New Construction and our Critical Home Preservation programs. New construction and preservation projects are completed largely with volunteer labor, and all homes are professionally supervised and built to ensure high quality and consistency. Habitat homeowner families provide "sweat equity" volunteer hours, working alongside our volunteers and staff in home construction, and Habitat provides zero-interest mortgages to keep the homes affordable.

Our average home has three bedrooms with approximately 1,200 square feet of living space. Future homeowners select interior features such as flooring, cabinets and countertops. Habitat homeowners make monthly mortgage payments, on average, of approximately \$650.

We build homes in urban neighborhoods around Downtown Durham, alongside other professionally built and sold homes. Our houses are designed to honor the look and feel of their neighborhoods. They vary in design and size depending on the community and the family's needs.

Location and Hours

Durham Habitat Administrative Office

215 N Church St.
Durham, NC 27701
P: 919-681-0516
F: 919-682-0947

Administrative Office Hours:
Monday - Friday, 9 am - 5:00 pm

Durham Habitat Restore

5501 Durham-Chapel Hill Blvd.
Durham, NC 27707
P: 919-403-8668

2121 TW Alexander
Morrisville, NC 27560
P: 919-653-2572

Restore Hours:
Monday - Friday: 10 am - 6 pm
Saturday: 9 am - 5 pm
Sunday: Closed

Website: www.durhamhabitat.org
Facebook: <https://www.facebook.com/durhamhabitat>
Instagram: @durhamhabitat

Staff

There are a variety of different construction personnel that work on our sites each day. Check out who you might be building with on your shift!

Volunteer Coordinator

The volunteer coordinator is the one that sets up our volunteer requests and arranges reservations. They are your primary point of contact when it comes to working on site.

Site Supervisor

Site supervisors are the lead employees on our sites. They have received OSHA 10 training and are CPR/First Aid certified. You can find site supervisors in both new construction and critical home preservation .

AmeriCorps

AmeriCorps is a national service program where members serve the community while learning valuable leadership skills. Each year Habitat hosts several AmeriCorps members. They act as a support to our site supervisors, helping move projects forward and leading groups of volunteers. We have AmeriCorps members in new construction and critical home preservation .

Apprentices

Apprentices are people who have shown a talent for construction, but have not been formally trained. They work alongside our site supervisors, learning about the construction trade. We have apprentices in our critical home preservation program.

Volunteer Opportunities

New Construction

Construction is the most popular of Durham Habitat's volunteer opportunities. Volunteers assist with all stages of home construction, including; framing, siding, painting, trim and landscaping. No construction experience or skills are required and volunteers are supervised by HFHD Staff.

When: Wednesday - Saturday; two shifts, 8:30 - 11:30am and 12:30 - 3:30 pm

Location: Varies

Critical Home Preservation

Occasionally our critical home preservation team has projects that benefit from the support of volunteers. These projects include prepping and installing siding, securing drainage away from the house, or demolition and rebuilding decks.

When: Mondays - Fridays; time varies

Location: Varies

Restore

Durham Habitat's Restore sells donated materials to help raise revenue to support Habitat's projects. Volunteers provide customer service, help clean and repair donated materials, stock shelves, load and unload materials from vehicles, and ride along with our driver's to pick up donations.

When: Monday - Friday: 10 am - 6 pm, Saturday: 9 am - 5 pm, Sunday: Closed

Locations:

- 5501 Durham-Chapel Hill Blvd., Durham, NC 27707
- 2121 TW Alexander, Morrisville, NC 27560

Playhouse Program

Durham's youngest residents are getting a place to call their own thanks to Durham Habitat's Playhouse Program. The Habitat Playhouse Program is a collaborative effort of local corporations, the community and Habitat volunteers to build and donate playhouses to local families and service organizations that work with children. For more information please check our website at <http://www.durhamhabitat.org/playhouse>

When: Dates vary, 8 am - 2 pm

Location: 1810 E. Main St., Durham, NC 27703

Special Events

Volunteers are needed at various times throughout the year to assist with special events and fundraisers. Locations and times vary. Events include but are not limited to

- Pie Day Pi K - March
- Bull Moon Ride and Run - August
- Oktoberfest - September
- Bull City Racefest - October

Life Cycle of a Build

Habitat for Humanity of Durham uses volunteers to build nearly every stage of our homes. Check out the Life Cycle of a Build to better understand what type of work you might do.

Sealing the Crawl: put plastic and insulation around the base of the home.

Floor Systems: build the deck of the home

Kick-Off: Partner family, sponsors, and volunteers celebrate the start of construction.

Framing: build and raise walls, build porches and install windows

Trades: licensed professionals take care of the plumbing, electrical, HVAC and drywall

Interior: install laminate floors, window and door trim, and paint walls

Landscaping: Dig holes for new trees and shrubs and put down top soil and grass seed

Dedication: Partner family, sponsors, and volunteers celebrate the end of construction.

Volunteer Policies and Procedures

Volunteer Eligibility:

Habitat for Humanity of Durham will not discriminate against any volunteer applicant on the basis of race, gender, religion or sexual orientation. You must be 16 years or older to volunteer on our active construction sites.

We have the following Age Restrictions for volunteers under the age of 18:

Ages 14 and 15

- Must be supervised on a 1:1 ratio
- Must submit a [release and waiver of liability for a minor](#) signed by a parent/legal guardian prior to performing any volunteer activity
- Must not be on-site during construction (ie. no powertool will be present)
- Can paint, landscape, perform other light duties and help with site support
- Must not work on/with excavation, demolition, and power tools or at heights above 6 feet

Ages 16 and 17

- Must be supervised on a 3 youths: 1 adult ratio
- Must submit a [release and waiver of liability for a minor](#) signed by a parent/legal guardian prior to performing any volunteer activity
- Can assist with general construction/carpentry
- Must not work on/with excavation, demolition, or power tools
- Must not work at heights above 6 feet or on the roof

Registration Process:

New Construction/Critical Home Preservation

To volunteer please refer to our [Durham Habitat Website](#) for information about available shifts. We are updating our volunteer requests on a daily basis so if you don't find something that works, check back later! For instructions on how to use our website, please check out Appendix A.

Group Reservations

If you are interested in setting up a reservation for something in the future, please fill out this form <http://www.durhamhabitat.org/volunteer/group-request>. We have a long range planner and are able to set up reservations for future months. Our sites can hold between 5 - 10 people. We are usually able to accommodate groups larger than ten with some creative scheduling. We asks groups larger than 10 consider a financial donation of \$100 per volunteer to further support our affordable housing mission.

Once a reservation is set, a reservation link will be shared with the group contact that should then be shared with each volunteer. Each volunteer will need to click on the reservation link to register for the day.

Volunteering at the ReStore

The Habitat ReStores in Wake, Johnston, Durham, and Orange counties are all managed by Wake County. If you would like to volunteer with a ReStore you can register through their system which is listed below.

[Habitat for Humanity ReStore](#)

The ReStore will document hours for court-ordered community service.

Reporting and Recording Hours:

All volunteers will be signed in at the beginning of their shift by our site supervisor or AmeriCorps member. This allows the volunteer coordinator to keep track of total volunteer hours and individual involvement.

Sweat Equity:

All partner families working on Sweat Equity need to track their hours on a Sweat Equity sheet. Partner families can get sheets from Family Services or the volunteer coordinator. They must fill out the form with the appropriate information and turn it into Family Services. If you have a friend or family member working with you they can add their hours to your sheet.

School Hours:

Please log in to your respective tracking website and document the day and shift you completed on site. Once complete, our office will be notified. We will check your documentation with our volunteer database to verify your hours.

Court-Ordered Community Service:

If you are looking for court-ordered community service hours, please register with the [Habitat for Humanity ReStore](#). They are open 6 days a week and you can work up to 8 hours in a day.

Dress Code:

- ***Closed-toe and heel, sturdy shoes are mandatory! (No Exceptions)***
- Volunteers should wear apparel that is appropriate for their specific work area and weather conditions. Jeans and t-shirts are acceptable at the construction site and ReStores.
- Construction volunteers can wear shorts, but they must be a modest length.
- Volunteers will be offered personal protective equipment including
 - Hardhats
 - Face masks
 - Ear plugs
 - Sunscreen
 - Gloves
- No loose jewelry or clothing that could get caught or snagged on something on the construction site.
- Any clothing with disturbing messages or provocative in nature, which could be viewed by others as offensive or suggestive, is prohibited.

Safety Procedures:

At Habitat for Humanity of Durham, the safety of volunteers, team members, clients and customers is the highest priority. This is achieved by:

- Safety inspections done daily on construction sites.
- Volunteers will follow the [Safe Way to Lift](#) guidelines.
- Volunteers should immediately report unsafe working conditions and health hazards to the area supervisor.
- In case of emergency (gas leak, bomb threat, fire, etc.), it is mandatory that everyone evacuate the building/job site immediately.
- Injuries should be reported immediately to the site supervisor and an incident report form must be completed. If further care is needed Habitat will arrange to have the volunteer taken care of.
- Durham Habitat is not responsible for theft or damage of any kind related to motorized vehicles, bikes, trailer or similar items or contents.
- Durham Habitat facilities, entrances to facilities, and vehicles are smoke-free. Designated smoking areas are identified; smoking is prohibited in all other areas.
- HFHD volunteers are encouraged to complete Lockton's free online safety course: <http://hfaffiliateinsurance.com/volunteers/>

Injuries

While we do our best to make sure our volunteers are safe, occasionally accidents will happen. If you are injured it is important that you tell a Habitat employee so that we may take the proper steps to make sure you are cared for. All staff are up to date with their CPR/First Aid training and will be able to help. Here are things to keep in mind:

- Each construction container or vehicle has a first aid kit.
- All injuries are documented and reported to our administrative office.
- Our site supervisors will do an assessment of your injury to determine if it is ok for you to continue working.
- If you require additional medical attention, we will arrange for transportation to the nearest medical facility to ensure your care. Your emergency contact will also be notified.
- Volunteers are responsible for the cost of their medical care.

Inclement Weather Policy:

HFHD will follow the City of Durham's inclement weather schedule available on public media or link. Volunteers must plan, monitor and use common sense relating to all types of weather conditions. Volunteers are responsible for exercising good judgment when deciding if weather conditions prevent safe travel to and from the site. In extreme conditions, the construction site may close early to protect the safety of staff and volunteers.

- Rain: We do not typically close our sites if there is rain. Our homes are at various stages in the build process. Volunteers could be working in the rain to frame or they could be in an almost finished home, doing paint touch up. The volunteer coordinator will be able to share what type of work you will do on site.
- Snow: Similar to rain, Habitat stays open when it snows. Occasionally site supervisors will set up space heaters to help keep the space warm.
- Tornado: Habitat will monitor the wind and rain with tornado conditions. If the conditions become hazardous, shifts will close and volunteers will be notified through email and phone.

The inclement weather hotline will be updated if there are closures on site. If you would like to check the status of a build due to weather related events there are two options:

1. You can **call** our weather hotline at **919-682-0516 and press 2**
2. You can **email** our volunteer team [here](#)

Rest Periods:

Breaks throughout the day are encouraged as workflow allows. This is especially true during the summer months. Durham Habitat always provides water for volunteers on the construction site.

Media:

Part of the volunteer manager role involves taking photos and videos of volunteers on build sites. Please let Habitat staff know if you are uncomfortable with us using your photo for social media or marketing purposes.

There may also be situations where the partner family does not want their photo or names used for their privacy and protection. Always respect these situations and make sure that when you work alongside a partner family you respect their privacy as well.

Conduct and Behavior:

All volunteers should respect other volunteers, site supervisors, and partner families. Habitat for Humanity of Durham won't allow any kind of discriminatory behavior, harassment or victimization. Please see our Harassment Policy for more information. Volunteers who are disrespectful or refuse to follow safety protocol will be asked to leave.

Harassment Policy

Habitat for Humanity of Durham 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. Habitat for Humanity of Durham 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. Habitat for Humanity of Durham'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 Durham Habitat to maintain an atmosphere of mutual respect. Therefore, you have the responsibility and opportunity to explain to your fellow volunteers and HFHD staff members that you find a particular language or action offensive, or to report any such behavior that you may witness.

Habitat for Humanity of Durham cannot correct harassment problems of which it is unaware. Therefore, if you believe that you have been harassed by a volunteer, supervisor, manager or other individual at the workplace (whether employed by HFHD or not), or believe that your volunteer or work experience is being adversely affected by such conduct, you should immediately report such concerns to the Volunteer Coordinator or the Executive Director.

Appendix: Using Cervis

We manage all our volunteers through an online database called Cervis. To volunteer you must create an account with us, agree to our liability waiver, and then register for a shift. Access to Cervis can be found on our website below.

<http://www.durhamhabitat.org/volunteer/sign-up-to-volunteer>.

Once you have reached this page you have several options.

- You can click an event to see availability
- You can click *Register for an Event*
- You can click *Sign In*

[Click Register for an Event](#)

When you click on an event you will see all the days and times available for one site supervisor for one month. It will list off the Date/Time & Details as well as the Volunteer needs. Under volunteer needs you will see the status of each shift.

- A number indicates how many slots are left in the shift.
- *Closed* means we no longer need volunteers for this shift.
- *Reserved* means the shift has is being held for a group. If the group does not fill, the shifts will be released a week before.
- *Full* means the shift has enough volunteers.

Click on the green sign up button to select a shift. It will direct you to a sign in screen. Fill in your email address and name and it will search for your account. If you do not have an account it will ask you to create an account (see below).

Select an Available Event Below

| | |
|---|-----------|
| New Construction with Jim - December 2019 Dec 13 - Dec 28, 2019 (Multiple Times Available) On-Site Construction | 14 Needed |
| New Construction with Ryan - December 2019 Dec 13 - Dec 28, 2019 (Multiple Times Available) On-Site Construction | 37 Needed |

Select an Available Slot Below

| Date/Time & Details | Volunteers Needed | Sign Up |
|--|-------------------|---------|
| Fri, Dec 13, 2019 - 8:30 AM to 11:30 AM 2601 Angier Ave. Durham, NC 27703 | Closed | |
| Fri, Dec 13, 2019 - 12:30 PM to 3:30 PM 2601 Angier Ave. Durham, NC 27703 | Closed | |
| Sat, Dec 14, 2019 - 8:30 AM to 11:30 AM 2601 Angier Ave. Durham, NC 27703 | Full | |
| Sat, Dec 14, 2019 - 12:30 PM to 3:30 PM 2601 Angier Ave. Durham, NC 27703 | Reserved | |
| Wed, Dec 18, 2019 - 8:30 AM to 11:30 AM | Full | |
| Wed, Dec 18, 2019 - 12:30 PM to 3:30 PM | 1 | Sign Up |
| Sat, Dec 21, 2019 - 8:30 AM to 11:30 AM | Full | |
| Sat, Dec 21, 2019 - 12:30 PM to 3:30 PM | 1 | Sign Up |
| Sat, Dec 28, 2019 - 8:30 AM to 11:30 AM | 2 | Sign Up |
| Sat, Dec 28, 2019 - 12:30 PM to 3:30 PM | 2 | Sign Up |

Volunteer Registered Successfully.

Please check your E-mail for a registration confirmation message. If you would like to register for an additional opportunity, please select an event from the "Select an Available Event" section below or click "Portal Home" for more options.

If you have an account you will be asked to select an available slot and then click register. Once this is done you will see a green box, confirming your registration. You will also get an email confirming your shift and a reminder email the day before your shift.

Creating an Account

If your name and email address is not found in our system, it will ask you to create an account with us. Fill out the necessary information in the form. At the bottom you will find our Liability Waiver. You will need to review and agree to the waiver before registering for a shift. When you click *Create Volunteer Profile* you will be returned to the registration page. You will also be sent a temporary password that will allow you to log in to our website with future visits.

I have read, understand, and accept the following terms & conditions:

Release and Waiver of Liability
PLEASE READ CAREFULLY - THIS IS A LEGAL DOCUMENT THAT AFFECTS YOUR LEGAL RIGHTS

This Release and Waiver of Liability (the "Release") is executed by the undersigned (the "Volunteer"), in favor of Habitat for Humanity of Durham, Inc., Habitat for Humanity International, Inc., and any other Habitat for Humanity affiliated organization, and their respective directors, officers,

Checking Your Shifts

Once you have registered for an account you can click Portal Home to review, cancel, or select more reservations.

would like to register for an additional opportunity, please select an event from the "Select an Available Event" section above or click "Portal Home" for more options.

Select *View or Cancel Registration for an Upcoming Event* to see your reservations.

Click Sign In

When you click sign in it will direct you to our Volunteer Portal. Here you can register for an event, check your current registrations, and manage your profile (see above for Checking Your Shifts).

Checking Your Reservations

If you would like to review your reservations, all you need to do is go back to our volunteer website and click *sign in* using your email and password.

Volunteer Portal Home

Event Registration Management (one-time or short-term opportunities)

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Service Project Management (on-going or long-term opportunities)

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-
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Profile Management

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<http://www.durhamhabitat.org/volunteer/sign-up-to-volunteer>