



Habitat for Humanity of Berkeley County

Volunteer Handbook

Seeking to put God's love into action,
HFHBC brings people together to build homes, communities, and hope.

Habitat for Humanity of Berkeley County

1 Belknap Road

Goose Creek, SC 29445

(843) 203-2749 Office (843) 572-9191 ReStore

About Berkeley Habitat

Our Mission: Seeking to put God's love into action, Habitat for Humanity of Berkeley County brings people together to build homes, communities and hope.

Through affordable homeownership opportunities, financial education, advocacy efforts, and neighborhood empowerment programs, Habitat for Humanity of Berkeley County transforms families, revitalizes neighborhoods, and is working together to build a stronger Berkeley County community.

ReStore

Our ReStore is a nonprofit home improvement store and donation center that sells new and gently used furniture, appliances, home decor, and much more! Every donation generates funding to build homes; every volunteer helps families build strength, stability, and independence through shelter.

ReStore Hours

Tuesday through Saturday 9:00 am – 5:00 pm

Affiliate Office Hours

Monday through Friday 9:00 am – 5:00 pm

Construction Site Hours

Wednesdays, Thursdays and Saturdays 8:30 am - 2:30 pm

Volunteer Coordinator

April Elswick 843.377.8959 volunteer@berkeleyhabitat.org

Volunteer Conduct

Becoming a Habitat volunteer comes with great rewards and responsibilities. Volunteers like you are representatives of Habitat for Humanity. When you accept a volunteer role with Habitat for Humanity, you are committing to act in a way that promotes Habitat's mission, respects the local community, and ensures the safety of all participants. In addition to complying with all laws, regulations and Habitat for Humanity policies, all volunteers are expected to follow the volunteer code of conduct outlined below:

- Promote a respectful community: Treat all volunteers, employees and community members with respect, courtesy, and dignity. This includes avoiding the use of insensitive or offensive language. Sexual or other unlawful harassment will not be tolerated.
- Prioritize site safety: Safety rules and guidelines on the volunteer site have been created to keep you and others safe as you volunteer, and must be followed. Activities that pose a safety risk to yourself or others should be avoided. Report any unsafe working conditions to the on-site supervisor immediately.
- Uphold a zero-tolerance policy for alcohol, drugs and weapons: The purchase or possession of drugs, alcohol, or weapons is strictly prohibited on Habitat for Humanity property and volunteer sites.
- Stealing, misappropriation or diversion of Habitat for Humanity funds, property, or other assets for personal benefit is not permitted, nor is otherwise engaging in fraudulent activity regarding Habitat for Humanity's assets, operations, or beneficiaries.

Age Requirements

All volunteers must be 16 or older to volunteer in the ReStore, Office or on any Construction site. 13-15 year olds are permitted to volunteer in the ReStore with a Parent/Guardian chaperone.

Attendance and Punctuality

Always arrive at your registered volunteer site on-time and ready to work! In order to ensure a smooth operation, we ask that volunteers notify Habitat of absences, late arrivals, and/or early departures. Volunteers are essential to Habitat; we depend on you and miss you when you are not here.

Purchase Policy - All merchandise must be priced and put out on the sales floor for 24 hours before any staff or volunteer is eligible to purchase. Staff and volunteers may not shop while on the clock. Items are not to be priced by staff or volunteer(s) expressing interest or intention to purchase. Eligible staff and volunteers receive 25% off of all ReStore purchases. Discounts cannot be combined with any other sales or discounts. No store items are permitted to be taken off of the property until paid-in-full. A 48-hour hold can be arranged with the ReStore Manager for items to be purchased.

Court-Ordered Community Service

Court ordered community service can **ONLY** be completed at the Habitat for Humanity ReStore. If you are in need of Community Service hours, you must complete registration and setup with the Volunteer Coordinator. You must be 16 years or older. Community Service must be completed in minimum 4-hour shifts and cannot be for any convictions of a violent or sexual nature or theft or burglary. Court-ordered community service volunteers must create a VolunteerHub account, sign a liability waiver, (CSPA) Community Service Participant's Agreement, and submit any Court Ordered Documentation **prior** to starting community service hours. Community Service hours cannot be completed in the administrative office or on Habitat construction sites.

Cell Phone Usage

To better ensure productivity and safety at the work site, we ask that volunteers limit cell phone usage to break times and/or the lunch period. We understand that emergencies may arise. If you have an emergency that needs your attention, please let the Habitat for Humanity lead site staff member know, and take a break to handle what is needed. For your safety and for the safety of others, no earbuds/headphones of any kind are allowed at any time while volunteering.

Dress Code

Construction:

- Shirts with at least a short sleeve are required. No low-cut or tank tops will be tolerated.
- Long pants are required.
- Work boots are preferred footwear, but sneakers are also acceptable. No open-toed or open-back shoes are allowed.
- No offensive language or symbols on any clothing.

Office/Events:

- Shirts with at least a short sleeve are required. No low-cut or tank tops will be tolerated.
- Business Casual unless the event requires otherwise. If in doubt, contact the Volunteer Coordinator.
- No offensive language or symbols on any clothing.

ReStore:

- Shirts with at least a short sleeve are required. No low-cut or tank tops will be tolerated.
- Long pants are recommended, but knee length shorts are acceptable.
- No open-toed or open-back shoes are allowed.
- No offensive language or symbols on any clothing.

Volunteers who are not dressed appropriately will be asked to change & return, and, if not possible, will be asked to leave the site.

Drug, Alcohol & Weapons

Habitat for Humanity has a zero-tolerance policy for alcohol, drugs and weapons. The purchase of or possession of drugs, alcohol, or weapons is strictly prohibited on Habitat for Humanity property and all volunteer sites. If you see an occurrence of any of the above, please notify Habitat for Humanity staff immediately to help ensure your safety and the safety of others. Any volunteer found under the influence of an illegal drug, abusing prescription drugs, in possession of, using, selling, trading, or offering illegal drugs or alcohol during business hours – or in the possession of these items on affiliate property or in an affiliate vehicle – will be subject to termination of their participation in Habitat activities.

Smoking Policy

Staff and Volunteers are permitted to smoke only in designated smoking areas during authorized breaks and/or lunch period. Please consult the lead site staff for clarification concerning appropriate designated smoking areas. In accordance with federal law, any volunteer under the age of 18 is prohibited from smoking at any time on Habitat for Humanity property. This includes E Cigarettes and/or vape pens.

(F)(1)(a) A minor under the age of 18 years must not purchase, attempt to purchase, possess, or attempt to possess a tobacco product or an alternative nicotine product, or present or offer proof of age that is false or fraudulent for the purpose of purchasing or possessing these products.

Meeting the Habitat Homebuyers

Habitat for Humanity homebuyers are required to invest sweat equity hours on the construction site of their home, the homes of others and in the ReStore. Volunteers may have the fortunate opportunity to meet and work alongside the Habitat homebuyer(s) , although we cannot guarantee any specific days that they will be on-site.

Safety

Habitat for Humanity strives to ensure a safe work environment in compliance with federal, state, and local safety regulations. Volunteers are expected to obey safety rules and regulations and to exercise caution in all volunteer activities.

Volunteers who do not comply with Habitat safety procedures (i.e. refusing to wear safety glasses, etc.), will not be allowed to perform the activity and may be asked to leave the site.

Volunteers are asked to report any unsafe conditions to a Habitat staff member immediately.

Any accident, which results in injury, regardless of how insignificant, must be reported immediately, and a Habitat for Humanity Incident Report must be completed at the time of incident and submitted to the Volunteer Coordinator. First aid kits are located at all Habitat work sites, including the ReStore, Administrative Office and on the Construction site(s). Please see the ReStore Manager, Administrative Staff or Construction Manager for exact first aid kit locations.

Never put yourself or others at risk!

To ensure the safety of all volunteers, staff and others involved with Habitat for Humanity, volunteers are not permitted, at any time, to work alone on a Habitat worksite, inside a Habitat home, in the construction warehouse, Habitat administrative office, or in the ReStore.

Working alone is a safety and liability risk and is not allowed at any time. NO EXCEPTIONS!

Weather and Other Updates

In the event of schedule changes due to inclement weather conditions, registered volunteers will receive a notification via text and/or email. Please contact the Volunteer Coordinator to reschedule.

Be sure to check frequently for updates leading up to your volunteer experience, especially in cases where bad weather is expected/anticipated.

To Get on Our Schedule...

To begin volunteering with Habitat for Humanity of Berkeley County please visit berkeleyhabitat.org/volunteer. First, click on the button labeled 'Volunteer Portal'. Next, on the top right of the page, click 'Create Account'. Once you have created your account, search the calendar of events for an open volunteer opportunity. To view more information about a volunteer opportunity, simply click the volunteer opportunity event that you are interested in. Finally, click 'Sign-up'. Now you are all set! You will receive an email confirmation message. And an email reminder will be sent to you as the event gets closer.

Note: Once every calendar year, the volunteer portal will require you to sign the Habitat for Humanity liability waiver and any other updates.

Minor Liability Waivers: If you are under 18, the portal will prompt you with the following two options: 1.) email your minor liability waiver via the site to your Parent/Guardian to electronically approve and sign, or 2.) print out your minor liability waiver, which will need to be signed by you and a Parent/Guardian and brought to the Habitat Administrative Office prior to your first volunteer shift. This process will also be performed once a calendar year per Habitat for Humanity International guidelines.

Personal Information Updates

It is important that you keep your volunteer portal account up-to-date with any changes of personal information, such as your mailing address, phone number, email, emergency contacts, etc. If you have any trouble updating your account please contact the Volunteer Coordinator.

Media

Members of the media are occasionally on the construction site, in the ReStore and at Habitat special events. Please keep the following in mind if you engage with any members of the media:

- You DO NOT have to answer anything that you are uncomfortable answering.
- Do not be afraid to say that you simply "don't know"; only provide accurate information to any questions.
- Please refrain from answering any media questions on behalf of Habitat for Humanity. Keep your remarks straight forward and limited to your personal experience.

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

***Thank you for your dedication and service to the mission of
Habitat for Humanity of Berkeley County and to our community!***