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# CORE PROGRAM GUIDEBOOK

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Welcome to the Houston Habitat for Humanity Core Volunteer program, we are excited about this amazing moment in time. We have the opportunity to strengthen our quality model by providing customized training to you our dedicated volunteer.

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## Section 1: HOUSTON HABITAT VOLUNTEERS

### 1.1 Background

#### Overview

Since 1987, individuals, businesses and groups in our community have joined Houston Habitat for Humanity to build or improve a place people call home. Through shelter, we empower people to build a better future for themselves and their families by completing financial and home maintenance training, building homes alongside volunteers, and by purchasing their homes with an affordable mortgage. With this hand up, they achieve strength, stability and self-reliance.

#### Our Mission

Seeking to put God's love into action, Houston Habitat for Humanity brings people together to build homes, communities and hope.

#### Our Vision

A world where everyone has a decent place to live.

#### Program Snapshot:

### How the Houston Habitat New Home Construction Program Benefits Low and Moderate Income Populations

Houston Habitat for Humanity works to address the critical need for affordable housing in the Houston area. Since incorporation in 1987, the non-profit has constructed over 1050 homes, serving over 3,600 low-income people from infants to the elderly. Through the Houston Habitat new construction program, families in the low and moderate income population have a resource to assist them in attaining the American dream  
Last Revision: March 2021



of home ownership. Houston Habitat is the only affordable home builder in the city offering an energy-efficient, sustainable home with low interest financing and payments lower than average rents. Energy efficiencies contribute to lower utility bills keeping monthly charges much lower than in a previous rental unit. Further, Houston Habitat Family Services works with each family on financial, budgeting and homeownership education. The organization partnership with the United Way Thrive program offers further opportunities for families to learn about credit, banking and other issues that will aid in ownership success. The Houston Habitat building program seeks to put God's love into action so that families succeed; it is a "hand up and not a hand out." Through homeownership, families experience greater opportunities, gain a sense of well-being, children perform better in school, and for the very first time, have a chance to build wealth. Those who purchase homes become part of a larger family with Houston Habitat financial counseling available in times of family distress. Over the past 33 years, 117 families have paid off their mortgages adding benefits of increased disposable dollars and the option of aging in place as they move into their senior years. Houston Habitat is most grateful for the multitude of donors and supporters that contribute funds, services, gifts-in-kind and volunteer hours to the benefit of its mission and the many low and moderate income families it serves.

## 1.2 Volunteering for Houston Habitat

Volunteers are a critical contributor to helping families achieve their dream of homeownership. A Houston Habitat volunteer comes in many forms. A construction volunteer is someone who comes out to help build family homes. Generally, volunteers participate in construction Wednesday through Saturday as their schedule allows. The length of the work day varies by the time of the year and house schedule. Houston Habitat staff will announce seasonal changes in start times and end times.

Volunteer "benefits" can include meeting new people, team building, learning new skills, and enhancing knowledge about construction. All it takes to be a Houston Habitat volunteer is a desire to make a difference, some time, and enthusiasm to a very worthwhile cause. However, there are build site age restrictions:

- 16-17 years old- allowed to participate in construction, but cannot get on the roof or operate power tools; must have one adult supervisor over 21 per five youths.
- 18 years old and older- no restrictions.

All volunteers are expected to adhere to the Volunteer Code of Conduct included in Appendix A. The code of conduct defines, in general terms, acceptable patterns of behavior that contribute to the overall growth and goal achievement of Houston Habitat and distinguishes those that are detrimental and may require disciplinary action. Proper behavior and positive attitudes promote a healthy, productive work environment; therefore volunteers are encouraged to extend common courtesies to staff and fellow volunteers and should act at all times in a manner that encourages the highest level of participation from its ranks. Signing up to a Houston Habitat event as a volunteer confirms agreement with the provisions within the Volunteer Code of Conduct regardless of whether there is a separate signed agreement.

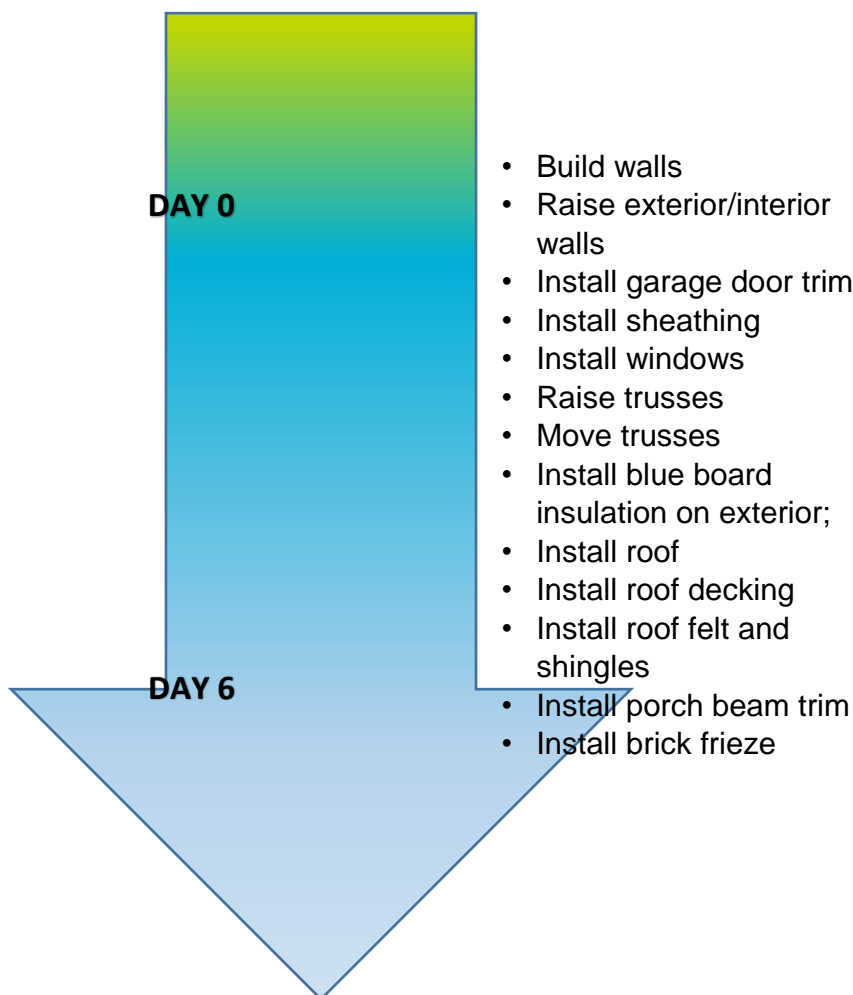
### Number of Volunteers per activity

- House Builds- up to 25; up to 10 for Covid restrictions
- Wall Builds- up to 20; up to 10 for Covid restrictions
- Playhouse Builds- up to 10; up to 10 for Covid restrictions

Core Volunteer spots are added after the volunteer count.

### 1.3 Build Activities

Volunteers may be called on the help Houston Habitat build on any stage of the home building process. Our volunteers generally work on house framing tasks while subcontractors compete interior work, electrical, plumbing, and brick installation. More information about specific build day tasks or curriculum tasks can be found in Section 2.0: Core Volunteers.



**Figure 1-1. Volunteer Tasks**

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### 1.4 ROLES AND RESPONSIBILITIES

#### Volunteer

Volunteers assist our staff House Leaders by accomplishing the daily build tasks assigned to them.



## **Core Volunteer**

Core Volunteers assist our staff House Leaders by teaching and coaching volunteers to accomplish the daily build tasks (see figure 1-1 Volunteer Tasks or the Core curriculum). They may also be called upon to help staff make progress on homes that have fallen behind the build schedule. Core Volunteer Trainees must graduate before gaining the ability to sign up for a Core Volunteer House Lead Assistant role. Houston Habitat envisions the Core Volunteer experience expanding into other areas of need for the organization in the future.

## **House Leader**

The House Leader is a staff position that trains and directs volunteers to accomplish the daily build tasks. They are the main construction point of contact while on the build site.

## **Project Manager**

The Project Manager oversees the construction of all home builds on build day and provides guidance to the House Leaders. He will also be the main trainer for the Core Volunteers Trainees.

## **Construction Director**

The Construction Director leads the Construction department. He oversees all aspects of the construction experience and determines the build schedule in concert with the Development team. The Construction Director and the Project Manager approve all Core Volunteer graduation candidates.

## **Volunteer Coordinator**

The Volunteer Coordinator is responsible for the day to day volunteer experience. He/She will check volunteers in, set up and break down the volunteer break area, coordinate lunch breaks, and address any volunteer questions, concerns, or needs at the build site. Core Volunteers may be asked to help the Volunteer Coordinator set up in the morning or break down in the afternoon. The Volunteer Coordinator will update each Trainee's curriculum status after each class. Development staff or the Community Engagement Manager may serve in the role as a Volunteer Coordinator from time to time.

## **Community Engagement Manager**

The Community Engagement Manager (sometimes referred to as the Volunteer Manager) is responsible for the overall direction of the volunteer experience. He develops and refines and the Core Volunteer curriculum, maintains the Core Trainee curriculum status sheet, and sustains the Core Volunteer prospect list. Core Volunteers may direct their course progress questions to the Community Engagement Manager

## **Family Partner**

The families that partner with Houston Habitat for Humanity to become a homeowner are called Family Partners. These are the people that will one day live in the homes volunteers are building. Each Family Partner agrees to complete 200 – 250 hours of sweat equity that includes work on the construction site, financial literacy and home maintenance courses and helping out at the ReStore.



Volunteers will often meet Family Partners on the build site as they work toward fulfilling the required number of sweat equity hours toward their new home.

## **SECTION 2: CORE VOLUNTEERS**

### **2.0 Eligibility**

Houston Habitat for Humanity is greatly aided in construction by its regular volunteers. By committing to volunteer at least twice a month, Core Volunteers receive exclusive training, reserved volunteer spots/builds, a uniform, and lots of gratitude!

Core volunteers assist staff House Leaders on new construction with volunteers or to help progress homes forward

We are also looking into expanding the Core Volunteer experience into fundraising, outreach for the homeownership program, and leading playhouse or wall builds!

Volunteers interested in the Core Volunteer program should be able to:

- be able available for orientation and the training classes
- lift at least 20 lbs
- wear hard hat and mask for about 6 hours a daily
- get on a one story roof
- be willing to teach others how to build
- be available for at least 2 days a month to volunteer
- adhere to our Sign Up Policy
- pass background check upon graduation

Please connect with staff before you start the program, if you feel you cannot meet these requirements.

### **2.1 Curriculum**

#### **Build Day Schedule**

- General Construction Schedule- Wednesday- Saturday
- House Builds- 7:30AM-2PM (7AM start for Core)
- Wall Builds- 8AM-1PM (7:30AM start for Core)
- Playhouse Builds- 8AM-1PM (7:30AM start for Core)

Core Volunteers are asked to come 30 minutes before regular volunteers arrive, so they can assist staff with set up.

#### **Build Day Timeline**

These are general timelines for our builds. Conditions on the ground may affect the timeline. Some builds may implement a split shift schedule. Split shift volunteers will be notified of shift times when appropriate.



## House Builds

- 7 AM Core check in
- 7:30 AM Volunteer Check In
- 8 AM Morning talk & Safety Brief
- 8:10 AM Build
- 11 AM Lunch
- 11:30 AM Build
- 1:30 AM Breakdown
- 2 PM End of Build Day

## Wall Builds and Playhouse Builds

- 7:30 AM Core check in
- 8 AM Volunteer Check In
- 8:10 AM Morning talk & Safety Brief
- 8:20 AM Build
- 11 AM Lunch
- 11:30 AM Build
- 12:45 AM Breakdown
- 1 PM End of Build Day

## Build Days

Houston Habitat volunteer construction tasks can generally be categorized into 6 separate build days. Each class (build day) will go over the sub tasks required to complete each build day. Some build tasks may take multiple days with volunteers (roofing), but staff will strive to go over each sub tasks on the first day. The build days are:

- Day 1- Stand the Walls
- Day 2- Sheathing
- Day 3- Trusses
- Day 4- Decking
- Day 5- Roofing
- Day 6- Cornice

## Sub tasks

Core Volunteer Trainees must be sure to get experience on each sub tasks before the build day is over. This will prevent the Trainee from having to come to another build day just to get the training on one task or rolling over to the next build season to graduate. Notify your class trainer if you haven't finished a task by lunch.

Those who complete orientation will receive their own class specific syllabus. Here is an example of the curriculum with sub tasks:

# Core Volunteer Syllabus

## Classes

### Orientation

### Framing

Learn the safety considerations for Framing

Raise all walls

Use ramset gun to fix walls to foundation

Install mudsill anchors to bottom plate

Install hurricane straps and clips

Install top plate

Install garage door trim (rare for volunteers to build)

Install porch beam trim (rare for volunteers to build)

### Sheathing

Learn the safety considerations for Sheathing

Install wood sheathing on exterior

Prep for windstorm inspection by using proper nail patterns on sheathing

Cut windows and doors out of sheathing

Frame bracing

Plumb and string line walls to check for straightness (sometimes pushed to punch out)

### Trusses

Learn the safety considerations for Trusses

Layout and move roof trusses to roof

Raise trusses

Install truss bracing

Affix hurricane clips and straps to trusses

### Decking

Learn the safety considerations for Decking

Install roof fall protection system

Install roof decking

Install attic decking

Kitchen, bath, and closet blocking

### Roofing

Learn the safety considerations for Roofing

Install roof felt

Install roof shingles

Install drip edge

Install ridge vent

Install cap

### Cornice

Learn the safety considerations for Cornice

Install deadwood on walls



Install sub fascia
Install fascia
Install soffit (after the roof is on)
Install brick frieze
<b>Electives</b>
Windows and Doors
Learn the safety considerations for Installing Windows and Doors
Install windows
Install doors
Trim and Cabinets
Learn the safety considerations for Installing Trim and Cabinets
Install trim
Install cabinets (baseboards, shelves, rods, interior doors, casing, window stool & apron)
Smart Siding
Learn the safety considerations for Installing Smarts Siding
Install smart siding
Wall Builds
Learn the safety considerations for Wall Builds
Build Wall Build Templates
Build Walls
Playhouses
Learn the safety considerations for Playhouse Builds
Build Playhouse Templates
Build a Playhouse
<b>Future Trainings</b>
Team Lead
House Lead
Staff Tasks
Install blue board insulation on exterior

## Electives

Electives are optional classes that are occasionally available. Only those Core Volunteer Graduates that complete these tasks will be able to lead or assist staff in leading volunteers with these events. Eventually we would love to have Core Volunteers lead the Wall Build and Playhouse Builds without staff. This would free up staff to work on house builds.

## 2.2 Volunteer Hub

### Getting Set Up

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Volunteers can attend a Houston Habitat volunteer event by visiting [www.houstonhabitat.volunteerhub.com](http://www.houstonhabitat.volunteerhub.com), registering for an account, and signing up for that event. Use the “forgot password” feature if you cannot remember your password. Please contact the Volunteer Coordinator or Community Engagement Manager if you cannot remember your username. This will help us to avoid having duplicate accounts for one volunteer.

Remember these terms:

- Register- register for a Volunteer Hub account
- Sign up- sign up for a specific event
- Check-in- arriving to the build site and having designated staff or volunteers mark that you are “checked in” to the build site

Should you be called to assist with volunteer check-ins, these terms will be used to guide volunteers in the registration and sign up process. You may need enhanced account features to check volunteers in. Please see the Volunteer Coordinator if that is the case.

## Landing Pages

At the top of the Volunteer Hub main page are links to user group landing pages. These are designed to only show the events reserved for that user group. Although the events may show up for anyone when the links are clicked, only those in that user group can sign up for that event unless it is open to everyone. Here are the current landing pages available:

- [Homeownership Information Sessions](#)- open to all
- [Open Builds](#)- open to all
- [Gardening](#)- open to all
- [ReStore](#)- open to all; some ReStore events are restricted to Family Partners
- [Partner Families](#)- restricted to those in the homeownership program
- [Core Graduates](#)- restricted to Core Volunteer Graduates
- [Core Volunteers](#)- restricted to Core Volunteer Trainees or volunteers attending orientation

*Note: Do not use the grey drop down box to choose events. Its functionality is not required for our purposes. You can always visit the main page to see all events if the links are not working for you.*

## Waivers

All Houston Habitat volunteers must sign up through the Volunteer Hub website to sign our electronic waiver form. Each volunteer will be prompted to sign a waiver the first time the sign up for an event and on a yearly anniversary of that initial sign up.

Minors (16 & 17) must fill out a paper waiver that is signed by a guardian. Once the minor waiver is signed, the Volunteer Coordinator will add the minor waiver to the minor’s account on Volunteer Hub upon check in. The original paper waiver will be stored with Houston Habitat for record keeping.

## Sign Up Policy

Houston Habitat is extremely grateful for the amazing support of our Core Volunteers. We would love to have a place for everyone to bring their skills, willingness to learn, and energy. To that end, we



have established a policy that will provide opportunities for the majority of the Core membership rather than a select few who have more availability.

- Core Trainees- This user group should sign up for all available classes that they need to attend. If a class is full and the Core Trainee has already taken that class, then they may be asked to cancel their registration to accommodate those who still need it. The goal of the Trainee is to finish all classes to graduate. Additional experience can be gained by signing up for Open Builds.
- Core Graduates- As we grow our cadre of graduated Core Volunteers, we ask that our graduates be mindful of others who wish to help accomplish our mission. Core Graduates may sign up with these guidelines:
  - Weekends (Saturday and Sunday)- Once a month
  - Weekdays (Monday through Friday)- Twice a month
  - Open Spots- Graduates may sign up a week prior for spots that are still open the following week. Spots taken in this manner will not count towards the 2 weekday spots a month already reserved by a graduate. This policy gives everyone a chance to help and plan ahead while also providing the ability for others with more availability to plan their schedule a week ahead.
  - Special Occasions- Occasionally there will be events that staff will ask specific Core members to attend (Veterans Build, Women Build, Faith Builds, etc.) because of their connection with the theme of the event or known availability. These events **will count** towards their monthly sign up allotments.

**We ask our Core Volunteer Graduates to be respectful of others who want to participate in our volunteer program.** Those who violate our Sign Up Policy will face:

- Initial Grace Period- The Community Engagement Manager will notify all Core Graduates of the policy implementation. Graduates will have 2 weeks to unregister from events to be in compliance. The Manager will work with those who have signed up to keep their most wanted dates. Non-response in the Grace Period from those out of compliance will have all of their dates unregistered. Those Core Graduates can then sign up again to available spots while adhering to the policy.
- First Infraction- An email will be sent to the Core Graduate to come into compliance. The Volunteer Coordinator will resolve the issue when the Graduate checks in to their closest event. Resolution will include working with the Graduate to identify which events to unregister for.
- Second Infraction- An additional email will be sent to the Core Graduate to come into compliance that will include request for a phone call to discuss the policy with the Community Engagement Manager. If the issue has been resolved, then the Volunteer Coordinator will resolve the issue when the Graduate checks in to their closest event.
- Third Infraction- An email will be sent to the Core Graduate notifying them that their Volunteer Hub log in privileges have been suspended for a 30 days starting on the date of notice. All remaining signups for the current month will be cancelled while future reservations will be preserved. The Graduate will work with the Community Engagement Manager to resolve the issue. Nonresolution before the end of the 30 period will result in an additional infraction.



- **Fourth Infraction-** An email will be sent to the Core Graduate notifying them that their Volunteer Hub log in privileges have been suspended for the rest of the build season. All remaining signups will be cancelled. Graduates with an account suspended in this manner must email the Community Engagement Manager 30 days before the expiration of the suspension to discuss whether the Core Volunteer program is a good fit for Graduate. The Volunteer Hub account will remain locked until this conversation takes place.

Any Graduates who appeal the infraction decision will have their case sent by the Community Engagement Manager to the Development Director who has final authority over the Core Volunteer program.

## 2.3 Graduation

### Evaluations

Core Trainees are evaluated before the end of each build season in December and June. The Community Engagement Manager presents the trainees curriculum status to the evaluation team. The evaluation team, consisting of the Construction Director and Project Manager, go over each trainee to determine whether they have learned the right amount of skills to help House Leaders lead volunteers on the build site.

Those who wish to graduate:

- must complete 5 out of 6 build day classes
- can have some subtasks incomplete

Graduates with unfinished tasks must coordinate with volunteer staff to get on builds that will bring them to full course completion.

### Rollovers

Non-graduates rollover to next build season. They will be deemed complete and receive their Graduate gear when they finish the classes they need. Their actual graduation ceremony will be at the end of the current build season with the rest of the current trainees. The rollover Graduate will be moved to the Core Graduate user group in Volunteer Hub and be able to sign up for available events.

Spaces are limited for Core Trainees on our builds, so we strongly encourage them to graduate in their first build season. Staff will work with rollovers to get them on new classes. Because the amount of space for new Trainees is affected by how many rollovers there are, Trainees must complete the program within one year. It is not fair to new Core Volunteer applicants to keep waiting while a trainee keeps rolling over. Trainees removed from the program for not completing it in one year can come back when they can show they are available for their remaining training.

### Background Checks

Policy 19 of the U.S. Affiliated Organization Policy Handbook requires all Habitat affiliates to conduct sex offender registry checks on all potential homeowners, board members, staff members and key volunteers. “Key volunteer” generally refers to: (1) any volunteer, who, through Habitat programming,

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has consistent and direct contact with vulnerable populations; or (2) repeat volunteers who consistently volunteer for more than 8 hours per month. The final determination and definition, however, rests with the affiliate Board.

Our Board approved policy has determined that Core Volunteers fall within the “key volunteer” provisions of the U.S. Affiliated Organization Policy Handbook. Therefore, all Core Graduates must provide information required for a background check and pass the check. Graduates will fill out the paperwork at graduation. Initial Core program cohorts that have graduated before this policy was implemented must also pass a background check to stay within the program.

## **SECTION 3: Safety**

### **3.0 GENERAL BUILD SITE SAFETY**

#### **Trip Hazards**

One of the first things you need to be aware of is the uneven terrain. Trip, slip and fall hazards are present. If you see a fellow volunteer or Habitat staff member approaching a hazard with lack of awareness, then please alert that person of the hazard.

#### **Lifting**

Proper lifting mechanics must be used while lifting material and equipment alike. Before you begin to pick up anything:

- Size up the load. If the object is too awkward to handle ask for help.
- Get as close to the load as possible, bend your knees, and keep you back straight when preparing to pick up an object.
- When picking up an object, use your legs and not your back to safely lift the load.
- Keep your neck and back in a straight line while walking and carrying the load. If you have to change direction turn your feet in the direction of travel. The rest of your body will follow.
- When doing team lifting, communication is key. One person must take lead, communicate any hazards to the team, and give notice if changing direction or setting down the load.

#### **Ladders**

- Ladders are a two person tool. One person on the ladder completing work and the second person is there to spot.
- The spotting position is extremely important. The purpose of the spotter is to make sure the ladder does not get top heavy and expose the worker on the ladder to a potential fall hazard.
- When working on ladders, do not stand on the top two rungs.
- Do not leave tools, materials, or nails sitting on the top rung of the ladder unattended.
- Do not overreach when working on ladders. If you are unable to reach the intended work objective, then climb down the ladder and reposition to a safer work position.
- NEVER create makeshift ladders or any other type of tools or equipment.



## **Power Tools**

- Do not use any power tools without talking to a staff Houston Habitat House Leader first. Even if you have experience with the tool, then talk to a house lead first. They will go into detail about the safety mechanics of that tool. Always use eye protection with power tools.
- Power tools are optional do not force volunteers to use tools they are uncomfortable with them.

## **Water and Rest Rooms**

- Drink at least one bottle of water every hour of work.
- Do not over exert yourself and take a break when needed.
- Mention where the restrooms are provided.

## **Covid-19**

- Wash hands before entering jobsite and after using the restroom.
- Mask must be worn at all time.
- Maintain a minimum 6 feet distance from coworkers whenever possible.
- If you feel sick stay home. You must pass a temperature check upon check in. Temperatures higher than 98.5 degrees will be sent home.
- Place used PPE in the designated containers after use.
- Please be kind and courteous to all on the jobsite: if an individual is explaining the purpose of following Covid-19 regulations use empathy and try to place yourself in the other person's shoes.
- Do not cause a major disturbance with those who are not following Covid-19 regulations. Notify the proper authority (Safety Coordinator, House Lead, and Habitat Staff) to deal with those not complying with the rules.

## **Injuries**

All Houston Habitat build sites have first aid kits. Here is the general guideline for injuries on the build site:

- Minor injuries (small cuts, scraps, bruises, sprains, splinters) may be addressed on site, and the volunteer may return to work when ready.
- Major injuries (large cuts, gashes, heat cramps) may be addressed on site, but the volunteer will be asked to stop work. The Volunteer Coordinator will have the volunteer fill out an incident report. Resumption of work for the volunteer can only be approved by the Project Manager or Safetyman. If they feel the injury has been addressed properly and work will not further harm the volunteer.
- Severe injuries (broken bones, cuts requiring stitches/additional medical attention, heat exhaustion, joint dislocations) require immediate medical aid. Notify the closest staff, so they can call emergency services. The Volunteer Coordinator will fill out the incident report with aid from the volunteer as possible.



## Illnesses

Volunteers should not come to the build site when ill. Those volunteers who become ill while on the build site will be sent home. Any vomit should be stored in a trash bag separate from the in-use build site trash bag. Once finished, the bag will be tied up and placed away from the build and volunteer rest site until taken for disposal by staff. Gloves must be worn when handling biohazard materials.

## Reporting

All volunteers have Stop Work Authority. This is the authority to stop work to fix behavior that is out of safety compliance. Volunteers should notify the staff House Leader, Project Manager, Volunteer Coordinator, or Volunteer Manager of any unsafe actions that need to be addressed.

## APPENDIX

### Appendix A: VOLUNTEER CODE OF CONDUCT

#### Houston Habitat for Humanity Volunteer Code of Conduct

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

1. **Promote a respectful community:** Treat all volunteers, employees and community members with respect, courtesy, and dignity. This includes avoiding the use of humiliating, demeaning, offensive, or otherwise insensitive language that fails to respect the dignity of the person. Volunteers are also expected to refrain from engaging in intimidation, physical, sexual, and/or emotional violence toward others. Help promote a welcoming, respectful environment by making efforts to understand and honor the local culture and by following all rules and policies set forth by a Houston Habitat program staff member or supervising volunteer. Use of social media should be governed by the principles of respecting and protecting vulnerable populations while preserving their dignity and privacy. You are discouraged from posting anything on social media that permits beneficiaries from being identified and/or traced.
2. **Respect the human rights of all people and protect beneficiaries and community members from exploitation and abuse.** All Houston Habitat volunteers must model behavior consistent with the Houston Habitat for Humanity International Safeguarding Policy which protects staff, beneficiaries, and community members (especially vulnerable adults and children) from exploitation and abuse. Inappropriate physical or sexual relationships with other volunteers is prohibited. Under no circumstances, may volunteers engage in sexual activity with a child (a person under the age of 18, regardless of the legal age of consent and local laws), any Houston Habitat staff or beneficiaries, or any community members. This includes not procuring commercial sex acts, even where such activities are permitted by local laws.





3. **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 onsite supervisor.
4. **Uphold a zero-tolerance policy for alcohol, drugs and weapons:** The purchase or possession of drugs or weapons is strictly prohibited on Houston Habitat for Humanity property and volunteer sites. The purchase or possession of alcohol is also strictly prohibited on Houston Habitat for Humanity volunteer sites, even if permitted by local laws or by the laws of the volunteer's home country.
5. **Follow the gift giving policy:** To avoid potential misunderstandings, embarrassment, injured feelings or jealousy, volunteers are asked not to exchange gifts with Houston Habitat beneficiaries, staff members or community members without consulting Houston Habitat staff. Volunteers may speak with a staff member about appropriate ways to exchange gifts and our staff is happy to suggest gifts that will benefit the entire community.
6. **Protect assets:** Use reasonable care to protect all Houston Habitat for Humanity resources. Stealing, misappropriation or diversion of Houston Habitat for Humanity funds, property, or other assets for personal benefit is not permitted, nor is otherwise engaging in fraudulent activity regarding Houston Habitat for Humanity's assets, operations, or beneficiaries.
7. **Maintain confidentiality:** Build trust with other volunteers and Houston Habitat for Humanity by respecting the confidentiality of volunteers, staff, Houston Habitat beneficiaries, and community members. Unless you receive prior written approval from Houston Habitat, you will not disclose confidential Houston Habitat's information or confidential information given to you by others.
8. **Speak up!:** Houston Habitat for Humanity embraces a "see something, say something" culture. If you become aware of potential misconduct, help reinforce our culture of courage and accountability by sharing your concerns with an appropriate Houston Habitat staff or supervising volunteer. You can also anonymously report potential misconduct through [MySafeWorkplace.com](https://www.mysafeworkplace.com).

I acknowledge that I have read, understand and agree to be guided by this volunteer code of conduct.

I commit to helping safeguarding the rights and dignities of all people I encounter during my volunteer service with Houston Habitat.

I understand that I have a responsibility to report any potential misconduct to an appropriate Houston Habitat staff or through [MySafeWorkplace.com](https://www.mysafeworkplace.com).

I understand that HFHI has the right to release me from my volunteer position at its discretion. I also understand that I am responsible for any costs that I may incur due to a violation of the code of conduct.



## **APPENDIX B: GUIDEBOOK REVISIONS**

9/15/20- Guidebook created

1/27/21- Revised Safety section, revised Roles and Responsibilities, added Core Curriculum section

1/28/21- Added Volunteer Hub, Volunteer Code of Conduct, and Graduation sections

3/16/21- Formatting revisions, revised Core Graduate signup policy