Habitat for Humanity®
Greater Fresno Area




# Volunteer Handbook

Building strength, stability and self-reliance

# Habitat for Humanity Greater Fresno Area
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# Introduction to Habitat Greater Fresno Area

## Welcome to Habitat Greater Fresno Area

Dear Habitat Volunteers,

Welcome to Habitat for Humanity Greater Fresno Area! Since our beginnings in the Fresno area over 40 years ago, people have been, and always will be, our most valuable resource. We are an affiliate of Habitat International and share their mission to put "God's love into action by bringing people together to build homes, communities and hope." Indispensable to this mission are the hands of the volunteers that make it a reality. At Habitat Greater Fresno Area, we are most grateful for our volunteers who come together to invest in our community with us.

The purpose of this guide is to help you have a positive volunteer experience. Whether you are a current volunteer, prospective volunteer, or a stakeholder interested in our volunteer engagement, we pray this handbook is of value to you. It answers frequently asked questions regarding our volunteer programs and gives information about Habitat Greater Fresno Area, those we serve, and the important role of a volunteer. It is our aim to provide a volunteer experience that efficiently and effectively stewards your time and optimizes your impact in our community. At Habitat Greater Fresno Area, we are committed to continuous improvement. As you review this handbook and participate in our various volunteer opportunities, I would love to hear from you about what we are doing well and how we can improve our program. Feel free to contact us at volunteers@habitatfresno.org

Thank you for spending your valuable time with us. You are making a difference in your community!

Building Together,

Ashley Hedemann | CEO
Habitat for Humanity Greater Fresno Area

### Habitat is...

- An ecumenical, non-profit organization that makes homeownership possible through affordable financing options, the sweat equity of future homeowners, donations, and the time and talent of volunteers.
- Inclusive in the population it serves by welcoming everyone.
- Dedicated to the pursuit of excellence while having fun!

## About Habitat for Humanity International

### our mission

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

### our vision

A world where everyone has a decent place to live.

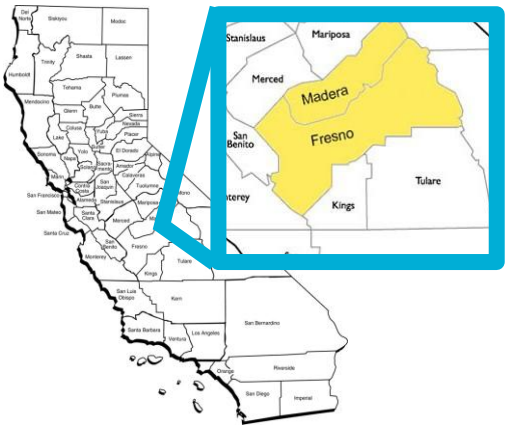
### our principles

1. Demonstrate the love of Jesus Christ.
2. Focus on shelter.
3. Advocate for affordable housing.
4. Promote dignity and hope.
5. Support sustainable and transformative development.

Habitat for Humanity International is a nonprofit, ecumenical Christian housing ministry dedicated to eliminating substandard housing. Although a Christian ministry, Habitat welcomes people of all backgrounds, races, and religions to build and rehabilitate houses together with families in need. Habitat does not give homes away, but provides an opportunity for affordable home ownership through an affordable finance package. Each Habitat affiliate, like Habitat Greater Fresno Area, relies on local community donations to fund new home construction of Habitat homes, and rehabilitation and revitalization of existing homes and communities. With affiliates in over 70 countries and 1,200 United States communities, Habitat has helped over 6.8 million people achieve strength, stability and self-reliance through shelter. You are now a part of the movement.

## About Habitat for Humanity Greater Fresno Area

Since 1985, Habitat for Humanity Greater Fresno Area (Habitat Greater Fresno Area) has partnered with families to help them attain safe, decent, and affordable shelter through new home construction and neighborhood revitalization programs. The tireless work of volunteers in Fresno and Madera counties has changed the lives of many by building affordable new homes, improving existing homes with neighborhood revitalization, supporting the ReStore operations, assisting in the office, conducting outreach, serving on committees and more. Volunteers are vital to who we are and what we do. Together, we help families build strength, stability, and self-reliance through shelter. Together, we pursue a world where everyone has a safe and decent place to live.






Over **1,100 families** served since 1985

**1,200** volunteers helped in 2022

Over **35,000** hours volunteered in 2025

## Service Enterprise Certification

In 2017, Habitat Greater Fresno Area became certified by Points of Light as a Service Enterprise. A Service Enterprise is an organization that fundamentally leverages volunteers and their skills throughout their organization to successfully deliver on its social mission.

Research conducted by TCC Group, a national program and evaluation firm, found that organizations operating as Service Enterprises outperform peer organizations on all aspects of organizational effectiveness, and are more adaptable, sustainable, and capable of scaling their work.

Habitat Greater Fresno Area completed a comprehensive assessment and over 20 hours of training and consulting with leaders in the field of volunteerism. Through this process, along with considerable change and planning, Habitat Greater Fresno Area is better able to integrate volunteers into our day-to-day operations. By achieving this level of excellence our affiliate is better equipped to leverage your time and talents and better serve our mission! Today, we continue to uphold these best practices.

## The Need for Affordable Housing in Fresno & Madera Counties

Habitat Greater Fresno Area envisions a world where everyone has a safe, decent place to call home. Throughout the world, housing instability, which may include frequent moves, overcrowding, or the threat of eviction or foreclosure, creates stress, depression and hopelessness in too many families.

did you know?

Fresno ranks **2nd** in the nation for cities with the highest rates of **extreme poverty**

a worker earning federal minimum wage would need **three full-time jobs** to afford a **two-bedroom rental**

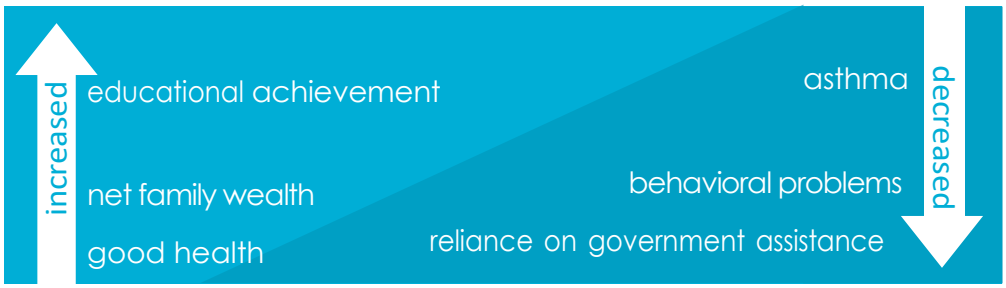
Adults struggling to afford housing describe themselves as less healthy, while insecure housing threatens the well-being and development of millions of children. In our area, many families must pay a high percentage of their income for safe and decent housing. This leads to impossible choices between essential needs. Rent or transportation? Food or health care?

A decent and affordable place to live helps free families from these physical and mental hardships. It places them on a path of new opportunity, increased confidence, and boosted self-reliance. By partnering with Habitat Greater Fresno Area, a family has a stable place to live and spend time together. An affordable mortgage means they have a chance to create savings and invest in their education. A decent roof over their heads establishes their home as a place that protects, instead of endangers, their health.

By creating partnerships with future homeowners, Habitat Greater Fresno Area, and the community, families acquire

skills in financial education, access to a safe place to live, and the knowledge to become successful, self-sufficient homeowners.

safe, decent, affordable homeownership leads to






## Our Programs: How We Build in Our Community



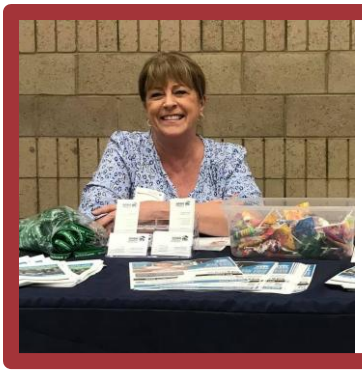
### New Home Construction

- Builds and rehabilitates homes with the help of homeowner families, staff, and volunteers.
- Future homebuyer families qualify for new home ownership based on three criteria: need, willingness to partner which includes complete sweat equity hours, and the ability to pay an affordable mortgage.



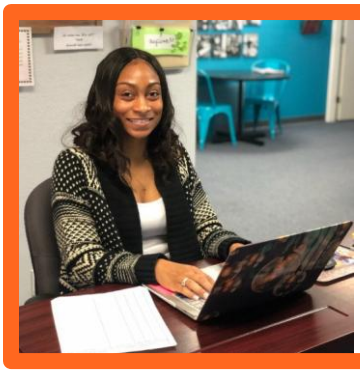

### ReStore

- Reuse-stores selling new and gently used home improvement and building items at discounted prices.
- Accepts new and gently used donations of furniture, appliances, housewares, building materials, and more!
- Offers everyone affordable home improvement items.
- All proceeds help build homes, communities, and hope in Fresno and Madera counties.



### Development and Community Outreach

- Forges new and strengthens existing community relationships.
- Raises funds to support Habitat's mission through individual and corporate donors, sponsorships, grants, and in-kind donations.
- Habitat Ambassadors: Helps spread Habitat's mission at outreach and community events.
- Fundraising Events to Fund the Mission: Habitat Annual Event, Fig Garden Wine and Craft Beer Walk, Zoo-Dun-It, CigarFest, and more!



### Affiliate Office

- Provides administrative support for Habitat Greater Fresno Area's programs.
- Offices for program staff, including: Volunteer Engagement, New Home Construction, Family Services, Neighborhood Revitalization, Development and Community Outreach, Accounting, and Office Administration.

## Our Staff

| | |
|---|---|
| Volunteer Engagement Department | Volunteer Engagement Coordinator —Celena Genest |
| New Home Construction | Construction Director—Rick O'Daniel<br>Site Supervisor—Jorge Vargas<br>Assistant Site Supervisor—Alfredo Sandate |
| Homebuyer Services | Homebuyer Services Coordinator—Mary Ayala<br>Homebuyer Services Specialist—Sophia Lopez-Martinez |
| ReStore | ReStore Manager—Frankie Garibay<br>Warehouse Lead—<br>Retail Operations Coordinator—Kacie Wilson<br>Donation Ambassador—Ashanti Ross<br>ReStore Driver—Jerry York, Jr. |
| Development & Marketing | Development Director—Cary Catalano<br>Digital Engagement & Fundraising Manager—Megan Scholl |
| Administration | Chief Executive Officer (CEO)—Ashley Hedemann<br>Chief Financial Officer (CFO)—Stacey Simpson<br>Director of Community Programs & Compliance—Marina Harutyunyan<br>Executive Administrator—Miaka Hardcastle<br>Staff Accountant—Mandy Ramirez |

## Contact Us & Hours of Operation

| | |
|---|---|
| Volunteer Engagement Department | 2546 N. Clovis Ave., Fresno, CA 93727<br>(559) 237-4102 ext. 115<br>Tuesday—Saturday |
| ReStore | 2546 N. Clovis Ave., Fresno, CA 93727<br>(559) 237-7867<br>Monday—Saturday, 9am—5pm |
| New Home Construction | Various Site Locations (see department for details)<br>(559) 237-4102<br>Tuesday—Saturday |
| Homebuyer Services | 2546 N. Clovis Ave., Fresno, CA 93727<br>(559) 237-4102 ext. 117<br>Monday—Friday, 8am—4:30pm |
| Development & Marketing | 2546 N. Clovis Ave., Fresno, CA 93727<br>(559) 237-4102 ext. 120<br>Monday– Friday, 8am—4:30pm |
| Affiliate Office | 2546 N. Clovis Ave., Fresno, CA 93727<br>(559) 237-4102<br>Monday—Friday, 8am—4:30pm |

## Connect with Us

Stay updated on Habitat Greater Fresno's impact in the community. Show your love for building homes, communities, and hope by joining conversations with the Habitat family. Tag Habitat Greater Fresno Area in photos from your day of service and read informative posts on safe, decent shelter and neighborhoods!

| Facebook | Instagram | LinkedIn |
|---|---|---|
| @HabitatFresno<br>@ClovisReStore | @fresno_habitat<br>@restoregreaterfresnoarea | @habitat-for-humanity-greater-fresno-area |

# Volunteer Opportunities with Habitat Greater Fresno Area

Habitat Greater Fresno Area relies on the experience, talent, and insight from you, our volunteers, to come together with staff and the community to build homes, communities, and hope. There are a wide variety of ways volunteers get involved. Whether you volunteer as an individual or with a group, once a month or every day, you are a critical part of our mission. If you have special knowledge or skills that may help Greater Fresno Area, our volunteer engagement department would love to hear about them! While we do not guarantee placement, we encourage you to get involved in an area that speaks to your interests and talents! Click here to register as a volunteer today!

## Individual Volunteer Registration & Sign Up Process

Detailed step-by-step registration and sign up information is available in the Policies and Procedures section of this manual.

### CREATE AN ACCOUNT

1. Volunteers can register by creating an account at www.habitatfresno.volunteerhub.com.
2. All volunteer accounts are approved after passing a Megan's Law check.

### SIGN UP FOR A VOLUNTEER EVENT

3. Once approved, you will receive an email notification. At this time, you can log into your account using the username and password you created.
4. Search opportunities and select "Sign Up" next to the volunteer event you would like to join!

## Group Volunteer Registration & Sign Up Process

Detailed step-by-step registration and sign up information is available in the Policies and Procedures section of this manual.

### CONTACT HABITAT GREATER FRESNO AREA

1. Groups of five or more should discuss volunteer projects with the volunteer engagement department by calling 559-237-4102 or emailing volunteers@habitatfresno.org.
2. Be prepared to discuss group size, day/time availability, volunteer ages, and other details specific to your group.

### CREATE VOLUNTEER ACCOUNTS/SIGN UP FOR A VOLUNTEER EVENT

3. Volunteer group members will create volunteer accounts and sign up for their event with personalized instructions provided by Habitat Greater Fresno Area's volunteer engagement department.

## Habitat Greater Fresno Area Volunteer Opportunities Overview

| Volunteer Opportunity | Sample Tasks | Age Limits | Schedule | Group Availability |
|---|---|---|---|---|
| New Home Construction | • Hospitality<br>• Framing<br>• Siding<br>• Roofing<br>• Insulation<br>• Drywall<br>• Painting<br>• Landscaping<br>• Millwork<br>• Carpentry | 18+ | Saturdays<br>7:30am—12:30pm | Group Availability Based on Task |
| ReStore | • Organizing<br>• Sorting<br>• Pricing<br>• Shelving<br>• Assembly<br>• Customer Service<br>• Merchandising<br>• Electrical Testing<br>• Donation Receiving | 14+ | Monday—Saturday<br>9am—1pm<br>1pm—5pm | Up to 30 Volunteers |
| Development & Marketing | • Fundraisers<br>• Social Media<br>• Data Management<br>• Special Events<br>• Office Tasks<br>• Advocacy | Varies Based on Project | As Scheduled | Varies Based on Event |
| Habitat Ambassadors | • Tabling Events<br>• Outreach<br>• Special Events<br>• Volunteer Fairs<br>• Public Speaking<br>• Community Fairs/Events | 16+ | As Scheduled | No Group Availability |
| Affiliate Office | • Internships<br>• Front Desk<br>• Data Entry<br>• Filing<br>• Administrative<br>• Customer Service<br>• Phone Call Management | 16+ | Monday—Friday<br>8am—4:30pm | No Group Availability |
| Other Projects | • Snack Committee<br>• Office Tasks<br>• Data Management<br>• Community Drives<br>• Special Projects Based on Skills | Varies Based on Project | Varies Based on Project | Varies Based on Project |

## Habitat Greater Fresno Area Committee Member Opportunities

In addition to our program volunteer opportunities, Habitat Greater Fresno Area relies on community members to donate their time and talents through our governance and program committees. Committee members work together with Habitat Greater Fresno Area staff to make informed decisions regarding organizational strategy and affiliate policies.

### Governance Committees include:



**joining a committee**

Being a member of a committee requires regular participation in meetings and other related activities for a designated term period.

If you are interested in joining one of our committees, please send us an email! info@habitatfresno.org

**Finance Committee**

- Reviews financial reports/other financial information, systems of internal controls regarding finance, accounting and ethics, and auditing, accounting and financial reporting processes.
- Encourages continuous improvement of, and fosters adherence to, policies, procedures, and practices at all levels.

**Operations Committee**

- Reviews and modifies, as necessary, all internal operating policies and procedures, guidelines, manuals, and other internal documents that govern the work of Habitat Greater Fresno Area, and ensures legal and organizational integrity.

**Land Acquisition & Development Committee**

- Researches, identifies, and vets suitable new home construction properties, including undeveloped land, developed lots, donated land, and houses, throughout Fresno and Madera counties to recommend to the Strategy Committee and Board of Directors.

**Governance Committee**

- Recruits, interviews, nominates, orients, and trains new and existing Habitat Fresno Board members.
- Ensures appropriate protocol is being followed in each committee.

**Strategy Committee**

- Provides recommendations to the Board of Directors regarding the

### Program Committees include:

**Volunteer Committee**

- Ensures all volunteers have a consistent, positive volunteer experience while learning about and working toward Habitat's mission.

**Family Selection Committee**

- Reviews potential Habitat homeowner applications, conducts home visits and interviews to determine housing need and willingness to partner, and documents financial ability to repay a home mortgage.
- Recommends homeowner applicants to the Board of Directors.

**Prayer Committee**

- Supports Habitat International's **God @ the Center** initiative and implements practical tools to keep the organization and its stakeholders in prayer.

**Fund Development Committee**

- Ensures there is a strategic fundraising plan, ensures research is done and identifies potential sources of funds from diverse sources, and develops an action plan for fundraising.

## Habitat Greater Fresno Area Board of Directors Opportunities

Habitat Greater Fresno Area's Board of Directors is a group of industry experts committed to the mission and ministry of the organization. Board members attend monthly board meetings where the group meets, eats, and makes decisions essential to the vitality of Habitat Greater Fresno Area. Each board member also serves on one or more committees, recommends other members to the board, and supports Habitat Greater Fresno Area's mission financially.

Before applying for a position on the board of directors, we recommend starting your relationship with Habitat Greater Fresno Area by joining one of the committees listed in the previous section. For more information on committees and the board of directors, visit www.habitatfresno.org.

## Habitat Greater Fresno Area CORE Volunteer Program

CORE volunteers are community members interested in making a consistent commitment to volunteering with Habitat Greater Fresno Area. The affiliate office, new home construction, and ReStore programs each rely on dedicated volunteers to help orient, train, and supervise new volunteers to the unique volunteer experiences. The requirements of the CORE volunteers vary by program area, but typically require:



- CORE Training and Onboarding
- Regular Schedule
- Ongoing trainings, as needed

If you are interested in a CORE volunteer opportunity, please contact the volunteer engagement department at 559-237-4102 ext. 115 or volunteers@habitatfresno.org.

## Required Community Service & Required School Hours — Class Requirement, Service Learning, Civic Groups, Community Assistance Programs, Court-Ordered, Probation

Habitat Greater Fresno Area encourages volunteers with hour requirements for school, civic groups, community assistance programs, and community or court-ordered service. Required community service hours with specific criteria, benchmarks, or objectives should be discussed with the volunteer engagement department before signing up to help match you to the best opportunity to meet your goals—dependent on timeframe and program.

Volunteers with required community service hours should complete an orientation session prior to their first shift and also log in and log out of our volunteer tracking system, VolunteerHub, each time they volunteer and check in with the appropriate Habitat Greater Fresno Area staff, dependent on program specifications. All required documentation for hour verification and evaluation will be signed by Habitat Greater Fresno Area staff based on the hours appropriately documented in our volunteer tracking system. Volunteers with required community service hours should also maintain personal records of their hours completed. Regardless of why a volunteer is completing community service hours, all volunteers deserve to be shown respect from staff, customers and other volunteers. We do not tolerate harassment or bullying, and you may always come to a staff member with any questions or concerns. Please note that details of required community service are left to the discretion of the volunteer to share, as that is personal information that staff will not inquire about.

For your convenience and to help you stay on track, all volunteer hours with Habitat Greater Fresno Area programs are accessible to view and print from any device with access to the internet on VolunteerHub. These standards are applicable to all volunteers with required hours.

## Family & Youth Engagement Opportunities



While many volunteer opportunities have age restrictions for safety reasons, Habitat Greater Fresno Area is dedicated to engaging youth of all ages in our mission. Current opportunities exist for schools, groups, clubs, and organizations, including annual events and family service days. Habitat Greater Fresno Area also encourages youth to get engaged with building homes, communities, and hope at home with projects like baking cookies or writing thank you notes! For more information on youth-appropriate volunteer opportunities, contact us directly at volunteers@habitatfresno.org or 559-237-4102 ext. 115.

## School Engagement Opportunities—Campus Chapters

Habitat Campus Chapters offer high schools and colleges the opportunity to establish student-run clubs dedicated to Habitat's mission and vision. Members of the Campus Chapters develop ways to educate, advocate, serve, and fundraise locally and globally in partnership with Habitat Greater Fresno Area! For more information, contact the volunteer engagement department at volunteers@habitatfresno.org or 559-237-4102 ext. 115.

## School Engagement Opportunities—Career Technical Education

Habitat Greater Fresno Area is an advocate and supporter of local Career Technical Education (CTE) programs! If your CTE program is interested in partnering to expand your classroom to the community, host guest speakers from Habitat Greater Fresno Area, or invite Habitat Greater Fresno Area to assist in educational events, contact the volunteer engagement department at volunteers@habitatfresno.org or 559-237-4102 ext. 115.



# Volunteer Policies and Procedures

## Safety

Your safety is our top priority during your volunteer event and as a volunteer, you share the responsibility for establishing and maintaining a safe work environment. Habitat Greater Fresno Area will work to ensure a safe work environment by complying with federal, state, and local safety regulations, and will provide safety briefings when appropriate. In turn, volunteers are expected to obey safety rules and use caution in all volunteer activities. Specific safety items to keep in mind:

- Do not work on tasks outside of your comfort level and listen to all staff directions.
- Immediately report any unsafe conditions to your supervisor.
- Report any accident which results in injury (regardless of how insignificant) to your supervisor. First aid kits are located on all job sites and a supervisor will let you know where they are located.

## General Dress Code & Materials

The dress code required for volunteers at Habitat Greater Fresno Area will vary depending on your volunteer site and program area. In general, volunteers should dress in good taste and maintain proper grooming and personal hygiene. Volunteers working in new home construction or neighborhood revitalization should wear the specific dress codes provided below and in the confirmation email received after registering.



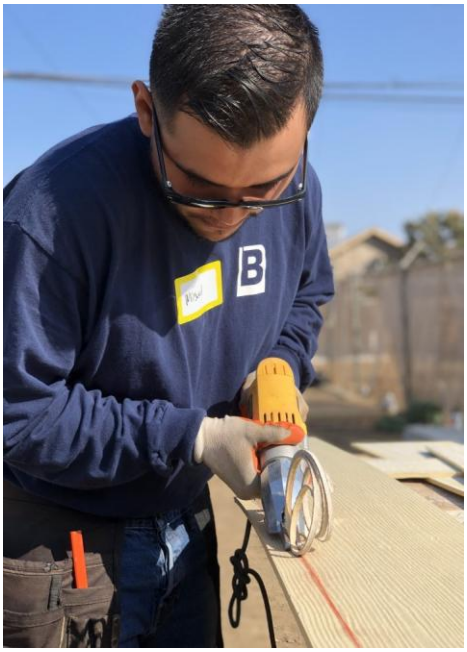



Habitat for Humanity GFA considers the presentation of its image to employees, business affiliates and the public to be an important factor in our success. As such, the company requires anyone representing the organization to dress in good taste and observe good habits of grooming and personal hygiene. Clothing should be neat, clean, not create undue distractions, and be consistent with safety guidelines. Make-up, jewelry and other accessories should be appropriate for our business and the employee's specific job function.

Dress code requirements may vary based on job function, gender, level of public contact, safety issues and other business considerations. When appropriate, Habitat for Humanity GFA will make reasonable accommodations in its grooming standards. If you are uncertain as to the appropriateness of a specific clothing item, accessory or style of dress, please consult a staff member.

Habitat Greater Fresno Area will provide water, tools, safety equipment, and personal protective equipment (PPE) necessary to perform volunteer tasks. Please treat all tools and equipment with care and concern. Volunteers may bring personal tools or safety equipment to a worksite if they are clearly labeled with the volunteer's name. Volunteers must be cleared by Habitat Greater Fresno Area staff to use certain power tools or pieces of equipment. Habitat Greater Fresno Area is not able to lend or rent tools for personal use.

See below for safety regulations, dress code specific attire, and protective equipment for your volunteer event.



## Personal Safety

- Use of power tools including, but not limited to, saws, shearing machines, nippers, and wood-working machines is prohibited unless approved by Habitat Greater Fresno Area staff.
- Use of equipment including, but not limited to, lawn mowers and weed eaters, must be approved by Habitat Greater Fresno Area staff.
- Be prepared to stay hydrated and drink plenty of water (provided by Habitat Greater Fresno Area).
- Lift with your legs, not with your back. Use team lifting when needed.
- Watch for fatigue and illness with others and report concerns to your supervisor.
- Be aware of your surroundings.
- Use teamwork to avoid overexertion.
- Report any safety concerns to Habitat Greater Fresno Area staff.
- All cell phone usage (including the camera) must take place away from the worksite. If you need to use your cell phone or would like to take a photo, please let your leader know.
- Be familiar with the location of first aid, fire extinguisher, and emergency information.
- Operating a Habitat Greater Fresno Area vehicle is prohibited.
- No horseplay or running.
- Ladder safety includes:
  - Use of appropriate ladder for the task.
  - Place ladder on level surface.
  - Lock ladder in place.
  - Do not stand on the upper two rungs.
  - Use the appropriate ladder for your weight.



## Dress Code & Personal Protective Equipment

- Closed-toe and closed-back shoes are MANDATORY.
- Dress warm and in layers during the winter months.
- Long shorts and t-shirts are appropriate for summer hours, however, tank tops and short shorts are not allowed.
- Gloves are recommended, but not required.
- When necessary, goggles or safety glasses will be provided by Habitat Greater Fresno Area.
- Hearing protection is recommended when around noisy equipment (provided by Habitat Greater Fresno Area).
- Dust respirators are recommended when around dust/drywall/insulation (provided by Habitat Greater Fresno Area)

## Personal Safety



- Be prepared to stay hydrated and drink plenty of water (provided by Habitat Greater Fresno Area).
- Lift with your legs, not with your back. Use team lifting when needed.
- Watch for fatigue and illness with others and report concerns to your supervisor.
- Be aware of your surroundings.
- Use teamwork to avoid overexertion.
- Report any safety concerns to ReStore staff.
- All cell phone usage should take place in the break area and away from customers. If you need to use your cell phone or would like to take photos, please let the ReStore staff know.
- Be familiar with the location of first aid, fire extinguisher, and emergency information.
- No horseplay or running.
- Operating a Habitat Greater Fresno Area vehicle is prohibited.



## Dress Code & Personal Protective Equipment

- Closed-toe and closed-back shoes are MANDATORY.
- Covered shoulder shirts are required.
- ReStore Clovis is not climate-controlled. Long shorts and t-shirts are appropriate for summer hours, however, tank tops and short shorts are not allowed. Dress warm and in layers during the winter months.
- Gloves are recommended for some projects (provided by Habitat Greater Fresno Area).
- All required personal protective equipment will be provided by Habitat Greater Fresno Area.

## Sign Up Process—Individual Volunteers

**Step 1: Register as a Volunteer**

- Go to www.habitatfresno.volunteerhub.com
- Click "Create an Account" in the upper right corner
- If coming with a group, enter the join code provided by the group coordinator
- Complete application and click "Submit"

*If you do not have internet access or need help, call 559-237-4102 ext. 115 to speak with the volunteer engagement department.

**Step 2: Approval of Account & Interviews**

- Volunteer accounts are only approved after passing a Megan's Law check
- You will be notified by email when you have passed the check
- If you do not pass the Megan's Law check, you will be formally notified by email and given an opportunity to contest the findings
- Volunteers wishing to work with the affiliate office, Habitat Ambassadors, internships, committees, or the Board of Directors will need to attend an interview with Habitat Greater Fresno Area staff

**Step 3: Sign Up for Volunteer Event**

- You will receive a link to sign into your VolunteerHub online account in your account approval email. You may also visit www.habitatfresno.volunteerhub.com after receiving the approval email to sign in
- Log into VolunteerHub using the username and password you created
- Search for the volunteer event that best matches your interests
- If you worked directly with the volunteer engagement department to create your online account, you will receive specific directions on how to schedule

* For opportunities requiring an interview, Habitat Greater Fresno Area staff will notify you on scheduling and signing up.

**Step 4: Sign Waiver**

- Volunteers over the age of 18 years:
  - Electronically sign a waiver when signing up for an event
  - Waivers are active for one calendar year from the date of signature
- Volunteers under the age of 18 years:
  - Must have a parent or legal guardian sign the physical paper waiver that is emailed in your volunteer event confirmation
  - The signed waiver must be brought to the volunteer event

## Sign Up Process—Group of Five or More Volunteers

**Step 1: Contact Habitat Greater Fresno Area**

- Before signing up online, volunteer groups of five or more should discuss their project with the volunteer engagement department
- Contact Habitat Greater Fresno Area volunteer engagement department staff at 559-237-4102 ext. 115 or volunteers@habitatfresno.org
- Be prepared to discuss group size, day/time availability, volunteer ages, and other details specific to your group
- Habitat Greater Fresno Area will provide a volunteer registration guide for your individual volunteers
- If your group is unable to complete online registrations, please discuss alternative options during your initial contact

**Step 2: Individual Volunteer Registration &**

- Volunteers will follow the step-by-step instructions provided to the group coordinator by the Habitat Greater Fresno Area volunteer engagement department
- All volunteer registrations are completed at www.habitatfresno.volunteerhub.com
- For groups unable to complete online registration, Habitat Greater Fresno Area will work with you on a case-by-case basis to sign up individual volunteers
- Instructions will include a join code created just for your group

**Step 3: Volunteer List**

- Habitat Greater Fresno Area will request a list of all volunteer names at least one week before your scheduled event to ensure the team is best prepared
- If participating in a sponsored team build day, arrangements will be made with volunteer department.



## Cancellations, Absences, & Tardiness




You are a critical part of our ability to meet community needs and it is vital you communicate with Habitat Greater Fresno Area regarding your schedule. If you fail to show up or arrive late to your scheduled shift, others must take on the task you were expected to complete. This can mean the project may not be completed due to insufficient volunteer help.

If you are unable to attend a scheduled volunteer event, please notify the event organizer or volunteer engagement department as soon as possible and no later than 24 hours in advance. This gives Habitat Greater Fresno Area staff an opportunity to properly plan for a successful project. Should a conflict arise on the day of your volunteer event, please immediately call the event coordinator indicated in your confirmation email. Due to safety regulations, if you arrive five minutes late to a construction-related event and miss the required safety briefing, you will be asked to reschedule your volunteer event and come back another day.

## Signing In & Hour Tracking

Habitat Greater Fresno Area uses an online tracking system, VolunteerHub, to monitor volunteer hours. Tracking volunteer hours is an important way to determine the impact volunteers are making on our community, provide volunteers an accurate count of their hours, and provide Habitat Greater Fresno Area a method to report hours, as needed.

Each time you arrive for your volunteer event, locate the sign-in table or desk and log into the VolunteerHub tracking system. Habitat Greater Fresno Area staff will be present to guide you through the sign-in process. In certain circumstances, you may sign in using a paper and pen. It is also your responsibility to sign out of VolunteerHub after you complete your volunteer event.

## Weather

Many new home construction and neighborhood revitalization volunteer events take place outside and are often influenced by weather conditions. ReStore locations have a combination of indoor and outdoor volunteer tasks and are not affected by inclement weather conditions.



Temperatures may range from 30 to 100 degrees Fahrenheit. During summer months, drink plenty of water before coming to a volunteer event. Habitat Greater Fresno Area will provide shade and water at your event. During winter months, volunteer events may still be held in mildly rainy conditions, so please dress for the elements.

If a significant rain event occurs that may impact your volunteer event, you will be contacted via telephone or email. You will only be contacted in the event of a cancellation. If you do not hear from Habitat Greater Fresno Area staff, be prepared to move forward with your volunteer event.

## Confidential Information & Contact with the Media

Habitat Greater Fresno Area is dedicated to maintaining the confidentiality of home buyers, volunteers, and donors. Your exposure to confidential material is dependent on your volunteer experience. In all circumstances, exercise your best judgment. Do not share any information with others if it is outside the scope of the volunteer experience. If you are aware of a home buyer issue that requires immediate attention, especially if it involves volunteers, please immediately direct your concern to the Habitat Greater Fresno Area volunteer engagement department or the Executive Director.

On special occasions, media is invited to film and, in some instances, participate in Habitat Greater Fresno Area volunteer events. Often, we ask volunteers to help us tell our story to the media. We ask you to not speak with the media unless you have been authorized by Habitat Greater Fresno Area staff.



## Non-Proselytization

Habitat Greater Fresno Area is a Christ-centered organization, but will not proselytize anyone volunteering with us. Habitat Greater Fresno Area will not work with entities or individuals who insist on proselytizing as a part of their work with us. This means Habitat Greater Fresno Area will not offer assistance on the expressed or implied condition that people must adhere to or convert to a particular faith, or listen and respond to messaging designed to induce conversion to a particular faith.

## Harassment & Discrimination

Habitat Greater Fresno Area is committed to providing a positive work environment free of bias and discrimination. Volunteers are also responsible for helping us maintain an environment free of discrimination. Habitat Greater Fresno Area prohibits any harassment between volunteers, employees or non-employees based upon race, religious creed (including religious dress or grooming), color, national origin, ancestry, physical or mental disability, medical condition, genetic information or characteristics, marital status including domestic partnership, familial status, age, sex (including sexual harassment, gender harassment, and harassment based on pregnancy, childbirth or related medical conditions and breastfeeding or medical conditions related to breastfeeding), gender identity, gender expression, or sexual orientation, military or veteran status, or any other legally protected characteristic or status. Volunteers are also protected if they are perceived to have any of these characteristics or are associated with a person who has, or is perceived to have, any of these characteristics.

Behaviors such as telling ethnic jokes, making religious slurs, using offensive "slang" or other derogatory terms denoting a person's race, age, national origin, disability or mimicking one's speech, accent or disability, are examples of prohibited conduct and will not be tolerated in our organization.

Any volunteer who believes they are a victim of sexual or discriminatory harassment is encouraged to let the harasser know that the behavior is unwelcome. In addition, volunteers who believe they have been harassed must immediately report the matter to their supervisor or Executive Director. A grievance will be filed at such time.



## Grievances

We hope all volunteers have an amazing experience serving with Habitat Greater Fresno Area. However, in the event a problem arises during a volunteer's period of service, no matter how large or small, we have the following grievance procedure in place to ensure all volunteer opinions and concerns are addressed. Habitat Greater Fresno Area defines a grievance as any event, condition, rule, or practice which the volunteer believes violates their rights, treats them unfairly, or causes any degree of unpleasantness or unhappiness on the job.

- Volunteers are encouraged to speak privately and directly with the person(s) involved. Each person should speak kindly and listen carefully to the other person in an attempt to resolve all issues.
- If the persons involved cannot arrive at a satisfactory resolution, they should meet with volunteer department staff. The volunteer department will listen to the concerns expressed and reach a decision on the matter. The volunteer department may seek advice from another member of management before making a decision.
- The volunteer department will follow up with all parties involved within 10 days of the meeting. All volunteers should cooperate and support any decision that is reached.
- If differences cannot be resolved to a volunteer's satisfaction, the volunteer may file a formal written grievance with the Executive Director. Volunteers should include any evidence supporting their claim, the identity of witnesses, and other information pertinent to the complaint.



- The Executive Director or a designee will investigate the grievance and take any other action necessary to make a decision. The grievance should be filed within 30 days of the incident giving rise to the claim.
- If the volunteer is dissatisfied with the decision of the Executive Director, or if they have a concern about a serious matter such as discrimination or safety issues, they may appeal the decision by filing an objection with the President of the Board. The objection must be filed within 10 days of receiving the decision by the Executive Director.
- The Board President will review the objection and may also ask for additional information from the volunteer or any other person involved. The Board President's decision is final.

There will be no discrimination against or toward anyone for their part in presenting a grievance. All grievances are handled confidentially.

## Volunteer Conduct & Termination




Habitat Greater Fresno Area values the contributions of all volunteers; however, we are an at-will agency and have the right to terminate a volunteer relationship without cause. To provide clear expectations, we have provided a list of expected conduct. Habitat Greater Fresno Area staff will work to provide volunteers feedback on minor policy violations. Serious rule violations may result in termination of the volunteer relationship. Expected conduct includes:

- Being on time for scheduled service
- Notifying Habitat Greater Fresno Area staff of cancellations as far in advance as possible. Excessive absences may result in the termination of a volunteer relationship.
- Logging or signing in with Habitat Greater Fresno Area staff when arriving to work
- Logging or signing out with Habitat Greater Fresno Area staff when leaving the work site
- Wearing designated Habitat Greater Fresno Area safety garments, wrist band, and volunteer ID badge or name tag
- Attending or viewing all required safety briefings and videos
- Signing all required safety forms and waivers electronically or in paper format annually
- Talking on phones during designated break period
- Following all directions of a supervisor
- Staying hydrated, especially in hot weather
- Taking 10-minute breaks at least every two hours
- Refraining from using profanity on worksites
- Refraining from use of tobacco products on Habitat Greater Fresno Area premises or sites, except in approved smoking areas at designated times
- Volunteers under the age of 18 should refrain from using tobacco products at all Habitat Greater Fresno Area sites





Serious rules violations include:

- Theft or inappropriate removal of Habitat Greater Fresno Area property
- Installing, downloading, or emailing inappropriate, unlawful, or embarrassing information on organization computers such as sexually explicit materials, racial slurs, and gender-specific comments
- Bringing a weapon to a worksite without appropriate concealed carry documentation
- Misuse of agency funds, equipment, or materials
- Asking another person to sign you in or out of the time tracking system
- Drinking, inhaling, or ingesting any controlled or illegal substances while volunteering with Habitat Greater Fresno Area
- Arriving to work at a Habitat Greater Fresno Area worksite under the influence of any controlled or illegal substances
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs on a Habitat Greater Fresno Area worksite
- Fighting or threatening violence in the workplace
- Violation of safety or health rules that endanger the lives of or may cause injury to another person or persons



## Volunteer Rights



We appreciate the hard work and personal investment volunteers make in our organization and its mission. We are dedicated to supporting, supervising, and recognizing volunteer contributions and striving to protect the rights of all our volunteers.

As a Habitat Greater Fresno Area volunteer, you have the right to:

- Receive updated and accurate information regarding Habitat Greater Fresno Area
- Receive a copy of Habitat Greater Fresno Area's volunteer policy
- Be assigned appropriate tasks according to ability, skill, interest, availability, and training
- Receive training, feedback, and supervision for the accepted task
- Know who to report to for work assignments
- Work in a healthy and safe environment
- Say "no" if asked to conduct a task you are uncomfortable completing
- Receive a job description and agreed upon working hours for volunteer assignment, when appropriate
- Have your personal information handled in a confidential manner
- Provide feedback and suggestions about your volunteer experience
- Receive recognition for your contributions
- Be treated as a team member who contributes to the mission and vision of Habitat Greater Fresno Area

### Benefits of Volunteering with Habitat Greater Fresno Area

- A 30% discount off your purchase at Habitat ReStore
- Positive impact on your community
- Gain confidence
- Learn new skills
- Meet people and learn about the diversity within our community
- Be a part of your community
- Create memories to share with your friends and family
- Have fun!



# Appendix A: New Home Construction Volunteer FAQs

## Frequently Asked Questions from New Home Construction Volunteers

### Do I need to have experience?

No. In fact, Habitat Greater Fresno Area plans for volunteers to learn as they go! The new home construction site has four full-time staff and a group of CORE volunteers to help new volunteers learn the construction trades and tasks for your volunteer event.

### How much volunteer help is needed?

New home construction only takes place on Saturday mornings from 7:40am until 12:30pm. For safety and liability reasons, there are a specific number of volunteer openings each weekend. The construction schedule determines how many volunteer spaces are available. Volunteer events include framing, siding, roofing, installing insulation, hanging drywall, painting, electrical, and landscaping.

### Where is the new home construction site located?

Habitat Greater Fresno Area is building homes in several locations in Fresno and Madera counties. When you sign up for a build day, you will be provided the new home construction site address.

### When should I arrive and when should I expect to leave?

Please arrive at the new home construction site by 7:40am and plan to stay until 12:30pm. All volunteers must be present for the morning safety briefing. If volunteers arrive late and are not in attendance at the safety briefing, they may be asked to reschedule to ensure all safety protocols are met. Although we appreciate your time on Saturday mornings, it is disruptive to work flow if you need to leave early. If you are not able to commit to the hours of 7:40am until 12:30pm, Habitat Greater Fresno Area volunteer engagement department will help you find a day that is more convenient for your schedule.





### What should I do when I arrive?

When arriving, look for the sign-in table and check in with Habitat Greater Fresno Area staff or hospitality volunteers. If you have not completed your volunteer waiver forms, you will complete them at check-in. After signing in, spend some time getting to know the families, staff, and other volunteers. Please do not walk into any of the homes under construction until directed by a Habitat Greater Fresno Area construction staff.

### What is the schedule for a new home construction volunteer event?

7:40am: Arrive at the Job Site
8:00 – 8:20am: Safety Briefing
8:20 – 10:00am: Work
10:00 – 10:20am: Break
10:20am – 12:00pm: Work
12:00 – 12:30pm: Clean up



### Who is in charge on the work site?

The Director of Construction is in charge of all work on the new home construction site. He is a professional contractor and makes all decisions regarding workflow on Saturday mornings. He is assisted by the site supervisor and site worker in making these workflow decisions.

### How might weather impact my construction volunteer experience?

Habitat Greater Fresno Area follows a strict build schedule, therefore the construction tasks occur despite heat or rain. If a significant rain event occurs that impacts your volunteer event, you will be contacted via telephone or email. You will only be contacted in the event of a cancellation. If you do not hear from Habitat Greater Fresno Area staff, we are prepared to move forward with your volunteer event.

### Do I need to bring snacks?

No. Habitat Greater Fresno Area will provide snacks and water for each new home construction volunteer event. If you are interested in supplying snacks or beverages, please notify Habitat Greater Fresno Area volunteer engagement department so we can plan accordingly.

# Appendix B: Neighborhood Revitalization Volunteer FAQs

## Frequently Asked Questions from Neighborhood Revitalization Volunteers

### Do I have to have experience?

No. In fact, Habitat Greater Fresno Area plans for volunteers to learn as they go! All neighborhood revitalization programs, including Acts of Kindness, have staff on-site to help volunteers learn new tasks and techniques.

### How much volunteer help is needed?

Acts of Kindness events take place on Tuesdays and Thursdays. The project scope and size determines the number of volunteers needed to assist. Other neighborhood revitalization project volunteer numbers are also determined by the project scope.

### Where area sites located?

Habitat Greater Fresno Area conducts projects throughout Fresno and Madera counties. Registered volunteers are informed of the location address the Thursday before their scheduled volunteer event.

### When should I arrive and when should I expect to leave?

When volunteering for an Acts of Kindness, please plan on arriving to the site at 9am and staying until 12:30pm. On occasion, the time commitment for an event can change. Habitat Greater Fresno Area volunteer engagement department will notify you if any time changes occur for your volunteer event.








### What should I do when I arrive?

When arriving, look for the sign-in table and check in with Habitat Greater Fresno Area staff or hospitality volunteers. If you have not completed your volunteer waiver forms, you will complete them at check-in. After signing in, spend some time getting to know the staff and other volunteers. Please do not walk onto the project location until directed by Habitat Greater Fresno Area construction staff.

### What is the schedule for an Acts of Kindness event?

9:00am: Arrive at the site
9:00-9:30am: Sign-In
9:30 – 9:50am: Orientation
9:50 – 11:00am: Work
11:00 – 11:20am: Break
11:20am—12:00pm: Work
12:00 – 12:30pm: Clean Up and Closing

### How might weather impact my neighborhood revitalization volunteer experience?

In the event of a significant rain event or extreme temperatures, an event may be cancelled. If a significant rain event occurs that impacts your volunteer event, you will be contacted via telephone or email. During the summer months, events are cancelled when temperatures are forecasted to reach 104 degrees or higher during the time of the event.

You will only be contacted in the event of a cancellation. If you do not hear from Habitat Greater Fresno Area staff, we are prepared to move forward with your volunteer event.



### Do I need to bring snacks?

No. Habitat Greater Fresno Area will provide snacks and water for each other neighborhood revitalization volunteer events. If you are interested in supplying snacks or beverages, please notify Habitat Greater Fresno Area volunteer engagement department so we can plan accordingly.

# Appendix C: ReStore Volunteer FAQs

## Frequently Asked Questions from ReStore Volunteers

### Do I have to have experience?

No. In fact, Habitat Greater Fresno Area plans for volunteers to learn as they go! All ReStore locations have staff and other volunteers on-site to help complete projects and learn new tasks!

### How much volunteer help is needed?

The ReStore has a consistent, regular need for volunteer support to assist in ensuring donations are prepared and help provide a positive experience to those supporting Habitat Greater Fresno Area by shopping at the ReStore.

ReStore has volunteer needs Monday through Saturday between 9am and 5pm. ReStore can accommodate individuals, small groups, and large groups.

### When can I volunteer at the ReStore?

The ReStore has volunteer events available Monday through Saturday from 9am to 5pm. We offer a morning shift from 9am to 1pm and an afternoon shift from 1pm to 5pm. Alternative shift times may be available by coordinating with the Habitat Greater Fresno Area volunteer engagement department.

### What will I be doing when I volunteer at the ReStore?

A variety of volunteer tasks may be happening on any given day, including, but not limited to: loading/unloading trucks, organizing donations, electrical testing, pricing, assembling furniture, designing displays, customer service, and helping our e-waste or recycling programs. All volunteer tasks are geared toward offering customers a positive experience while supporting Habitat Greater Fresno Area's mission.



### What should I do when I arrive?

When arriving at the ReStore, report to the ReStore staff at the front counter or at the front of the store. ReStore staff will show you where to sign-in on the computer kiosk. If you have not completed your volunteer waiver forms or watched the safety video, you will be asked to do so at this time. After you are checked in, ReStore staff will provide an orientation and more information on your tasks for the day.

### How might weather impact my construction volunteer experience?

The ReStore has a combination of indoor and outdoor volunteer tasks, allowing for volunteer events to occur despite heat or rain.

### Do I need to bring snacks?

Water coolers are provided throughout the ReStore and you are encouraged to bring a refillable water bottle. If you would like to bring snacks, a freezer and fridge are available for volunteer use.

### Where is the ReStore located?

- 2546 N. Clovis Ave., Fresno, CA 93727

