



# Volunteer Handbook

**Greater Jackson Habitat for Humanity**

251 W. Prospect Street  
Jackson, Michigan 49203

**Office Hours:** Monday – Friday 9:00 am-4:30 pm

**ReStore Hours:** Tuesday – Saturday 10:00 am-5:00 pm

**Office:** (517) 784-6620

**ReStore:** (517) 784-7640

**Fax:** (517) 784-3890



*As of 8/26/2020*



Since 1989, the Greater Jackson Habitat for Humanity (GJHFH) affiliate has helped many families with the help of volunteers and covenant partners.

To date, we have built 60 homes and have completed 19 major home repair projects, providing housing for over 200 men, women and children in Jackson County. We have great plans for helping the Jackson County community for years to come.

Greater Jackson Habitat for Humanity's volunteer program consists of a very active group of men, women and youth. Our volunteers come from all walks of life: retirees, husband and wife teams, students, and people currently employed with full-time or part-time jobs.

You may join them in an one-time special event or for ongoing projects. You will find camaraderie within the volunteers and staff, have opportunities to interact with interesting people, and be a vital part of giving a family a home.

### **Vision Statement**

All people in Jackson County will be able to live in simple, decent and affordable housing.

### **Mission Statement**

To provide simple, decent, affordable housing to those in need, matching the time, talent and resources of the community with God's people who could not otherwise afford home ownership, strengthening families and society.

### **Value Statement**

GJHFH is an organization which serves to build communities by helping those families who are willing to be partners with us in a caring, honest and responsible relationship to achieve the goal of home ownership.

## **Volunteer Opportunities**

### **COMMITTEES**

Greater Jackson Habitat for Humanity has various committees that volunteers may join. Become a member of a committee to assist in selecting the next homebuyer, identify houses in need of repair, or connect your faith-based community with Habitat's mission. Please contact Samantha Autry for further information at [sautry@jacksonhabitat.org](mailto:sautry@jacksonhabitat.org).

### **CONSTRUCTION CREWS**

Working on a regular construction crew requires no experience and will be a great way to learn new skills. The construction crews meet Monday – Thursday from 8:30 am - 3:30 pm. Meet with your fellow crew members one day a week or join several of the construction volunteers who donate their time a few days a week.

### **LUNCH VOLUNTEER**

Not interested in swinging a hammer, or not able to work at the ReStore, but want to help impact your community? Do not worry! We need of individuals and members of the food industry who can donate lunch and/or water for construction volunteers. As a lunch volunteer, you will help to fuel our efforts in providing decent, affordable housing in Jackson.

### **ADMINISTRATIVE VOLUNTEER**

If you would like to gain experience or apply your skills in an office setting, we have opportunities to work with administrative staff to assist in the day-to-day operations of Greater Jackson Habitat for Humanity.

### **RESTORE VOLUNTEER**

Serve in our ReStore to help ensure that Habitat for Humanity will be a forever partner in Jackson County. Apply your organization skills and love for working with people to raise funds to support a successful non-profit organization. A ReStore volunteer must be able to lift more than 30 lbs., represent Habitat in the community well, answer Habitat-related questions and work well with others.



## Policies and Procedures

### Drug Free Workplace

As part of GJHFH's ongoing commitment to a safe and healthy workplace, a drug-free workplace policy is maintained. Any volunteer who reports to work while under the influence of drugs or alcohol runs the risks of substandard work performance, endangering his or her safety and the safety of others, destruction of or damage to personal or agency property, and a loss of productivity and workplace morale.

### Smoking

Smoking is prohibited on GJHFH grounds. Please smoke inside your vehicle or off grounds.

### Security

GJHFH strives to provide a secure work environment for its volunteers, clients and visitors. Volunteers are encouraged to be prudent about bringing personal items to work. **GJHFH is not responsible for losses resulting from theft of or damage to personal property.**

### Personal Use of Phone

Although occasional personal phone calls are to be expected, any personal use of the office phones are limited.

### Attire and Personal & Hygiene

It is expected that volunteers will maintain a clean and neat appearance and will project a professional and business-like image in dealing with clients, and other volunteers. GJHFH reserves the right to define appropriate standards of appearance for the workplace.

### Confidentiality

GJHFH volunteers may have access to personal information of donors and volunteers and must adhere to keeping such information private.

### Harassment

It is the policy of GJHFH that there shall be no harassment of any employee, volunteer, client or by any supervisor on account of race, sex, national origin, religion, physical handicap, or sexual orientation (or on account of any other projected status). There is a zero tolerance for allowing individuals who have committed a sexual crime, volunteer at any Greater Jackson Habitat for Humanity site. Greater Jackson Habitat for Humanity will perform a sex offender's check on each volunteer, staff member, and board member.

### Termination

It is the hope that no volunteer will need to be given disciplinary actions, yet with the occasional circumstance; here are the steps shall this issue arise:

There will be an initial coaching experience to sit down with the volunteer, explaining the reasons in which we have the policy in place and the reason we hold accountability to it. If the action is corrected, no further correction is needed. If policy is still not followed, there will be a formal corrective conversation with the volunteer, explaining that this is the second conversation had, and if another conversation must happen, there will be further actions taken. At this time, a shift in responsibility may take place, if the volunteer coordinator and volunteer feel as though another area may be a better fit.

If a policy again is not held, the volunteer and volunteer coordinator will sit down formally, and the volunteer coordinator will then explain the **at will volunteering agreement**, and that at this time the affiliate would ask the volunteer to take a break from their duties. If in the future the volunteer agrees to abide by the policy and would like to return, they will have to complete the application process, being placed in another area of service. All coaching and corrective action at all levels will be recorded and kept on file.



## Volunteer Code of Conduct

Becoming a Habitat for Humanity volunteer comes with great rewards and responsibilities. Volunteers like you are representatives of Habitat for Humanity and its ministry. 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.

- 1. Promote a respectful community:** Treat all volunteers, employees and community members with respect, courtesy, and dignity. You are to treat everyone you encounter fairly and with respect, regardless of gender, size, race, age, religion, political beliefs, sexual orientation, national origin, marital status, and disability, or economic status. This includes avoiding the use of insensitive or offensive language. Volunteers are also expected to refrain from engaging in physical or emotional violence toward others. Another way volunteers can promote a welcoming, respectful environment is to make efforts to understand and honor the local culture and by following all rules and policies set forth by a program staff member or supervising volunteer.
- 2. 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.
- 3. Uphold a zero-tolerance policy for alcohol, drugs and weapons:** The purchase or possession of drugs or weapons is strictly prohibited on Habitat for Humanity property and volunteer sites. The purchase or possession of alcohol is also strictly prohibited on Habitat for Humanity volunteer sites, even if permitted by local laws or by the laws of the volunteer's home country. You are requested to report it to your supervisor.
- 4. Conduct model behavior:** Respect the human rights of all people and protect beneficiaries and children from exploitation and abuse. Habitat for Humanity has adopted the standards established by the United Nations to respect the human rights of all people and especially beneficiaries and children. Help model acceptable behavior by making sure your actions reflect the standards Habitat for Humanity has adopted. Inappropriate physical or sexual relationships with other volunteers, staff, and community members should be avoided. And, at no time may volunteers engage in sexual activity with a child (a person under the age of 18 regardless of the legal age of consent) or any Habitat beneficiaries.
- 5. Follow the gift giving policy:** To avoid potential misunderstandings, embarrassment, injured feelings or jealousy, volunteers are asked not to exchange gifts with Habitat beneficiaries, staff members or community members without consulting 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. Safeguard ministry assets:** Use reasonable care to protect and safeguard all Habitat for Humanity assets. 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. Damaging any GJHFH property will not be tolerated. Depending upon circumstances, a police report may be made. Parent or guardians will be liable to pay for damages for youth under age 18.
- 7. Maintain confidentiality:** Build trust with other volunteers and Habitat for Humanity by respecting the confidentiality of volunteers, staff, Habitat beneficiaries, and community members. Unless you receive prior written approval from HFHI, you will not disclose confidential HFHI information or confidential information given to you by others.



I understand that I can report violations of this volunteer code of conduct anonymously through My Safe Workplace.

I understand that GJHFH 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.

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

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_

**If the volunteer is a minor:**

**Signature of parent or guardian:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Print Name of parent or guardian:** \_\_\_\_\_



## Minor Policy

Habitat for Humanity requires its National Organizations and its Affiliates to comply with the CHILD LABOR standards listed below.

Light work (See below)	General Construction (See below)	Dangerous work (See below)
13 years and below	14 years or more	18 years

For purposes of these standards, **light work** is defined as: lot clearing, meal preparation, painting, landscaping, transporting supplies, babysitting, and other similar work.

It would also include any other activities (i) which are not likely to be harmful to the health or development of children and (ii) which is not such as to prejudice their attendance at school or their capacity to benefit from the instruction received. It should include: *simple and well-defined tasks, lack of physical or mental effort that could endanger the child's health or development, the limited number of daily and weekly hours of work, regular breaks and weekly rest of at least 48 hours and no night work.*

**Light work** would not include general construction or working on a site where general construction is taking place.

**General construction** would include all other construction work, not considered light work or dangerous work, including carpentry, siding, plastering, flooring, laying foundations, masonry work, brick making, and finishing work. The use of hand tools would be part of general construction work.

**Dangerous work** would include working from a height of greater than six feet or 180 cm, roofing, using power tools or electrically or gas-powered equipment, the use of powder actuated tools, demolition or excavation.

**Parental permission is required for any child under the Age of Legal Majority to work at a Habitat for Humanity construction site. In situations where children under the age of 13 are with their parent or guardian at the construction site, the children should only participate in light work, under parental/guardian supervision.**

These standards apply to employees, volunteers and homeowner children. These standards are designed not only to prevent the economic exploitation of children, but also to protect their health, safety and morals.

## Contact List



**Wendy Clow**  
Executive Director  
wendyc@jacksonhabitat.org  
(517) 784-6620



**Priscilla Gochanour**  
ReStore Manager  
Priscillag@jacksonhabitat.org  
(517) 784-7640



**Chris Greenshields**  
Director of Operations  
chrisg@jacksonhabitat.org  
(517) 784-6620



**Jamie Potts**  
Family Services Manager/  
Office Manager  
jpotts@jacksonhabitat.org  
(517) 784-6620



**Dave Behnke**  
Construction Supervisor  
daveb@jacksonhabitat.org  
(517) 784-6620



**Samantha Autry**  
Resource Development and  
Volunteer Coordinator  
sautry@jacksonhabitat.org  
(517) 784-6620



## Board of Directors

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