



Volunteer Handbook
and
Policy Manual

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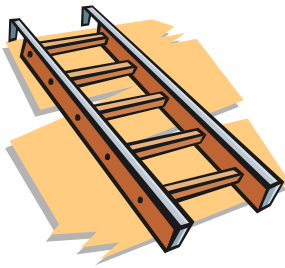
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OUR PHILOSOPHY

Volunteers – the Heart of Our Mission

Kalamazoo Valley Habitat for Humanity's (KVHH) mission mandates a sincere, on-going commitment to partner with our home buyer families and our volunteers. If Habitat meets their needs, its mission will be fulfilled, homeownership opportunities will be created, family lives will be positively changed, volunteers will feel accomplishment and appreciation, and the community will be engaged.

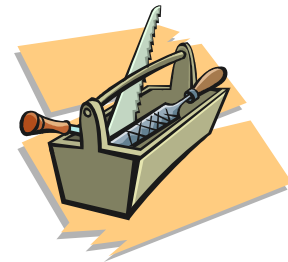
Kalamazoo Valley Habitat for Humanity believes that:



- All who share a commitment to our mission are welcome to join us in our work regardless of their background, ethnic origin, race, age or gender. Everyone is welcome at our table.
- KVHH is inclusive and made up of a diverse group of individuals who put aside personal agendas, egos, and differences to support Habitat's mission and home buyer families.
- Every member of the Habitat family is valuable and everyone's time, talents, and efforts are special gifts that are to be appreciated, respected, recognized, and never taken for granted.
- The right role can be found for any person with a desire and heart to serve. Volunteers and staff should be given opportunities to learn and grow within the organization.
- The work of every volunteer is valued equally. All volunteers are treated with dignity and respect.
- KVHH values volunteers by giving them meaningful work to do and the materials, tools, training, and supervision to complete their tasks safely and in a timely manner.
- Volunteers are responsible for the quality of their work, their conduct at KVHH work sites, and for meeting their commitment to KVHH, its home buyers and its mission.
- All volunteers deserve frequent and accurate information about KVHH activities and operations provided through regular, open, one-on-one communication with staff, through publications, and through conversations with volunteer leaders.
- Volunteers provide our organization with credibility, insight, perspective, diversity, and expertise that enlightens our operations, helps fulfill our mission, and engages the community in our activities.

To implement this philosophy, KVHH leaders and staff will:

- Actively seek and encourage participation of volunteers in all areas of the organization including planning, problem-solving, construction, and administration.
- Share strategic and business plans and on-going schedules to inform volunteers and staff, and focus their energies.
- Respond to all inquiries from prospective volunteers in a timely manner to facilitate their orientation and scheduling.
- Match volunteers with tasks that meet their interests and skills, with clear instructions, deadlines, materials, tools, and freedom to complete the tasks.
- Foster personal growth among volunteers by providing skilled supervision, training, and opportunities to learn new skills.
- Train all volunteers and home buyers who are willing to learn.
- Give volunteers meaningful work and abundant thanks, directly and frequently.
- Consider all volunteer requests, suggestions, and grievances in a respectful and timely manner.
- Work together to continually renew and reinforce our mutual commitment to the mission of Kalamazoo Valley Habitat for Humanity.



VOLUNTEER HANDBOOK

Introduction

Welcome and thank you for your interest in volunteering with Kalamazoo Valley Habitat for Humanity. We are happy that you have joined our team to provide low-income families new hope in the form of simple, decent, affordable housing.

Our words and actions are for the ultimate purpose of putting shelter in the hearts and minds of people in such a way that poverty housing becomes socially, politically, and spiritually unacceptable in our world. With these goals in mind, Habitat employees, home buyers, and volunteers work together in harmony, in an atmosphere of trust and respect for each other.

It is our hope that you will join us in this spirit of partnership and that your work here at KVHH is successful and fulfilling. We hope your volunteer experience will be rewarding, enjoyable, and worthwhile. Habitat relies on volunteers like you to help families in need realize the dream of owning a decent, affordable home. From our construction and Habitat ReStore operations to our office, special events, and committee work, volunteers are a part of every facet of our organization.

This handbook will provide you with general policies and practices of KVHH. You are encouraged to familiarize yourself with the contents of this handbook, as it will answer many common questions concerning your volunteering. To retain necessary flexibility in the administration of policies and procedures, KVHH reserves the right to change, add to, or eliminate any of the policies described in this handbook.

Habitat 101



Habitat for Humanity International (HFHI) is a nonprofit, ecumenical Christian housing ministry dedicated to eliminating substandard housing. Habitat works in partnership with low-income working families, sponsors, and communities to build and renovate decent, affordable housing. Through volunteer labor and donations of money and materials, Habitat builds and rehabilitates simple, decent homes with the help of the home buyer (partner) families. Habitat homes are sold to partner families at no profit, and financed with affordable, no-interest loans. The homeowners' monthly mortgage payments are then recycled back into the program to build more Habitat homes.

Habitat is not a giveaway program. In addition to a down payment and the monthly mortgage payments, homeowners invest hundreds of hours of their own labor - sweat equity - into building Habitat houses and working in various support areas. They purchase their homes from Habitat with a 20 – 30-year mortgage.

Habitat for Humanity's work is accomplished at the community level by Habitat affiliates - independent, locally-run, nonprofit organizations. Each affiliate coordinates all aspects of Habitat home building in its local area; fund raising, building site selection, partner family selection and support, house construction and mortgage servicing. HFHI's headquarters, located in Americus, GA, provides information, training and a variety of other support services to Habitat affiliates worldwide.

Habitat for Humanity invites people of all backgrounds, races and religions to build houses together in partnership with families in need. Habitat is a worldwide, grass-roots movement. There are more than 2,000 active affiliates in 89 countries, including all 50 states of the United States, the District of Columbia, Guam and Puerto Rico.



Habitat has built more than 200,000 houses around the world, providing more than 700,000 people with safe, decent, affordable shelter. HFHI was founded in 1976 by Millard and Linda Fuller. Former President Jimmy Carter partnered with Habitat in 1984 and has become Habitat's most famous spokesperson and volunteer.

Throughout the world, the cost of Habitat houses varies from as little as \$800 in some developing countries to an average of \$46,600 in the United States. Families in need of decent shelter apply to local Habitat affiliates. The affiliate's family selection committee chooses homeowners based on their level of need, their willingness to become partners in the program, and their ability to repay the no-interest loan. Every affiliate follows a non-discriminatory policy of family selection. Neither race nor religion is a factor in choosing the families who receive Habitat houses.

Donations, whether to a local Habitat affiliate or to HFHI, are used as designated by the donor. Gifts received by HFHI that are designated to a specific affiliate or building project are forwarded to that affiliate or project. Undesignated gifts are used where most needed.

KVHH Affiliate

KVHH is the Kalamazoo County affiliate of HFHI, has served Kalamazoo County since 1983, and is one of the oldest affiliates in the country. The Habitat approach unites volunteers and financial resources to dramatically impact the living conditions of low income families. KVHH is more than a home builder. KVHH acts as a land developer, financial institution, and social service agency.

To build a simple, decent home, the cost to the homeowner is approximately \$80,000, made possible through zero interest loans and no profit to KVHH. A typical KVHH home is 1,100 square feet, with three bedrooms and one bathroom.

Habitat is governed by a board of directors that meets monthly. KVHH is self-supporting and must raise funds to build houses through many partnerships in the local community.

Mission Statement

KVHH makes home ownership possible for motivated families for whom ownership is not otherwise attainable. Inspired by the values of its Christian founders, Habitat seeks to improve the quality of life of its partners, volunteers, and the entire community and to inspire everyone to live with a spirit of compassion.

In pursuing its mission, Kalamazoo Valley Habitat for Humanity is guided by the following principles and values:

- Habitat is an ecumenical, non-profit organization that makes home ownership possible through a combination of no-interest loans, the sweat-equity of buyers, in-kind donations, the time and talent of volunteers, and the goodwill of the community.
- Habitat expresses the faith and values that are part of the Christian and other traditions, and central to the motivation of many of its supporters. Applying the challenge to love God and love our neighbor, Habitat provides a vehicle whereby all people of goodwill can work together to discover their common bond.
- Habitat is inclusive in the population it serves and welcomes the active participation of all people.
- Habitat believes that its work goes beyond building houses to transform lives and strengthen the fabric of the community.



Volunteer Relationship

A volunteer is anyone who provides time and talent to Kalamazoo Valley Habitat through work on construction, office, committee, ReStore, or any other Habitat project. We thank you, and all volunteers, for the personal investment you make in our organization and its mission. We strive to provide support, supervision, and recognition to our volunteers.

As a volunteer you have the right to:

1. Be assigned appropriate tasks according to skill, interests, availability, and training.
2. Receive training and supervision for the tasks accepted.
3. Receive a job description for your assignment when appropriate.
4. Be treated as a fellow team member who contributes to KVHH goals through your volunteer work.

5. Make suggestions about your assignment and the KVHH volunteer program, and be acknowledged by staff.
6. Expect that KVHH be a good steward of your time.
7. Be given appropriate expressions of appreciation and recognition.
8. Be trusted with confidential information if needed to help carry out assignments.
9. Expect that records will be kept; documenting areas of interest or positions held (and if applicable, time spent volunteering, commendation, etc.).
10. Be treated with a spirit of friendliness and cooperation so that KVHH will continue to be known as a "great place to volunteer."
11. A safe and inviting environment to work in that is free of harassment and discrimination.

KVHH expects volunteers to:

1. Know your own duties and stay on task.
2. Cooperate with staff and your fellow volunteers, and maintain a team attitude.
3. Voice your opinions and contribute your suggestions to improve KVHH's work.
4. Sign in and out each time you arrive for a work assignment.
5. Be on time for scheduled meetings and work assignments.
6. Honor your commitment and come when scheduled
7. Treat all volunteers, staff, and home buyers with respect.

Remember, you help to create the healthful, pleasant, and safe volunteering conditions that KVHH intends for you. We need your help in making each volunteering day enjoyable and rewarding.

Community Service



KVHH welcomes community service volunteers from civic groups, schools, community assistance programs, and the judicial system. **Community service volunteers are responsible to maintain an accurate timesheet and to ensure it is signed at the beginning and end of each day by a KVHH supervisor or duly appointed person. Hours worked, but not recorded or signed off at the end of each day of service, will not be counted.**

KVHH does not recognize breaks or lunches to be community service time. Only actual time worked will be credited for community service. For appropriate placement within our organization, KVHH reserves the right to know the offense related to court-ordered community service. In all other respects, court-ordered community service volunteers will be treated and held accountable to the same standards as all other volunteers.

POLICY MANUAL

Safety

You and KVHH share responsibility for establishing and maintaining a safe work environment. KVHH will attempt to ensure a safe work environment and to comply with federal, state, and local safety regulations. In turn, you are expected to obey safety rules and to exercise caution in all of your work activities. You are asked to report any unsafe conditions to your supervisor immediately. Any accident, which results in injury, regardless of how insignificant, must be reported promptly to your supervisor.

A first aid kit is located on all properties and at the construction sites. A supervisor will advise you of exact locations on site.

Absence and Lateness

The positions that volunteers fill are critical to KVHH. If you fail to show up, others must take on the added burden of the task you were expected to accomplish. If you are unable to attend a scheduled work day, or if you will arrive late, please contact your Volunteer Coordinator. Give him or her as much time as possible to arrange for someone else to cover your position until you arrive.



Sign-in Sheets

Volunteer sign-in sheets are very important to our organization. To maintain an accurate record of your contribution, please sign in and out each volunteer day on site, or keep a log of your personal hours if spent off site.

Use of KVHH Vehicle

Volunteers are not allowed to drive KVHH vehicles.

Confidential Information

KVHH has an obligation to home buyers, volunteers and donors to maintain their confidentiality and to respect their privacy. Every person served by KVHH has the right to confidentiality. At the same time, every volunteer must use his or her best judgment. If you are aware of a home buyer issue that requires immediate attention, especially if it involves volunteers, please direct your concern immediately to the KVHH Volunteer Coordinator or Executive Director.

Harassment and Discrimination

KVHH is firmly committed to providing a positive work environment free of discrimination and bias. Each volunteer is personally responsible for maintaining such a work environment. KVHH prohibits any actions, words, jokes, or comments based on an individual's race, sex, sexual preferences, ethnic background, age, religion, physical condition, or other legally protected characteristic. Any conduct or action, whether overt or subtle, which creates an offensive or hostile work environment is prohibited and will be grounds for immediate disciplinary action.



KVHH prohibits any harassment between volunteers, employees, or other non-employee on the basis of sex. No volunteer, male or female, should be subjected to unsolicited or unwelcome sexual overtones and conduct, either verbal or physical. Misconduct applies to males and females, and includes harassment between individuals of both sexes and the same sex.

Any volunteer who believes he or she is a victim of sexual or discriminatory harassment is encouraged to let the harasser know that his or her behavior is unwelcome. In addition, volunteers who believe they have been harassed must immediately report the matter to a Supervisor or the Executive Director. A grievance is then filed.

Grievances

Under this policy, a grievance is defined as any event, condition, rule, or practice which the volunteer believes violates his or her civil rights, treats him or her unfairly, or causes him or her any degree of unpleasantness or unhappiness on the job. A grievance may also deal with an attitude, or an opinion or statement held by a staff member or fellow volunteer.

Volunteer grievances are of great concern to KVHH, regardless of whether the problem is large or small.

To provide prompt and efficient evaluation of, and response to grievances, KVHH has established a procedure for all volunteers. It is KVHH's policy to give full consideration to every volunteer's opinion. There will be no discrimination against or toward anyone for his or her part in presenting a grievance. All grievances are handled confidentially.

The grievance procedure is:

1. If urgent action is needed, notify the site supervisor or site host immediately.
2. Attempt to discuss your grievance with your supervisor, KVHH Volunteer Coordinator, or committee chairperson to work out the problem.
3. If you are unsatisfied, submit your complaint in writing to a supervisor, the KVHH Volunteer Coordinator, or committee chairperson.

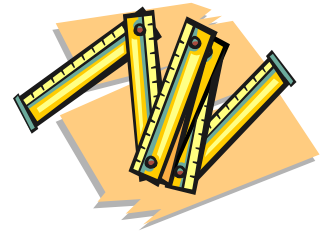
4. A response should be made within 5 business days.
5. If you are not satisfied within 5 days of how your written complaint was handled, you may appeal by submitting your written complaint to the executive director. If the complaint is with the executive director, then submit it to the board president.
6. The executive director or president should respond within 5 business days.
7. If you are still unsatisfied, you may ask that your written complaint be taken to the executive committee of the board. Within 30 days, the executive committee will act on your grievance, affirming or denying your request, choosing to investigate further, or choosing to take the matter to the entire board. The executive committee's decision is final.

Volunteer Conduct

KVHH is an at-will agency and has the right to terminate a volunteer without cause, but will always consider the cause leading to the termination.

Although it is not possible to list all the forms of behavior or conduct that are considered unacceptable in the work place, the following are examples of infractions or conduct that may result in the limitation and termination of the volunteer relationship.

- Theft or inappropriate removal or possession of KVHH property
- Misuse of agency funds, equipment, or materials
- Falsification of timekeeping records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcoholic or illegal drugs in the work place, while on duty or while operating KVHH equipment
- Fighting or threatening violence in the work place
- Boisterous or disruptive activity in the work place
- Negligence or improper conduct leading to the damage of property
- Repeated failure to follow a supervisor's reasonable request or to carry out a reasonable job assignment
- Gross misconduct or insubordination
- Violation of safety or health rules
- Abuse or mistreatment of homeowners, volunteers, or employees
- Sexual or other unlawful harassment or discrimination
- Violation of KVHH anti-discrimination policies and procedures
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the work place
- Excessive absenteeism without notice
- Releasing confidential information



Hours of Operation

Location	Hours
Office	Monday - Friday 8:00 am - 5:00 pm
Habitat ReStore	Tuesday - Friday 9:00 am - 5:00 pm Saturday 9:00 am - 2:00 pm
Construction	Tuesday, Wednesday, Thursday, and Saturday 8:30 am – 3:30 pm Second and fourth Thursday evenings 6:00 pm - 9:00 pm

Contact Information

Location	Other Information
Kalamazoo Valley Habitat for Humanity 525 East Kalamazoo Avenue Kalamazoo MI 49007-3811	Phone: (269) 344-2443 Fax: (269) 344-2252 Website: www.habitatkalamazoo.org E-mail: mailbox@habitatkalamazoo.org
Habitat ReStore 1810 Lake Street Kalamazoo, MI 49007	Phone / fax: (269) 381-5523
KVHH Warehouse 1718 Fulford Avenue Kalamazoo MI 49001	Phone: (269) 553-1860
KVHH Garden 1747 Milham Avenue Portage MI 49024	Located behind Prince of Peace Lutheran Church

Staff Members

Don Jones, *Executive Director*

Sandy Young, *Administrative Assistant*

Lorelene McLeary, *Family Partner Coordinator*

Ann Kilkuskie, *Development Coordinator*

Donna Blodgett, *Accounting*

Sonja Leiter, *Volunteer Coordinator*

Bernie Krauss, *Property Acquisition Coordinator*

Thom Phillips, *Construction Manager*

Lee Taylor, *Construction Site Supervisor*

Joe Madden, *Habitat ReStore Manager*

Sally Breyer, *Habitat ReStore Supervisor*

VOLUNTEER ACKNOWLEDGEMENT

I am in receipt of the Kalamazoo Valley Habitat for Humanity (KVHH) Volunteer Handbook and Policy Manual and understand I should consult with the KVHH Volunteer Coordinator or the Executive Director if I have any questions about the policies or procedures contained therein.

I understand that from time to time there may be revisions to the Volunteer Handbook and Policy Manual. Such revisions will require the prior approval of the Executive Director and will be communicated to volunteers.

I have entered into my volunteer relationship with KVHH voluntarily and acknowledge there is no specified length of volunteering. Accordingly, either KVHH or I can terminate the relationship at will, with or without cause, at any time.

Furthermore, I acknowledge that this manual is neither a contract of employment or volunteering, nor a legal document. Although some or all of the policies and procedures may have been explained to me verbally, I understand that it is my responsibility to fully read and comply with the policies contained in this handbook and any revisions made to it.

Volunteer's Signature

Date Signed

Volunteer's Name (print)