



Wild Rivers

**Habitat**  
for Humanity®

# *Volunteer Handbook*

# Table of Contents

<b>Welcome .....</b>	<b>2</b>
<b>Habitat 101 .....</b>	<b>3</b>
<b>Wild Rivers Habitat for Humanity.....</b>	<b>4</b>
<b>Hours &amp; Location .....</b>	<b>5</b>
<b>Volunteer Opportunities.....</b>	<b>6-8</b>
<b>Volunteer Age Restrictions .....</b>	<b>9-10</b>
<b>Volunteer Policy and Procedure .....</b>	<b>10-15</b>
<b>Volunteer Rights and Responsibilities .....</b>	<b>16-18</b>
<b>Code of Conduct .....</b>	<b>18-19</b>
<b>Affiliate Management .....</b>	<b>20</b>
<b>Volunteer Acknowledgement .....</b>	<b>21</b>

# Welcome!

Thank you for your interest in volunteering with Wild Rivers Habitat for Humanity (WRHFH). We are delighted that you have taken this step to learn more about how you can support us as we partner with people from all walks of life to help low-income families realize the dream of owning a decent, affordable home.

Since Habitat is a volunteer-driven organization, we rely on volunteers like you in every facet of our operations from providing outreach to the community, serving on committees, helping in the office and ReStore, to working on our construction sites. Habitat could not exist without the involvement and support of volunteers. This volunteer handbook will provide you with general policies and practices of Wild Rivers Habitat for Humanity (WRHFH).



# Habitat 101

Habitat for Humanity International is a nonprofit, Christian housing ministry dedicated to eliminating poverty and homelessness. Habitat works in partnership with low income working families, churches, sponsors, and communities to build decent, affordable housing. Through volunteer labor and donations of money and materials, Habitat builds simple, decent houses with the help of the homeowner (partner) families. Habitat houses are sold to partner families at no profit, financed with affordable, no-interest loans. The homeowner's monthly mortgage payments are used to further WRHFH's mission of eliminating poverty housing in Northwestern Wisconsin.

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. With more than 3,000 active affiliates in 100 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 1,000,000 people with safe, decent, affordable shelter.

Habitat is a hand up not a hand out. 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 work in various support areas. They purchase their homes from Habitat with a 20-30-year mortgage.



# Wild Rivers History

Wild Rivers Habitat for Humanity (WRHFH), an affiliate of Habitat for Humanity International, was founded in 1997 in Burnett County. In 2009, WRHFH expanded its service area into Polk County, and subsequently merged with Rusk and Washburn County Habitat affiliates in 2013. WRHFH's first ReStore, located in St. Croix Falls, opened in 2011, with a second ReStore, located in Spooner, opening in 2013, following the Rusk and Washburn County merge.

**Mission Statement:** Using the resources God has given us to eliminate poverty housing in Northwest Wisconsin and beyond.

**Vision:** Where every person has access to decent houses in decent communities, can experience God's love, and is able to grow into all that God intends.



# Hours and Locations

## **Wild Rivers Habitat for Humanity Spooner and St. Croix Restore**

*Office Hours:*

*Wednesday– Saturday, 9:00am - 5:00pm*

*Donations are accepted by appointment only*

*St. Croix Address & Contact Info:*

2201 U.S Highway 8 St. Croix Falls WI, 54024

715-483-2700 extension 11

*Spooner Address & Contact Info:*

1357 North River St. Spooner WI 54801

715-635-4771

## **Wild Rivers Habitat for Humanity St. Croix Falls and Spooner administrative office**

*Administrative Office Hours:*

*Monday – Friday, 8:00am- 4:00pm (Open by appointment only during COVID)*

*Administrative Office Address:*

1357 N. River St. Spooner WI 54801

715-939-1390

[office@wildrivershabitat.org](mailto:office@wildrivershabitat.org)

# Volunteer Opportunities

## **Construction**

The most well-known of Habitat for Humanity's volunteer opportunities is construction. Volunteers are continually in demand due to Habitat's ongoing building efforts. No construction experience or skills are required, though volunteers must be at least 16 years old. Construction volunteers may help us build two to three days a week. Volunteers undertake dozens of home construction tasks such as framing, siding, interior trim, painting, landscaping and so on. Volunteers are scheduled on both an individual and group basis.

## **General Information**

It's crucial that you sign up ahead of time to work on the build site so the construction manager can plan the workday in a way that is meaningful and safe for everyone. To do this, please visit us online for more information, go to a ReStore center near you and fill out an application, or email our volunteer coordinator at [volunteer@wildrivershabitat.org](mailto:volunteer@wildrivershabitat.org).

A day on the construction site:

- Build days are from 8:30-3:30 each day. Please arrive on time.
- When arriving on site, you will be advised which paperwork is required and what you are to do next.
- Volunteers are responsible for providing their own ice, lunches, drinks, and any snacks. Water is provided on site. Donations of these items are always appreciated. A lunch break is taken each Build Day from 12:00 –12:30 p.m.
- Leave the construction work site safe and clean
- If you must cancel please contact the volunteer coordinator or the construction manager.

## **Dress Code**

- Open toed shoes, or high heeled shoes are not allowed.
- Minimal jewelry. Nothing hanging or loose, such as dangle earrings or loose necklaces are not allowed on the site.

- Loose clothing is dangerous and not recommended. Jeans are recommended to protect the volunteer from injury and sun.
- A waterproof sunblock is also recommended
- Hard hats, protective eye wear, dust masks, or earplugs may be required while performing certain tasks, and will be provided at each site.

## **Restrictions**

- Do not enter restricted areas on work sites without authorization.
- Do not attempt to perform any task without proper training.
- Do not leave your assignment without notifying your supervisor.
- No smoking or alcohol use permitted while working.
- No cell phone use while working

## **Restore**

The ReStore receives new and gently-used items. The items generally received include, but are not limited to: furniture, appliances, building materials, and housewares. The store is open to the public and proceeds are used to help further Habitats mission. The ReStore is always in need of people to help assist customers on the sales floor, and to sort, clean, and prepare donations for the showroom. There is also a great need for individuals who are able to load and unload larger donation items, as well as to assist with special projects.

## **ReStore Dress code**

- Open toed shoes or high heeled shoes are not allowed.
- Volunteers must be recognizable to customers (t-shirt or vest).
- Jeans are recommended to protect from injury.
- Minimal jewelry. Nothing hanging or loose, such as dangle earrings or loose necklaces are not allowed on the site.

## **ReStore Restrictions**

- Do not attempt to perform any task without proper training.
- Do not leave your assignment without notifying your supervisor.
- No smoking, alcohol, or use of illegal substances permitted will on the property
- No cell phone use permitted while working.

## **Special Events**

Throughout the year volunteers are needed in order to assist in special event and fundraiser. Locations and times vary.

## **Court appointed service**

Those interested in serving their court-appointed community service hours with Wild Rivers Habitat for Humanity must be 18 years or older. You are required to register with our Volunteer Coordinator before your service begins. Wild Rivers Habitat for Humanity has the right to refuse any charges that may conflict with the organizations mission and vision. Such as but not limited to:

- Any form of theft i.e.: burglary, larceny, coercion, fraud, forgery, etc.
- Any violent crime i.e.: assault, domestic violence, etc.
- Registered sex offender

If upon evaluation the Volunteer Coordinator determines it does not conflict with the above stipulations, you must go ahead and register with our offices. You must be able to provide your court documents as well as a government issued I.D.

Hours must be tracked by the individual as through either Wild Rivers Habitat volunteer's hour sheets or those given by the courts. These hours must be signed off by a staff member of Wild Rivers Habitat for Humanity at the end of every volunteer shift. Hours not accounted for, lost, or not signed off by a staff member will not count towards your community service hours. Once at the completion of your hours, this sheet must be turned in to Wild Rivers Habitat administrative office and verified. After this you will receive a letter of completion of your required hours. The request for these letters should be made 72 hours in advance.

# Volunteer Age Restrictions

## Ages 14 and 15

- Must be supervised on a 1 youth: 1 adult ratio
- Must submit a Release and Waiver of Liability for a minor signed by a parent or a legal guardian prior to performing any volunteer activity
- Cannot operate, tend to, set up, adjust, clean or repair power-driven machinery, including but not limited to lawn mowers, trimmers, cutters, weed eaters, edger's.
- Cannot operate a motor vehicle.
- Cannot engage in outside window washing that involves working from window sills or work that requires the use of ladders, scaffolds or their substitutes.
- Cannot load or unload goods or property onto or from motor vehicles or conveyors, except as permitted in the exception below.
  - 1) Loading and unloading personal non-power-driven hand tools (rakes, hand clippers, shovels), personal protective equipment, and personal items that the minor will use as part of his or her work at the site. Loading and unloading of trash, items for sale, cones or signage is not permitted.

## Ages 16 and 17

- Must be supervised on a 3 youths: 1 adult ratio
- Must submit a Release and Waiver of Liability for a minor signed by a parent or a legal guardian prior to performing any volunteer activity
- Cannot operate, set up, adjust, clean or repair power driven tools or machines
- Cannot operate circular saws, band saws, chain saws, wood chippers or cutting discs.

- Cannot engage in wrecking, demolition, or excavation. Defined as all work, including cleanup and salvage work, performed at the site of the total or partial demolishing or dismantling of a building of a building, chimney or other structure.
- Cannot operate a motor vehicle for Wild Rivers Habitat for Humanity
- Cannot engage in heights over 6 feet, and cannot engage in any roofing operations (defined as all work performed upon or close to a roof, including painting).

## **Volunteer Policy and Procedures**

### **Registration Process**

All individuals looking to volunteer with Wild Rivers Habitat for Humanity must go through the volunteer coordinator in order to get registered.

- Fill out application (signing bottom in order to initiate background check)
- Go through background check
- Once approved, will be contacted by coordinator in order to sign up for orientation. Orientation is held twice a month and must be completed in order to volunteer with WRHFH.
- After orientation is completed can sign up for first day of volunteer service where you will have onsite training.

All applicable waivers and paperwork must be signed accordingly throughout the onboarding process.

### **Recording and Reporting hours**

WRHFH uses an online system, HomeBase, to keep track of volunteer hours. When you become a volunteer and complete your training and orientation you will create a pin to clock in and out at the beginning and end of shifts.

### **Training and Orientation Process**

Every volunteer both in the ReStore and build sites are required to go through an orientation and training process. It will introduce you to Habitat for Humanity as well as give you necessary information on the ReStore and build site.

Once you apply and pass the WRHFH required background check you will be contacted to sign up for our orientation and training process. This is held twice a month in both the St. Croix and Spooner ReStore location. Dates can be found on our website.

## **Time Sheets and Tracking Hours**

It is the volunteer's responsibility to maintain an accurate time sheet and to ensure that the time is properly recorded at the beginning and end of the volunteer's shift. WRHFH does not recognize breaks or lunches to be volunteer time. It should be further understood that only actual time worked will be credited for volunteer hours.

If you are volunteering in order to fulfill hours you will use this system to track and turn in your hours. Once you are ready to turn in the hours let your manager and the volunteer coordinator know, we must sign off on these hours and print a letter verifying that you have been serving with us. We require that you give us at least 72 hours' notice when you are in need of this letter but advise that the more time you give us the better.

## **Attendance**

There is no set amount of hours you need to commit to in order to volunteer with us, you can volunteer as often as your schedule allows whether it be for one day or four days a week. In order to plan important projects and use your time to the best of our ability we like to have an idea of when you will be able to volunteer with us. We encourage you to set a schedule with your manager that you can maintain on regular basis, if you happen to have time outside of your regular schedule and want to spend it with us we are more than happy to have you.

We here at Wild Rivers Habitat for Humanity understand that at times life events will occur that will take you away from volunteering with us on days you are scheduled to. We are committed to working with you on these occasions and when these times happen we ask that you call your immediate supervisor and inform them of your situation. This way we are aware of the situation and not left concerned when you do not arrive as scheduled.

Wild Rivers Habitat for Humanity asks that these occurrences are limited though, we are a volunteer run organization and must be able to count on you volunteering with us when you say you will. If this happens on a regular basis (defined as more than three times in a row) we reserve the right to no longer continue with you as a volunteer on either our construction site or in our ReStore locations.

## **Volunteer Job Satisfaction**

We are committed to making your volunteer experience pleasant, satisfying, and rewarding. A large part of volunteer satisfaction as well is using your time wisely within the organization and understanding that we may not always have certain tasks available that you are looking to engage in. Our volunteer opportunities shift often and we ask that if you are able, to be open to those different roles. If for some reason you are unable to fill that role, understand that the volunteer hours we have available may be adjusted throughout your time with us. To continue keeping your volunteer experience positive and rewarding communication between your direct manager and you is important, as roles shift and duties change they will keep you in the loop and if you feel you are not able to do the task at hand please let them so they can adjust the schedule accordingly which may mean your hours change.

## **Gifts and Gratuities**

To ensure the integrity of WRHFH and the unbiased actions and decision making of Habitat volunteers, the acceptance of gifts and gratuities from customers, suppliers, partners, or anyone WRHFH is in a business relationship with is strictly prohibited. Further, any honoraria received by any WRHFH volunteer for speaking on behalf of Habitat must promptly be remitted to WRHFH.

## **Mass Media (Newspapers, Radio, Television etc.)**

All media requests for information from representatives of any new media or publication must be referred to your direct supervisor. Your supervisor will then forward the request to Habitat's Executive Director. Please refrain from commenting to the media on behalf of Wild Rivers Habitat for Humanity.

## **Conflict Resolution**

As in all workplaces, personal differences may occur among individuals within Habitat for Humanity. As a Christian organization, we believe that the quickest way to resolve the problems is to approach the individual(s) involved so that an appropriate solution can be reached.

If this initial conversation does not lead to resolution or you feel uncomfortable discussing the matter with individuals directly, then please ask your supervisor and discuss the best ways with which to proceed. If he or she is the person with whom you are having the problem you can reach out to the Executive Director to meet with you and the other individual(s) involved, either together or separately,

to assist in mediating the problem. It is important for you and Habitat for Humanity that problems are not allowed to fester and detract from your important contributions to this ministry.

## **Harassment Policy**

Wild Rivers Habitat for Humanity is committed to creating and maintaining a work and volunteer environment that is free from any prohibited actions and discrimination and where clients, volunteers, and employees are free to commit full and best efforts to the job. Harassment regardless of intention has no place in the work environment. Wild Rivers Habitat for Humanity will not tolerate harassment of any kind from clients, volunteers, or employees based on race, sex, religion, color, age, disability, sexual orientation or any protected status. The term 'harassment' includes but is not limited to jokes, offensive language, verbal, graphic, or physical conduct relating to a team members race, sex, religion, age, color, national origin, disability or sexual orientation which would make the reasonable person experiencing the harassment uncomfortable in the work environment, or which could interfere with the person's job performance. Wild Rivers Habitat for Humanity's harassment policy applies to team members including those in employment, volunteer, and client capacities.

### **Report of harassment**

It is the desire of Wild Rivers Habitat for Humanity to maintain a respectful work atmosphere free of harassment. Therefore, you have the responsibility and opportunity to explain to other volunteer or staff members that you find offense to any particular language or action and work together to maintain a respectful work environment. You also have the responsibility to report any harassment witnessed.

If you believe that you have been harassed by any member, client, volunteer, manager, or team member of Wild Rivers Habitat for Humanity in the work place, or you feel your experience is being obstructed by any such action please report in writing to your immediate store or construction manager.

If you do not feel comfortable reporting to your immediate manager, you may contact:

Jennifer Johnson, Executive Director

[Jennifer@wildrivershabitat.org](mailto:Jennifer@wildrivershabitat.org)

715.939.1390

## **Criminal background check policy**

Wild Rivers Habitat for Humanity requires a criminal background check for any and all employees/volunteers. WRHFH reserves the right to recheck criminal backgrounds throughout homeownership, employment or service.

Any person who does not consent to a background check will not be permitted to become an employee/volunteer of Wild Rivers Habitat for Humanity.

### **Disqualification criteria**

A previous conviction may prevent an applicant from becoming an employee/volunteer with Wild Rivers Habitat for Humanity. In determining eligibility, WRHFH, in its sole discretion, will use a point based system to assess the level of risk for a particular position or duty before conducting an individual assessment in order to determine if the applicant should be denied. Upon inquiry, Wild Rivers Habitat for Humanity will look to see if actions affect direct business necessity, and may consider several factors, including but not limited to:

- Nature, duties, and responsibilities of position
- Nature of the conviction
- Time elapsed since conviction
- Extent to which the offense may affect the person's fitness or ability to perform the person's duties and responsibilities of the position.

### **Procedure**

Wild Rivers Habitat for Humanity will make a good faith effort to comply with the following procedures when conducting criminal background checks:

- In the volunteer context, refrain from conducting any background check or inquiring about a criminal conviction prior to extending an applicant a conditional offer of volunteerism (for volunteers this is initiated through application turn in)
- Ensure all recruitment information, applications, announcements, and descriptions state the position or partner family relationship requires a criminal background check
- Initiate criminal background checks prior to the hire, transfer, promotion, or reassignment of individuals, including reclassification
- Notify the individual under consideration that an offer for any personnel action (employment, transfer, promotion, reclassification, or change in duties) is conditioned on successful completion of the criminal background check, and that falsification of information submitted may be cause for corrective action, up to and including dismissal and/or elimination from the homeownership program; and/or employment and volunteerism
- Review criminal background checks that reveal convictions and determine within a reasonable time whether such convictions disqualify individuals from positions.

### **Denial of Application**

Based on any or all of the criteria outlined in this policy Wild Rivers Habitat for Humanity may, in its sole discretion, deny a volunteer applicant or terminate a volunteer's service. In the volunteer context Wild Rivers Habitat for Humanity also reserves the right to resign a former convict to a job involving less exposure to risk. In doing so WRHFH may, in its sole discretion, consider:

- The type and location of job – whether it gives the offender access to potential victims.
- The types of co-workers and subordinates in the workplace.
- Work Hours
- Degree of supervision
- Amount of access to technology, customers etc.

### **Sex Offender Background Check Policy**

Wild Rivers Habitat for Humanity requires that sex offender registry checks must be performed for any and all potential volunteers. WRHFH reserves the right to recheck sex offender status at any time throughout the volunteer's service.

Any person who does not consent to a sex offender registry check will not be permitted to volunteer with Wild Rivers Habitat for Humanity.

### **Disqualification Criteria**

Wild Rivers Habitat for Humanity uses a point system in order to assess the level of risk for a particular position or duty before performing an individual inquiry to determine if the applicant should be denied. WRHFH may consider, but is not limited, to any of the following criteria upon evaluation:

- Nature, duties, and responsibilities of position
- Nature of the conviction, and whether or not it involved children
- Time since the offense
- Extent to which the offense may affect the person's fitness or ability to perform duties and responsibilities.

The following list provides some examples in which Wild Rivers Habitat for Humanity may, within its sole discretion, determine an individual to be ineligible for homeownership, employment and/or service:

- Embezzlement or fraud conviction of a Fundraising Director applicant ☒
- Stalking conviction against a supervisory candidate or candidate with access to personal information such as an Executive Director or Human Resources personnel☒
- Murder and/or assault conviction against a candidate with access to dangerous instruments, i.e., Construction Manager

- Any form of theft; i.e. burglary, fraud, coercion etc. especially that in a retail setting

This is not an exhaustive list only for illustrative purposes

Wild Rivers Habitat for Humanity reserves the right to weigh disqualification criteria on a case-by-case basis and to make decisions in its sole discretion. Disqualification may extend to any position held in WRHFH.

### **Procedure**

Wild Rivers Habitat for Humanity will make a good faith effort to comply with the following procedure when conducting a Sex Offender Registry Background Check.

- In the volunteer context, refrain from conducting any sex offender background check before extending an offer of volunteering with Wild Rivers Habitat for Humanity (this is initiated through the signing and turning in of application)
- Utilize the National Sex Offender public website in order to check the states in which the applicant has resided in the previous 10 years.
- Ensure all recruitment information, application, and announcements for the volunteer position state the requirement of a sex offender background check
- Seek prior written approval
- Notify individual that any offer is conditional and based upon the successful completion of the sex offender registry background check. Any falsification of information given will be subject to corrective action up to and including dismissal from volunteer role
- Review sex offender registry checks that reveal a conviction and determine within a reasonable amount of time whether such convictions disqualify individual from volunteer position.

### **Denial of Application**

Based on any or all criteria outlined in this policy, Wild Rivers Habitat for Humanity may in its sole discretion decide to deny or dismiss any volunteer from their position. WRHFH may in its sole discretion resign a former sex offender to a job involving less exposure to risk. In doing so, WRHFH may in its sole discretion consider the following

- The type and location of job – proximity and access to potential victims
- Types of coworkers in volunteer environment
- Degree of supervision
- Amount of access

# Volunteer Rights and Responsibilities

When becoming a volunteer, you may think that you have entered into an altruistic idea of a selfless individual that handles any task that comes their way. We here at Wild Rivers Habitat for Humanity want you to know though, that you do have rights and responsibilities while serving with us. We want you to keep these in mind as you enter into service with us and at any time discuss these with your volunteer leader, volunteer coordinator, or other staff member.

## **Your Volunteer Rights:**

- 2) You have the right to feel Safe
  - An important and exciting part of volunteering is entering in to new areas in order to learn new skills and help people in ways we never thought possible. This can be a challenge at times that pushes us outside of our comfort zone, but be aware that there is a difference between that and being uncomfortable. You have a right to appraise any risks as well as precautionary measures and safety procedures in order to ensure your physical and emotional safety.
- 3) You have a right to feel valued
  - Whether you volunteer occasionally or consistently you have a right to feel like your time is making a difference in your community and that you are being valued (no matter how long you spend with us). Along with this you have the right to feel like your skills and talents are being utilized by the organization to their fullest extent.
- 4) You have the right to proper training
  - You have the right to training on any and all areas of your volunteer service. You will be provided with orientation and training at the beginning of your volunteer service but if you feel at any time you are not sufficiently prepared you have the right to ask for more training or any refreshments you may need.
- 5) You have the right to negotiate your volunteer role
  - You will be asked to participate in a number of roles during your volunteer service. If you find yourself in a position that just is not working for you, you have the right to talk to your manager and discuss where your skills may be more useful. See if there are any projects or jobs you may be more useful at. If that still is not working for you
- 6) You have the right to leave
  - You have the right to leave. This is not a decision you should make hastily, but if after discussion and making an effort to work with your volunteer manager to fix

any issues, you still feel unhappy you have a right to leave your volunteer service.

## **Your Volunteer Responsibilities:**

- 1) The responsibility to communicate your needs
  - Feel like your work isn't meaningful? Not what you thought you'd signed up for? Or just bored and ready for something else? Talk to your direct manager or volunteer manager, providing specifics about your dissatisfaction and at least a few suggestions of ways to make it better. If you don't let them know that you're not getting from the experience what you'd hoped, they can't work with you to improve things. Similarly, don't hesitate to let them know if you feel you need additional tools, training, or support; if they can't provide it directly, they should at least be able to point you in the right direction
- 2) The responsibility to participate with enthusiasm and commitment
  - When you come to volunteer with WRHFH you have the responsibility to come ready to participate and do it with a sense of enthusiasm. We here at Habitat understand that not every day is our best day but it is your responsibility to add positively to the environment of either the build site or the ReStore.
- 3) The responsibility to follow through on your obligations
  - There's a pervasive myth that volunteers are unreliable. While of course this isn't true across the board, there are those few volunteers who reinforce such negative perceptions. Help improve the reputation of volunteers worldwide by doing what you say you'll do, whether it's honoring the volunteer role and schedule you'd agreed to, providing ample notice if you're unable to perform your tasks or responsibilities, saying no or stepping away from volunteering when necessary, or simply serving as a good representative of the organization in the community
- 4) The responsibility to not promise what you can't deliver
  - This is especially important to avoid if you are working with a vulnerable population. An example: say you've promised to take a young person whom you're mentoring to a concert. You then forget or get busy and are unable to go. By not following through with your promise, not only can you potentially hurt the reputation of the organization and undermine its work but, more importantly, you could unintentionally do harm by giving the young person a reason not to trust you—or possibly even others.
- 5) The responsibility to take care of yourselves

- Last but most certainly not least, you have the responsibility to make sure that you aren't overextending yourself, burning out, or causing yourself physical, mental, or emotional harm by taking on roles that aren't a good fit or that you aren't prepared for. While some stress and burnout may be inevitable depending on the project—for example, anyone volunteering in a hospice is likely to have some difficult moments—you can significantly limit it by seeking out support (talk to your volunteer manager and fellow volunteers), taking a break (either as you're volunteering or stepping away from volunteering altogether for a while), injecting some fun into your service portfolio (even if it's just a one day gig on the side), and having realistic expectations about what can be accomplished and when.

## Code of Conduct

Becoming a Habitat 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. 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 key 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.

4. **Model behavior that respects the human rights of all people and protects 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.
7. **Maintain confidentiality:** Build trust with other volunteers and Wild Rivers Habitat for Humanity by respecting the confidentiality of volunteers, staff, Habitat beneficiaries, and community members. Unless you receive prior written approval from WRHFH, you will not disclose confidential WRHFH information or confidential information given to you by others.

I understand that I can report violations of this volunteer code of conduct anonymously through [www.mysafeworkplace.com](http://www.mysafeworkplace.com).

I understand that WRHFH 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.

# Affiliate Management

**Jennifer Johnson**, President/Executive Director

715-913-1390

[Jennifer@wilddrivershabitat.org](mailto:Jennifer@wilddrivershabitat.org)

**Denise Van Vleet**, Programs & Operations Director

715-553-0467

[denise@wilddrivershabitat.org](mailto:denise@wilddrivershabitat.org)

