



VOLUNTEER GUIDELINES & CODE OF CONDUCT

Attendance and Punctuality

Volunteers are essential to Habitat for Humanity. In order to ensure smooth operations, we ask that volunteers extend HFHSA common courtesy in arriving on time for volunteer shifts and commit to the full shift length. At both our ReStores and construction sites each volunteer shift begins with a safety talk, walk and/or a risk assessment. It is vital all volunteers are in attendance for these safety times.

Any special arrangements must be made with Habitat staff in advance. HFHSA will let volunteers know as soon as possible of any changes in scheduling, last minute cancellations due to weather conditions or changes in location.

Dress Code

Construction / ReStore:

- Long pants
- Socks
- T-shirt and/or sweatshirt
- For safety reasons, hair longer than shoulder length must be tied back into a pony tail or bun
- CSA approved equipment as required and will be provided by Habitat staff

Office, Public Speaking:

- Business casual

Special Events:

- As per special direction given depending on the type of event

Please do not wear:

- Shorts (as pants will add a layer of protection at the construction site)
- Any clothing with disturbing messages which could be viewed by others as offensive or suggestive or is provocative in nature
- Perfumes, colognes
- Jewellery or very loose clothing that could get caught in equipment

Phone and Electronic Use

The use of cell phone cameras are allowed on site and encouraged to promote HFHSA and their events. Feel free to post on social media, just make sure to do it in a safe way. If you have to answer or make a call, please make sure to step away from your work area. Electronic devices such as iPods and MP3 players is limited to your breaks and not permitted in public areas

Personal Data

Once you have completed our online volunteer application process, you can access your personal volunteer profile at any time. It is important that your personal volunteer profile is always up to date (emergency contact information, mailing address, telephone numbers, email addresses). Be aware that submitting any contact information that is fraudulent is a crime and grounds for immediate dismissal. Any questions or concerns can be directed to the Volunteer Manager.

Volunteer Hours

All volunteer hours are recorded in HFHSA's database. It is the responsibility of the volunteer to sign in and out while volunteering at construction, ReStores, offices, and special events.

Volunteers working on committees and special projects are required to submit their volunteer hours on a monthly basis to Volunteer Services in person, via email or fax. The hours of commitment may vary based on the role and must be discussed and agreed upon before commencement of the position.

Students volunteering for community involvement through their school must complete all hours with HFHSA before a letter of completion can be issued by Volunteer Services.

Individuals approved to volunteer for court appointed hours (mandated community service) must complete all hours using the specific timesheet issued by HFHSA before a letter of completion can be issued by Volunteer Services.

Self-Care & Teamwork

- If you are feeling ill or unwell, please cancel your shift as soon as possible.
- Please notify HFHSA staff of any changes in medical conditions.
- Share the workload and provide encouragement to fellow volunteers.
- Work together to achieve HFHSA's goals and mission.
- Recognize and accept each other's skills and abilities.
- Encourage and support fellow volunteers, not judging others.
- Realize fighting and/or threatening violence in the workplace is strictly prohibited.

Smoking / Drug and Alcohol Use

- Smoking is prohibited at ReStores, offices and construction sites (please check with Habitat staff for designated smoking areas).
- All volunteers of HFHSA are required to be medically (physically, emotionally and mentally) capable of performing the required work, free from the presence of illegal drugs, alcohol or substances that diminish or impair their ability to perform the job.
- Any volunteer found under the influence of an illegal drug or abuse of prescription drugs, in possession of, using, selling, trading or offering for sale illegal drugs or alcohol during business hours, on affiliate property or in an affiliate vehicle will be subject to immediate termination.

Volunteer Rights and Discipline

The following procedures are used with respect to conduct and discipline. It is HFHSA's policy that any conduct that, in its view, interferes with or adversely affects work is sufficient grounds for disciplinary action. Such action can range from warnings to immediate discharge. Depending on the conduct, disciplinary steps will be taken in the following stages:

- First Warning – Verbal Warning
- Second Warning – Written Warning
- Third Warning – Suspension or Termination

Factors that will be considered in determining the appropriate action include: The seriousness of conduct, the volunteer's record, the volunteer's ability to correct his/her conduct, action taken with respect to similar conduct by other volunteers, and any other surrounding circumstances.

Safety

- Participate in all mandatory safety training programs.
- Put safety first in all our activities at all times.
- Promote and demonstrate safe and healthy work practices.
- Follow and implement all procedures to the best of our ability at all times.
- Respect and use all equipment in the way in which it was intended.
- Report all injuries, illnesses, accidents and near misses immediately to the appropriate people.
- Wear all mandatory personal protective equipment (PPE), as needed.
- Possession of dangerous and/or unauthorized materials, such as; explosives and/or firearms, is strictly prohibited in HFH Southern Alberta's buildings and on build sites. Possession of these items is grounds for immediate dismissal.

Positive Work Environment, Diversity, and Equity

HFHSA is committed to providing a positive work environment free of discrimination, bias, and bullying. Volunteers are personally responsible for maintaining this type of atmosphere.

- HFHSA prohibits harassment of any kind and in any nature that may make a person feel threatened or uncomfortable.
- Do not use inappropriate language that will offend others.

Any conduct or action which creates an offensive or hostile work environment is prohibited and will be grounds for immediate disciplinary action. No volunteer should be subjected to unsolicited or unwelcome sexual overtones or conduct, either verbal or physical.

Volunteers who feel they have been the victim of sexual or discriminatory harassment are encouraged to let the harasser know that their behavior is unwelcome. Additionally, it is very important to report the matter to Volunteer Services immediately.

Communication

- Acknowledge that speaking with any form of the media without permission is prohibited.
- Respect comments and feedback that are constructive and beneficial to job improvement as well as customer, donor and sponsor satisfaction.
- Offer constructive feedback to improve programs and the affiliate's departments.
- Utilize two-way communication and implement effective listening.
- Accept and respect the supervisor's instructions and work practices.

Trust

- Theft or inappropriate removal of Habitat's property is unlawful and grounds for immediate dismissal.
- Understand that the removal of confidential records without permission is considered theft.
- Keep private information on employees, fellow volunteers, and partner families confidential.
- Do not disclose affiliate issues, operations or information on organizations with whom we are associated.