

INTRODUCTION

Welcome and thank you for your interest in volunteering with Habitat For Humanity, Freeborn/Mower County. We are happy that you have joined our team in partnership with God and people from all walks of life, 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 and homelessness become socially, politically, and religiously unacceptable in our world. With these goals in mind employees and volunteers work as a community of caring people who demonstrate our faith by our actions toward each other and toward the community at large. We seek to work together in harmony, in an atmosphere of trust and confidence in each other.

It is our hope that you will join us in this spirit of partnership and that your work here at Habitat For Humanity, Freeborn/Mower is successful and fulfilling. We hope your volunteer experience will be rewarding, enjoyable, and worthwhile. Since Habitat for Humanity is primarily a volunteer organization, we rely on volunteers like you to help families in need realize the dream of owning a decent, affordable home. From our construction to our office, special events, and committee work, we rely on volunteers in every facet of our organization.

This handbook will provide you with general policies and practices of, Habitat For Humanity Freeborn/Mower hereafter referred to as HFHFM. You are encouraged to familiarize yourself with the contents of this handbook, for it will answer many common questions concerning your volunteering. In order to retain necessary flexibility in the administration of policies and procedures, HFHFM reserves the right to change, add, or eliminate any of the policies and/or benefits described in this handbook.

To help you better understand us and what your volunteering for, read on!

HABITAT 101

Habitat for Humanity International (HFHI) is a nonprofit, ecumenical, Christian, housing ministry dedicated to eliminating poverty and homelessness. Habitat works in partnership with low-income working families, sponsors, and communities to build and renovate decent, affordable housing. Through volunteer labor, donations of money and materials, Habitat builds and rehabilitates 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 homeowners' monthly mortgage payments are used to build still more Habitat houses.

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.

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. Habitat for Humanity International'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 150,000 houses around the world, providing more than 625,000 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.

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 nondiscriminatory 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

Your HABITAT FOR HUMANITY FREEBORN/MOWER COUNTY affiliate

Between our inception in 1991 and spring 2008, we have built 27 homes. This year we may build 1 house in Mower county. We have a multifaceted operation that not only includes home building, but also administrative and deconstruction operations. Included in that is a Restore for selling used materials.

Construction:

Building homes is certainly synonymous with the Habitat for Humanity name. There are construction tasks for all skill levels and a willing volunteer can learn and do just about anything on the construction site. With the exception of a few highly skilled tasks (e.g. electrical, plumbing, air conditioning.), most of our work on a building site is done by volunteers.

Administrative Committees:

We have committees which are: Family Selection, Public Relations, Church Relations, Volunteers, Family Support, Site Selection, Construction, and Special Events that are usually in need of volunteers. These committees work throughout the year, meeting once a month, and implement the policies and procedures the Board of Directors set forth.

VOLUNTEER RELATIONSHIP

Nature of Volunteering-At Will

This handbook is not an employment nor volunteer contract and is not intended to create contractual obligation of any kind. Neither you nor HFHFM is bound to continue the volunteer relationship if either you, or HFHFM, choose to end the relationship at any time.

Personal Data Changes

It is important for you to notify HFHFM of any changes in personal data. Personal mailing addresses, telephone numbers, individuals to be contacted in the event of an emergency (an emergency phone number can be vital), and other such status reports should be kept accurate at all times.

Attendance and Punctuality

In order to ensure a smooth operation, we ask that volunteers extend Habitat common courtesy in informing us of absences, late arrivals, and early departure. Volunteers are essential to Habitat; we depend on you and miss you when you are not here.

Volunteer Development

HFHFM wishes to foster an efficient and professional work environment by encouraging each volunteer to take advantage of job related educational and, vocational opportunities. When possible, volunteers are encouraged to attend conferences, seminars and other training programs. The Executive or Associate Director will consider requests for volunteer development on a case-by-case basis.

WORK ENVIRONMENT

Safety

You and HFHFM share the responsibility for establishing and maintaining a safe work environment. HFHFM will attempt to assure 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 your work activities. You are also 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.

HFHFM does have several first aid kits located in various areas. on our property and at the construction sites. Please see the supervisor of your area for exact locations.

Volunteer Conduct & Work Rules

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

- Theft, inappropriate removal, or possession of HFHFM property.
- 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 HFHFM vehicles or equipment.
- Fighting or threatening violence in the work place.
- Boisterous or disruptive activity in the work place.
- Negligence or improper conduct leading to damage of HFHFM's or another person's property.
- Insubordination or other disrespectful conduct.
- Repeated failure to follow a supervisor's reasonable request or to carry out a reasonable job assignment.
- Violation of safety or health rules.
- Smoking in HFHFM buildings or vehicles.
- False accusation of harassment, unlawful discrimination, or disparaging treatment by one employee to another.
- Sexual or other unlawful harassment or discrimination.
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the work place.
- Excessive absenteeism, tardiness or any absences without notice.
- Unauthorized or improper use of telephones, mail system, or other HFHFM-owned equipment.
- Unsatisfactory performance or conduct.

Unlawful Harassment & Discrimination

HFHFM 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. HFHFM prohibits

any actions, words, jokes, or comments based on an individual's sex, sexual preference, race, 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. HFHFM 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 both males and females and includes harassment between different and same sex.

Harassment/Discrimination Investigative Procedure

Any volunteer who feels that he or she is a victim of sexual, discriminatory harassment is encouraged to let the harasser know that his or her behavior is not welcome. Additionally, volunteers who feel they have been harassed must immediately report the matter to the Executive or Associate Director. Regardless of the means selected to resolve the complaint, any complaint will not be a reflection of the volunteer.

Co-worker Relations

While HFHFM desires every volunteer to receive fair and impartial treatment, it does recognize that conflicts, misunderstandings, and problems will arise from time to time. These concerns or problems may involve co-workers, supervisors, or HFHFM policies. Although most misunderstandings can and should be solved on an informal basis, more formal provisions have been made to resolve difficult problems. The procedure for raising a problem or concern is as follows:

1. The volunteer should inform directly the person who is -the source or cause of the problem or concern that there is a problem or concern. The people should attempt to resolve the issue informally and on their own. The standard for addressing such problems or concerns is outlined in "Four Rules for Fair Fighting" found on pages 9-10 at the end of this Handbook.
2. If the volunteer does not wish to communicate directly with the person who is the source or cause of the issue, or fails to satisfactorily resolve the issue after discussing with the other party, the volunteer should contact the supervisor followed by the Executive or Associate Director.

Equipment

Use of the forklift is prohibited for all volunteers unless specifically approved by their supervisor. All volunteers at construction sites must have approval and proper instruction from a crew leader before using any type of power tool.

Use of Telephones

To ensure effective communications, while on the telephone, you are expected to use a proper greeting and to speak in a courteous and professional manner. Please confirm information received from the caller and hang up only after the caller has done so. All volunteers answering the phones are expected to know how to properly receive and communicate telephone messages.

Personal use of HFHFM phones is permissible provided calls are local, of an essential nature, and of short duration.

THINGS EVERY VOLUNTEER SHOULD KNOW

Drug & Alcohol Use

Volunteers of HFHFM 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 or on affiliate property or in an affiliate vehicle will be subject to termination of their role with HFHFM.

Volunteers with a drug, alcohol or other substance dependency are urged to seek professional treatment, to include hospitalized rehabilitation.

Smoking

In keeping with HFHFM's intent to provide a safe and healthy work environment, smoking is prohibited throughout the offices, warehouse, and all HFHFM vehicles. Smoking is allowed on construction sites, but is prohibited inside a home once it has been fully framed. In recognition of federal law, any volunteer under the age of 18 is prohibited from smoking at any time on HFHFM property or in a HFHFM vehicle.

Dress Code

Everyone is expected to dress appropriately for the job in which they are performing whether they are employees or volunteers. If anyone has questions on what that means, they are to ask the supervisor under whom they are performing that job.

In general, unless a job specifically requires otherwise, HFHFM maintains business casual dress. In particular:

- Clothing should not be ragged, stained or torn.
- Clothing should not be too short, too low-cut, or too tight.
- Clothing should be appropriate to insure safety at the work place.
- Shorts must be 6 inches above the knees or longer.
- Undergarments should be covered with clothing.
- Shirts should come to the top of one's pants or skirt.
- Any clothing with disturbing messages, which could be viewed by others as offensive or suggestive, is prohibited.
- Any clothing, which is provocative in nature, is prohibited.

When on the construction site, or other area deemed appropriate, volunteers and employees must wear full, flat shoes (i.e. closed toe and with backs) and appropriate safety equipment.

Community Service

HFHFM welcomes community service volunteers from civic-groups, schools, community assistance programs, and the judicial system. It is the community service volunteer's responsibility to maintain an accurate time sheet and to ensure that it is signed off at the beginning and end of each day by a HFHFM supervisor or appointed person. Hours worked but

Our Holidays

New Year's Day
Memorial Day
Easter
Independence Day
Labor Day
Thanksgiving Day
Christmas Eve Day
Christmas Day

Where To Contact Us

Habitat for Humanity Freeborn/Mower
Mailing Address Box 28 Office Address 800 7TH STREET NE
Austin, Mn 55912

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FOUR RULES FOR FAIR FIGHTING

Preparation Steps

- A) Have an objective. Know what you want to accomplish.
 - 1) Share Feelings?
 - 2) Temporary or permanent solution?
 - 3) Try various solutions?

- B) Negotiate for the right time and place to talk.

Set the right tone. Example: "I have something I need to talk about with you. Is tonight at 7:00 pm a convenient time for us to talk for about an hour?"

C) Pray that God will help both of you to have open hearts, minds, ears, and mouths.

Four Rules for Fair Fighting- F A S T

Rule #1: FOCUS (Stay in Focus)

Stick to the issue at hand.
Tackle one issue at a time.
Don't play "issue-hopscoch."

Rule #2: ATTITUDE (Watch your Attitude)

- A) Fight to understand, not to wound. (Attack the problem, not the person.)
- B) Let resolved issues rest in peace. Don't dig up the past if it's buried.
- C) Don't Blame! Negotiate for what you want.
- D) Don't drag others into it, pitting them against each other.
- E) Don't continue a disintegrating argument.
H A L T! (Hungry, Angry, Lonely, Tired)
- F) Either person can be a referee if a rule has been broken.

Rule #3: SOLUTION (Reach a Solution)

Learn the art of compromise. Strive to appreciate the other person's desires, objectives, needs, and feelings.

- A) The best solution is a WIN-WIN Solution.
 - 1) Brainstorm without judgment possible solutions that might satisfy each person's desires, objectives, and needs.
 - 2) Critically evaluate each possible solution until both parties are satisfied.
 - 3) Surrender less important issues to reach a WIN-WIN solution, or nobody wins.
 - 4) In a WIN-WIN solution both people come away from the conflict with a sense that their most important desires, objectives, and needs have been satisfied.
- B) For less important, less emotional issues, use a quick method:
 - 1) Trade-Offs: We'll do it your way this time, my way next time.
 - 2) Flip a coin. Draw straws.

Rule 4 Tender (Keep it Tender)

Find a way to appropriately express love or humor at the appropriate times.

- A) Humor that will be mutually enjoyed, not sarcasm.
- B) Express your love verbally: "I care about you and our relationship."
- C) Express your love through touch: Reach out to hold a hand. Give a hug.
- D) Show concern for the other's comfort: ("can I get you another cup of coffee?")
- E) Pray together at the beginning and end of the conflict.

A Final Word: Have the right attitude about conflict. Problems are opportunities to restructure your relationship so that it will be more satisfying.

James L. Fry M. A., Christian Counselor-Therapist-Consultant

“YOUR CARE FOR OTHERS IS THE MEASURE OF YOUR GREATNESS” Luke 9:48

VOLUNTEER ACKNOWLEDGEMENT

I am in receipt of the Habitat For Humanity Freeborn/Mower Inc Volunteer Handbook. I understand I should consult with the Director, Associate Director, or Volunteer Coordinator if I have any questions about the policies, procedures and benefits contained therein.

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

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

Furthermore, I acknowledge that this Handbook is neither a contract of employment or volunteering, nor a legal document. Although some or all of the policies, procedures, and benefits 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 signature: _____ Date signed: _____

PLEASE READ AND SIGN THIS PAGE, DETATCH, AND RETURN IT TO THE APPROPRIATE **HFHFM** EMPLOYEE.

A WORD ABOUT SAFETY

INTRODUCTION

Safety is everyone's business and is an important consideration at any construction sight. Building construction can be one of the most dangerous occupations. Since Habitat work crews normally have a high proportion of inexperienced people building, they must pay particular attention to safety. Try to be conscious of the safety of others as well as yourself. An observer can often see danger better than the worker involved in the project. Be cautious at all times, and ask questions. Do not go ahead with a project you are uncertain as to how it is done, or if you are unable to do it.

Safety is based on knowledge, skill, and attitude of care and concern. Supervisors should instruct each worker about the correct and proper procedures for performing each task. This should familiarize the worker with the potential hazards of doing a project and advise him or her as to how such hazards can be eliminated or minimized. It is very important that we at Habitat know about safe work practices and follow them.

GUIDELINES FOR A SAFE ATTITUDE

1. Think before you do your work or task
2. If you are uncertain about how to do a task, or operate a power tool, ask a supervisor

3. Concentrate on your task and eliminate distractions
4. Know where the first aid kit is located and how to get emergency help
5. Inspect all power tools, ladders, hand tools, and scaffolding on a daily basis.
6. Advise your supervisor immediately of any unsafe or hazardous tool or condition

PROPER CLOTHING AND SAFETY EQUIPMENT

Proper clothing is as essential to safety as the proper selection and use of tools. Wear clothes and gloves that are appropriate for the work and weather conditions. Loose clothing is dangerous around power tools.

Workers shall wear work boots or thick soled shoes at all times when on the construction site. Any worker wearing sandals or other inappropriate footwear shall not be permitted on the worksite.

Hard hats are to be worn while doing demolition work, during framing, or when required by a supervisor, and are to be made available to workers on each job site.

Protective glasses will be available for every construction worker. A worker must wear protective glasses any time he or she is operating a power tool of ANY kind or when instructed by the supervisor.

Each worker must wear a dust mask when sanding, installing insulation, or when instructed by the supervisor.

Ear plugs must be worn when using a power tool for a prolonged period of time or when instructed by the supervisor. Ear plugs will be made available to workers at each job site.

POWER TOOLS AND ELECTRICAL EQUIPMENT

A power tool should not be used without proper instruction on its use, and on what can happen if improperly used. Instruction should be done by a qualified person, and should be given to all workers, including experienced “do-it-yourselfers”. The trainee should use the power tools in the presence of the instructor, until he or she is proficient in the usage, approved by the trainer.

Never lower a power tool by its cord, nor carry it thus. Clean tools daily. Power tools should be checked for any defects and proper grounding before use. Defective tools should not be used, and either be reported to the supervisor, or labeled and placed in the toolroom for repair immediately. **DO NOT WAIT UNTILL THE END OF THE DAY.**

To avoid electrical shock, the following rules should be followed:

1. A three-pronged plug must be used on all electrical tools.
2. Extension cords must not have frayed insulation or be fastened with staples, hung from nails, or suspended from wires.
3. All temporary lights must be equipped with non conductive guards.

HAND TOOLS

Always select the correct type and size of tool for your work, and be sure it is sharp and properly adjusted. Guard against using the tool if the handle is loose or in poor condition. Dull tools are hazardous to use because excessive force must be used to make them work. Oil or dirt on the tool may cause it to slip and cause injury. Hold tools correctly when using them. Most edged tools should be held in both hands, with the cutting action away from the body. Avoid using your hand or fingers in guiding the tool.

Handle and carry tools with care. Keep edged and pointed tools turned downward. Carry only a few tools at a time unless mounted in a special holder designed to carry more than one, or a tool belt. Anyone working with a hammer at a height should wear a hammer hoop tool belt, and when not using a hammer, should keep it in the tool belt and not set on an inclination or open board. Do not carry sharp tools in your pockets. When not in use tools should always be put back where they belong, not necessarily where they were found.

A WORD ON SAWS

DON'T BIND THE SAWBLADE. When cutting a long piece of wood, be it a board or paneling, the blade may bind and the saw may catch and “kick-back” towards the user causing injury. Use wood shims or shingles to spread the wood apart as you go along. **KEEP THE BLADEGUARD WORKING.** A spring activated bladeguard often can become bent and won't slide quickly, or the spring can become stretched, so the return is slow. Repair damaged guards as soon as it happens, and never prop the guard back out of the way.

Support what you are working on properly. Never attempt to cut something that could tilt or fall and cause the saw to slip.

TAKE YOUR TIME. It is far more important to work slowly and safely than to rush a project and cause injury.

LADDERS

Inspect a ladder before setting foot on it. If a ladder is unsafe, don't use it! Look for wear and tear, loose rungs, and defects. Use a ladder that will reach the work. An extension ladder should reach three feet above the work level. Move your ladder when you work. If both of your shoulders are outside the ladder while you are reaching to far, you may come tumbling down. While using an extension ladder, use the "4 to 1 rule". For every four feet of height, move the ladder one foot away from the wall. A ladder is pitched at the proper angle if you can grab a rung at shoulder height.

Place your ladder on solid footing. If there is danger of the ladder moving, tie it down. If there is a danger the ladder will be hit, barricade it. If the feet of the ladder are not level, dig the ground out under the foot that is the highest, with the claw of a hammer rather than raise the other with blocks.

Never use an aluminum ladder in the vicinity of electrical lines, and never use a ladder outdoors during inclement weather or on very windy days.

Carry tools and equipment in proper carrying devices, and keep your hands free when climbing. When climbing, always face the ladder.

SCAFFOLDING

All scaffolding that is elevated 10 feet or more must be equipped with safety railings. All scaffolds must be equipped with a toeboard to eliminate the possibility that tools or debris will be kicked or pushed off accidentally and hit someone below. When erecting scaffolding, provide adequate sills for the scaffold posts, and use base plates. Use adjusting screws, not blocks, when on an uneven grade. Make sure you plumb and level scaffolding, and do not force end bracket when constructing the scaffolding.

Many scaffolding accidents are caused by defective planking. Use only graded and inspected lumber for planking. Inspect planking daily for splits and knots, and remove defected or damaged planking.

A CLEAN WORKPLACE

A clean work site is a safe place to work. This refers to the neatness and good order of the construction site. Maintaining good housekeeping contributes to the efficiency of the worker and is important in preventing accidents.

Position building materials and supplies in carefully laid out piles to allow adequate aisles and walkways. Clean up all rubbish and scrap materials on a daily basis. Do not permit blocks of wood, nails, bolts, empty cans, pipe, wire, or other materials to accumulate on the job site. Never leave a work site unguarded unless all tools and materials have been properly secured.

POISONS AND TOXINS

The poisons and toxic substances that can be found most often are asbestos, lead oxides, solvents, and animal feces. Special care must be taken when you come in contact with any of these substances, or any unfamiliar substance.

If you discover asbestos fiber being used as a pipe, boiler, or heating duct insulation, contact your supervisor immediately. Do not attempt to remove the asbestos on your own.

Scraping exterior woodwork, demolishing lead-painted walls, and stripping old mill work are the principle ways that workers can be exposed to lead chips, dust, and particles. Contact your supervisor if you find any lead painted surfaces.

Masks are the best protection against breathing germs that can be borne in dust containing animal feces (such as rodent droppings).

EMERGENCY MEDICAL CARE

If someone is injured on the job, contact your supervisor immediately and summon any needed medical help. You should also use the supplies in the first aid kit to stabilize the injury as much as possible until medical help arrives. Your supervisor is trained in first aid, and will help with any injured worker. Insurance forms necessary to obtain emergency medical care are located in every first aid kit.

