Newnan-Coweta
Habitat for Humanity®



Volunteer Handbook
2025-2026

EQUAL HOUSING
OPPORTUNITY

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Welcome!

First and foremost, thank you for your interest in volunteering with Newnan-Coweta Habitat for Humanity (NCHFH)! 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 provide families in need with simple, decent, affordable housing. Because you, me, we — we're all humans. And every single one of us deserves the opportunity for a better future.

It is our hope that your efforts with NCHFH will prove enjoyable and rewarding. NCHFH is a volunteer-driven organization that relies on donated time and services to help families realize the dream of homeownership. From working on construction sites and helping in the ReStore, to assisting with special events and serving on committees or the Board of Directors, or helping in the office and supporting fundraising efforts—volunteers greatly impact every facet of our organization.

This manual will provide information on policies and practices of NCHFH. You are encouraged to familiarize yourself with the contents of this manual, as it will answer many questions concerning our organization and outline how you can become involved.

In order to retain necessary flexibility in the administration of policies and procedures, NCHFH reserves the right to amend any of the policies and/or benefits described in this manual.

Habitat for Humanity International

Habitat for Humanity International (HFHI) is a nonprofit, ecumenical Christian housing ministry. HFHI's vision is a world where everyone has a decent place to live, and its mission is to put God's love into action by bringing people together to build homes, communities, and hope. HFHI seeks to eliminate poverty housing and to make decent shelter a matter of conscience and action. Through volunteer labor and donations of money and materials, Habitat builds and rehabilitates simple, decent houses with the help of partner families.

Founded in 1976 by Millard and Linda Fuller, HFHI has helped more than 46 million people improve their housing conditions. HFHI has headquarters in Americus and Atlanta, Georgia. The organization now has more than 1,400 local affiliates in the United States and operates in more than 70 countries globally.

Newnan-Coweta Habitat for Humanity, Inc.

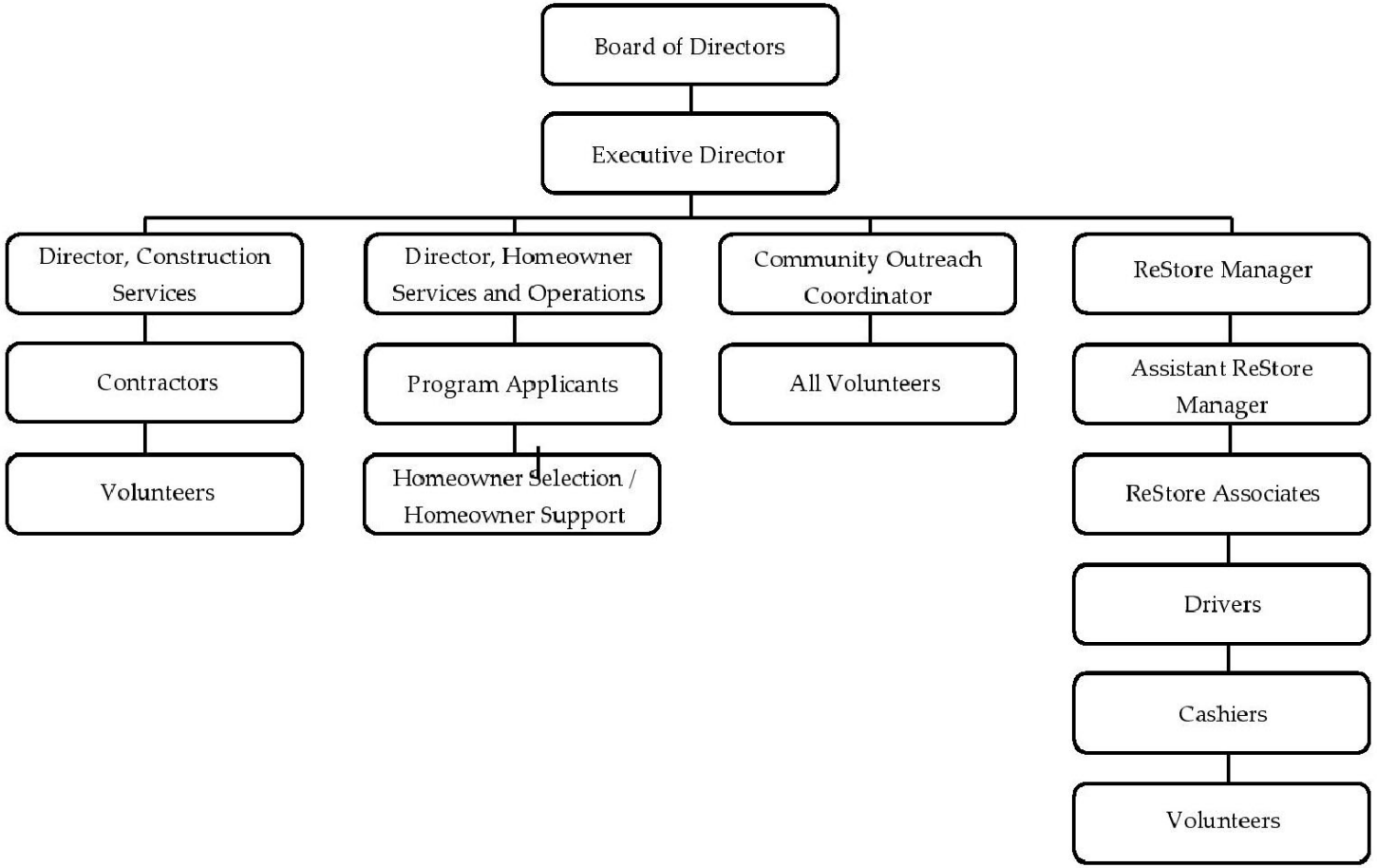
Established in Coweta County in 1993, NCHFH is a 501(c)(3) not-for-profit organization that builds simple, decent, affordable housing with the help of volunteer labor, donated funds, time and materials. NCHFH is an affiliate, in good standing, of HFHI and is governed by a local board of directors. Habitat provides a hand up, not a hand out. Each home is sold at no profit to local families who otherwise might be forced to live in substandard housing. These families contribute "sweat equity" by helping in the construction of their own homes, the homes of other partner families, and in the ReStore alongside Habitat staff and volunteers.

Living in a new home with an affordable mortgage payment calculated at less than 30% of gross monthly income allows our partner families the resources to properly provide for themselves. The change from renter to owner transforms the mindset of the adults who helped build their own home and establishes new, more hopeful expectations for the children who grow up in a stable environment.

NCHFH's Homeowner Selection Committee chooses homeowners based on their level of need, their willingness to become partners in the program, and their ability to pay for a mortgage. Every Habitat for Humanity affiliate follows a nondiscriminatory policy of family selection, meaning neither race nor religion is a factor in choosing the families who receive Habitat houses. To help ensure homeowner success, NCHFH works very closely with individuals and provides education in household budgeting, home ownership, credit management, and home maintenance, just to name a few. To date, NCHFH has built over 62 new homes and repaired many other homes in Coweta County.

Newnan-Coweta Habitat for Humanity®

Newnan-Coweta Habitat for Humanity® Organizational Chart



Location and Hours

Newnan-Coweta Habitat for Humanity, Inc. ReStore and Administrative Offices
216 Bullsboro Drive, Suite B-1
Newnan, GA, 30263

ReStore hours:
Tuesday – Saturday, 10 a.m. – 5 p.m.

Contact Information

Main office: (770) 252-9049
ReStore: (770) 252-4061

Director of Community Outreach
Marcie Bayne
volunteer@nchfh.org
Cell: (706) 350-4121

ReStore Manager
Trey Talley
restore@nchfh.org

Chief Executive Officer
Ashley Collins
executivedirector@nchfh.org

Website: https://nchfh.org

Facebook: https://www.facebook.com/NewnanCowetaHabitatforHumanity/

Instagram: https://www.instagram.com/newnancowetahabitat/

Volunteer Opportunities

Construction
Construction volunteers assist with many stages of new home construction, including framing, siding, hanging drywall, flooring, painting, and landscaping. No construction experience or skills are required, and volunteers are supervised by NCHFH Staff.

When: Tuesday – Saturday, 7:45 a.m. - 4 p.m.; however, schedules vary from project to project.
Location: Varies

ReStore
NCHFH's Restore sells donated materials to help raise funds which support Habitat's projects. Volunteers provide customer service, help clean and repair donated items, stock shelves, load and unload materials from vehicles, and ride along with our drivers to pick up donations.

When: Tuesday – Saturday, 10 am – 5 pm
Location: 216 Bullsboro Drive, Suite B-1, Newnan, GA, 30263

Volunteer Groups
For group volunteer efforts, contact the Community Outreach Coordinator with the following information: group size, desired date(s), and age range of participants. Please register your group well in advance of your desired date as the calendar fills up quickly for both construction and the ReStore.

Special Events
Volunteers are needed at various times throughout the year to assist with special events and fundraisers such as the annual Tin Cup Golf Tournament and the Great Gingerbread Build.
Locations and times vary

Office Support
There are occasional opportunities for volunteers to provide administrative support for NCHFH staff.

Committees
Volunteers with relevant experience can serve on NCHFH committees, including:

- Board of Directors
- Homeowner Selection Committee
- Special Events Committee
- Volunteer Support Committee

Internships
High School and college students are encouraged to apply for the NCHFH internship program. Working for the volunteer services department, under the supervision of the Community Outreach Coordinator, interns will gain valuable experience in public speaking, project management, event planning, relationship building, and office administration. Eligible candidates are high school juniors, seniors and college students who have a cumulative GPA of at least a 3.0, have attended a new volunteer orientation, and have completed at least 20 volunteer hours in the ReStore. To apply for an internship position, email your resume including contact information for a current teacher/professor reference to the Community Outreach Coordinator at volunteer@nchfh.org.

Other Service Opportunities

Court-Ordered Community Service
Individuals interested in serving court-ordered community service must be at least 16 years old and are required to attend a new volunteer orientation.

NCHFH **CANNOT** accept court-ordered community service for any of the following:

- Any form of theft, i.e. shoplifting, burglary, larceny, petty theft, coercion, fraud, forgery, etc. in the past 5 years
- Any violent crime, i.e. assault, domestic violence, battery, etc. in the past 5 years
- Any felony in the past 7 years
- Any history of sexual misconduct

This is not an exhaustive list and NCHFH reserves the right to refuse any charges that conflict with the organization's mission and vision. If the Community Outreach Coordinator determines that an individual's charges are not a conflict with the above criteria, the volunteer will need to provide their court paperwork and a valid form of photo identification when they arrive for volunteer orientation.

Volunteers will track their hours either on tracking sheets or those issued by the court and will also check in on the computer at the front desk. Volunteers' hours must be signed off by Habitat staff at the end of each shift. **Any hours not verified by staff or lost tracking sheets will result in the volunteer not getting credit for those hours. Falsifying hours/signatures on volunteer log-in sheets or time sheets is illegal and immediate grounds for termination.**

Upon completion of their required hours, the volunteer should request that the Community Outreach Coordinator provide a letter or send an email verifying the completion of the required hours. **Requests for letters or emails should be made at least 48 business hours in advance.**

Volunteer Policies and Procedures

Volunteer Eligibility
NCHFH will not discriminate against any volunteer applicant on the basis of race, gender, religion or sexual orientation.

Registration Process
All individuals are required to register for and attend a new volunteer orientation prior to beginning their service. To register, please contact the Community Outreach Coordinator at volunteer@nchfh.org or (706) 350-4121

You may also fill out an online volunteer interest form on our website at:
https://www.nchfh.org/volunteer. Once submitted, the form will be sent to the Community Outreach Coordinator's inbox. Once received, the Community Outreach Coordinator will reach out via the contact information provided and invite the prospective volunteer to a new volunteer orientation.

Liability Waivers
All volunteers must complete a liability waiver once a year. Liability waivers can be completed at the following links:

Adult Volunteers: https://tinyurl.com/bdhp2az9
Adult Community Service Volunteers: https://tinyurl.com/4d2ut46k
Minor Volunteers: https://tinyurl.com/4h9ubyr7
Minor Community Service Volunteers: https://tinyurl.com/n2k5u5w8

Non-proselytizing policy
Habitat for Humanity International and its affiliated organizations will not proselytize. Nor will HFH work with entities or individuals who insist on proselytizing as part of their work with HFH. This means that HFH will not offer assistance on the expressed or implied condition that people must adhere to or convert to a particular faith or listen and respond to messaging designed to induce conversion to a particular faith.

To ensure that NCHFH is in accordance with the state and federal child labor laws, the following policies have been adopted.
No one under the age of 16 is allowed on a construction site while construction is going on. Children/youth are prohibited from being on an active construction site and from operating power tools or participating in other hazardous construction activities as outlined in the *HFHI Practical Guidance for Engaging Youth Volunteers on Build Sites and in ReStores* manual.

Youth between the ages of 16-17 years old cannot:

- Work from a height over 6 feet (HFHI Policy 21).
- Engage in blitz builds (HFHI Policy 21).
- Must comply with all safety standards listed on page 3.
- Engage in the following activities that are found to be "particularly hazardous" (29 CFR 570.50 et seq.):
  - Operating, setting up, adjusting, cleaning, or repairing power-driven tools or machines — defined as "all fixed or portable machines or tools driven by power and used for or designed for cutting, shaping, nailing, stapling or punching wood, metal or similar materials." (Note: Battery-operated tools that have a motor are considered power tools.)
  - Operating circular saws, band saws, chain saws, wood chippers, or cutting discs.
  - Wrecking or demolition. This is defined as "all work, including cleanup and salvage work, performed at the site of the total or partial demolishing or dismantling of a building, chimney or other structure."
  - "Roofing operations, on or about a roof" — defined as "all work performed upon or in close proximity to a roof, including painting … or performed in connection with the installation of roofs or all jobs on the ground related to roofing operations such as roofing laborer, roofing helper, materials handler and tending a tar heater."
  - Excavation operations — excavating, working in or backfilling trenches, except working in or manually excavating or backfilling trenches that are not deeper than 4 feet.
  - Driving a motor vehicle. A 17-year-old can, under limited circumstances, drive a motor vehicle when incidental and occasional (570.52), but affiliates should be aware of insurance limitations for drivers younger than 18.

Youth between the ages of 16-17 years old can:

- Use non-powered tools, such as hammers, screwdrivers, handsaws, caulk guns, and staplers.
- Operate a certain, limited amount of landscaping power-driven machinery such as lawn mowers, leaf blowers, trimmers, cutters, weed eaters, edgers, and truck lifts that are not used for or designed for cutting, shaping, nailing, stapling or punching wood, metal or similar materials. Note this is a very limited list of power-driven tools and machinery.
- Use paintbrushes and paint rollers (as long as they are working below heights of 6 feet).
- Install insulated concrete forms, or ICFs.
- Be present on an active construction site, as long as they are not engaging in prohibited activities.
- Load and unload materials onto or from motor vehicles or conveyors (except for prohibited power tools and machines).
- Remove materials (carpet, flooring, tile) so long as proper protective gear is worn.
- All activities listed on page 7 for workers younger than 16. (Reference *HFHI Practical Guidance for Engaging Youth Volunteers On Build Sites and in ReStores)*
-

- All children under the age of 18 must have a chaperone present for individual volunteering and community service.
- When engaging youth volunteers *in a group setting*, the following youth-to-adult ratios are strongly recommended:
  - 10:1 (exterior)
  - 5:1 (interior)

If 16-17 year-olds are apprentices or students, they may engage in activities that are otherwise hazardous if the following criteria are met:

- If the worker is an apprentice and:
  - He or she is employed in a craft recognized as an apprenticeable trade.
  - Hazardous activities are incidental to training.
  - Work on the site is under the direct and close supervision of an adult.
  - There is a written apprenticeship agreement.
  - If the worker is a student learner and (more common):
  - He or she is enrolled in a vocational program at school.
  - Volunteering and engaging in hazardous activities are incidental to the skills he or she is learning at school.
  - Work will be for short periods and under the direct and close supervision of a qualified and experienced person.
  - There is a written agreement among the school, the Habitat affiliate, a parent and the student, outlining the scope of the volunteer work, how it will be supervised and when it will occur.

Youth between the ages of 14-15 years old cannot:

- Operate, tend, set up, adjust, clean or repair power-driven machinery, including but not limited to lawn mowers, trimmers, cutters, weed-eaters and edgers.
- Operate motor vehicles.
- Complete outside window washing that involves working from window sills or work that requires the use of ladders, scaffolds or their substitutes.
- Load and unload goods or property onto or from motor vehicles or conveyors, except as permitted in the limited exceptions (see next column).
- Engage in occupations in connection with warehousing and storage, except office, clerical and sales work.
- Volunteer during school hours, or more than three hours in any one work day when school is in session.

Youth between the ages of 14-15 years old can:

- Load and unload onto and from motor vehicles, using personal nonpower- 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. However, loading and unloading of trash, items for sale, cones or signage is not permitted.
- Assist with office and clerical work, including the operation of office machines.

- Price marking and tagging by hand or machine, assembling orders, packing, and shelving.
- Bag and carry out customers' orders.
- Clean, including the use of vacuum cleaners and floor waxers and the maintenance of grounds (but not the use of power-driven tools or machines otherwise prohibited)

If 14-15-year-olds are apprentices or students, they may engage in activities during the school day and for more than three hours per day. This exception DOES NOT change the types of activities 14-15 year-olds can do.

Criteria:

- Student must be enrolled in a school program authorized by a school that provides education on workplace safety.
- A teacher-coordinator must be identified who supervises the program and makes regular visits to the sites to ensure safety and compliance.
- There must be a written agreement among the teacher, Habitat, the student and a parent outlining the duties of the student, the number of hours, and the ways in which all safety and FLSA standards will be met.

Children/youth are under the age of 14-years-old may engage in the following activities:

- Improve curb appeal with planting flowers or garbage pickup.
- Make a recipe scrapbook for a new homeowner.
- Make volunteer cards and candy bags.
- Put together a welcome basket for a new homeowner.
- Make decorative photo frames for homeowners or volunteers.
- Put together a photo album for homeowners.
- Decorate light switch covers.
- Hold a two-by-four-signing fundraiser.
- Decorate flower pots.
- Hold a trick-or-treat for change event.
- Hold a rake-a-thon fundraiser.
- Hold a Lego build contest.
- Paint murals, floors, shelves, breakrooms (without use of ladders and while ReStore is closed to the public).

Reporting and Recording Hours

Volunteer hours are tracked through NCHFH's database. Volunteers can request their individual report from the Community Outreach Coordinator with a 72 hours' notice.

Staff can sign off on hours at the end of the shift for volunteers who need verification of hours for school or church via their own paperwork.

Individuals serving court-ordered community service must have their tracking sheet signed by a Habitat staff member at the end of their shift and are also required to check in on the front desk computer. Volunteers must have a staff member verify that their time logged on the computer matches the time on the log sheet when requesting for hours to be signed off on.

Dress Code

The following guidelines are provided to assist you in projecting an appropriate appearance, and to afford safety and health on the job:

- ***Sturdy, close-toed shoes are mandatory!***
- Volunteers should wear clean, weather appropriate apparel that is appropriate for their specific work area. Jeans and T-shirts are acceptable at the construction site and the ReStore.
- Construction and ReStore volunteers can wear shorts, but they must be a modest length.
- ReStore volunteers cannot wear tank tops.
- ReStore volunteers will be provided with an apron.
- When necessary, volunteers must wear personal protective equipment such as eye goggles, gloves, etc.
- No jewelry or loose clothing.
- Clothing should be clean, and not be ragged, stained or torn.
- Clothing should not be too short, too low-cut, or sheer, no tube tops or bare midriff.
- Undergarments should be covered with clothing.
- Any clothing with disturbing messages or provocative in nature, which could be viewed by others as offensive or suggestive, is prohibited.

Safety Procedures

At NCHFH, the safety of volunteers, team members, clients and customers is the highest priority. This is achieved by:

1. Safety inspections are done daily at the stores and construction sites.
2. Volunteers will follow the Safe Way to Lift guidelines.
3. Volunteers should immediately report unsafe working conditions and health hazards to their immediate supervisor.
4. In case of emergency (gas leak, bomb threat, fire, etc.), it is mandatory that everyone evacuate the building immediately.
5. Injuries should be reported immediately to the area supervisor and incident report form must be completed.
6. Newnan-Coweta Habitat for Humanity is not responsible for theft or damage of any kind related to motorized vehicles, bikes, trailers or similar items or contents.
7. Newnan-Coweta Habitat for Humanity facilities, entrances to facilities and vehicles are smoke-free.
8. NCHFH is a drug free workplace.

NCHFH volunteers are encouraged to complete Lockton's free online safety course: http://hfhaffiliateinsurance.com/volunteers/

Inclement Weather Policy
NCHFH reserves the right to close the worksites during periods of inclement weather. In extreme heat, the construction site may close early to protect the safety of staff and volunteers.

Rest and Lunch Breaks
Breaks throughout the day are encouraged as workflow permits. In addition to breaks, any volunteer working **5 hours or more** is required to take a 30-minute lunch break.

Media
All 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 President & CEO. Please refrain from commenting to the media on behalf of NCHFH.

Retail Purchasing Procedure
All volunteers of NCHFH are allowed to shop at the ReStore. Purchases should be made after your volunteer shift. ReStore volunteers will receive a 20% discount after they have completed 30 volunteer hours *(not including court ordered community service)*. Items can be held for 24 hours after they are paid for in full, otherwise no items may be held for any amount of time. A manager must approve the price of all purchased items.

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

Gift Giving Policy Regarding Partner Families
Volunteers often want to give gifts or money to Habitat homeowners. This is strongly discouraged as it often goes against Habitat's belief of "giving a hand up, not a hand out." Giving individual gifts sets a precedent and falsely raises expectations among the homeowners or individuals involved in the project(s) as to what future volunteers might provide. Individual gifting also has the potential to create jealousy, competition, and feelings of ill will among the homeowners or individuals as well as within the community, depending on what type of gift is given and to whom. Volunteers who want to further support NCHFH should speak with the Community Outreach Coordinator who will connect you to the appropriate staff person.

Harassment Policy
NCHFH is committed to maintaining a work environment that is free from discrimination and prohibited actions, and where team members, volunteers and clients at all levels are free to devote full attention and best efforts to the job. Harassment, either intentional or unintentional, has no place in the work environment. NCHFH WILL NOT tolerate any form of harassment of or by a team member, homeowner or volunteer based on race, sex, religion, color, national

origin, age, disability, sexual orientation or any other protected status. The term "harassment" includes, but is not limited to, offensive language, jokes or other verbal, graphic or physical conduct relating to a team member's race, sex, religion, color, national origin, age, disability or sexual orientation which would make the reasonable person experiencing such harassment uncomfortable in the work environment, or which could interfere with the person's job performance. NCHFH's prohibition against engaging in any form of harassment and protection from being the victim of harassment applies equally to team members, volunteers, clients, vendors, contractors and customers.

Reporting Instances of Harassment

It is the desire of NCHFH to maintain an atmosphere of mutual respect. Therefore, you have the responsibility and opportunity to explain to your fellow volunteers and NCHFH staff members that you find a particular language or action offensive, or to report any such behavior that you may witness.

NCHFH cannot correct harassment problems of which it is unaware. Therefore, if you believe that you have been harassed by a volunteer, co-worker, supervisor, manager or other individual in the workplace (whether employed by NCHFH or not), or believe that your volunteer experience is being adversely affected by such conduct, you should immediately report such concerns, in writing to:

Marcie Bayne, Director of Community Outreach
Cell: (706) 350-4121
Email: volunteer@nchfh.org

In the event that the complaint is regarding the Director of Community Outreach, or if the individual is not comfortable bringing it to them, please report to:

Ashley Collins, CEO
Phone: (770) 252-9049 ext. 206
Email: executivedirector@nchfh.org

OR
Anthony Fields, Board President
Phone: (678) 300-7649
Email: anthonyfields@gmail.com

Complaints of harassment should be made in writing and be signed. A copy of your complaint will be signed by the person to whom the complaint is made.

Volunteer Recognition

Volunteers are integral to NCHFH's ability to achieve its mission. NCHFH will take every opportunity to recognize and appreciate its volunteers and their contributions.
This includes:

- 20% discount at the Newnan ReStore after completing 30 volunteer hours*
- Written and verbal recognition
- Recognition items for achieving hours benchmarks or contributing to special projects
- Events held in honor of volunteers
- Annual National Volunteer Appreciation week celebrations

**Community service volunteers are not eligible*

The President's Volunteer Service Award

The President's Volunteer Service Award (PVSA) is our nation's highest honor for volunteerism, encouraging citizens to live a life of service through presidential gratitude and national recognition.

Criteria

Individuals, families, and groups that meet the criteria are eligible for the PVSA.

- Recipient(s) must be a United States citizen or a lawfully admitted permanent resident of the United States.
- Awards are issued for hours served within a 12-month time period or over the course of a lifetime.
- Awards are issued for volunteer service only; additional levels of participation with the organization (i.e., charitable support) are not a factor considered for the award.
- Court-ordered community service does not qualify for the award.
- Awards are issued by approved Certifying Organizations.
- Service must be with an approved Certifying Organization that is legally established in the United States, the Commonwealth of Puerto Rico or one of the U.S. territories

Eligibility

Hours are measured over a 12-month period and awards are designated based on cumulative hours. The awards are offered in multiple levels and are designed to recognize each milestone of your service achievement. Levels include bronze, silver, gold and the highest honor, the President's Lifetime Achievement Award for those who contribute more than 4,000 hours of service in their lifetime.

Hours by Award	Bronze	Silver		Gold
Teens (13–15)	50 – 74	75 – 99		100 +
Young Adults (16-25)	100 – 174	175 – 249		250 +
Adults (26 and older)	100 – 249	250 – 499		500+
Families and Groups*	200 – 499	500 – 999		1,000+
	President's Lifetime Achievement Award: Individuals who have completed 4,000 or more hours in their lifetime			
	**** Two or more people, with each member contributing at least 25 hours toward the total***			

Volunteer Expectations and Responsibilities

It is NCHFH's aim to encourage people to work together to achieve Habitat's mission by creating an environment that supports the diversity of people and their ideas. NCHFH is committed to supporting high standards of business ethics in every aspect of its operation. NCHFH recognizes that people work best when they know what is expected of them and, in turn, expect volunteers to follow rules of conduct that will protect the interests and safety of all NCHFH employees and volunteers.

- Volunteers are expected to fully support the mission of NCHFH and embrace its core values.
- Volunteers must abide by all NCHFH volunteer guidelines.
- Volunteers must remain respectful, courteous and professional at all times when interacting with the public, Habitat staff, fellow volunteers, and partner families.
- Volunteers must complete the liability waiver once a year.
- Volunteers must be on time for their shift – if you are going to be late or unable to volunteer for your shift, contact the point person or Director, Community Outreach and Development as soon as possible.
- Volunteers must sign in and out on the appropriate sign-in sheet at their volunteer location. This is your responsibility. **Volunteers completing hours for community service (school, church, or court-ordered) must record their hours as advised, or they may not be counted.**
- Volunteers must practice professional ethics; do not divulge confidential information to which you may have access.

- Volunteers must follow the dress code for their volunteer assignment. Closed-toed shoes are required at all times.
- NCHFH is not responsible for any lost or stolen items. Please keep your valuables safe. A safe location will be offered for your valuables upon request.
- Volunteers must not promote any commercial products, religious doctrines or beliefs, or political candidates/parties during their volunteer assignment.
- If at any time you encounter a problem or have a question during your volunteer assignment, please notify the supervisor overseeing the particular project that you are involved with. They will take the necessary steps to correct the issue/problem. If you still have further questions, please contact the Community Outreach Coordinator.
- **Volunteers needing a letter to document their hours, please allow 72 hours' notice**. Letters can be obtained from the Community Outreach Coordinator.
- Volunteers wishing to terminate their assignments at Habitat must notify their supervisor as soon as possible.

NCHFH commits to the following:

- To do the very best to make your volunteer experience productive and rewarding.
- To provide adequate information, training and assistance for each volunteer to be able to meet the responsibilities of their commitment.
- To ensure diligent supervisory aid to the volunteer and provide feedback on performance.
- To respect the skills, dignity and individual needs of the volunteer.
- To be receptive to any comments from the volunteer regarding ways we can improve our respective tasks.
- To treat the volunteer as an integral member of the Habitat team, jointly responsible for the completion of the Habitat mission while upholding our core values.

Termination/Exit

Any conduct that is not in line with the mission and core values of NCHFH or the above stated expectations and responsibilities may result in the volunteer being asked not to return.

Grievance Policy

While NCHFH desires every volunteer to receive fair and impartial treatment, it does recognize that conflicts, misunderstandings, and problems arise from time to time. Problems or concerns may arise among volunteers or between volunteers and NCHFH staff. Although most misunderstandings can and should be solved on an informal basis, more formal provisions have been made in order to resolve difficult problems. The procedure for raising a problem or concern is as follows:

1. The volunteer should directly inform the person who is the source or cause of the problem/concern that a problem/concern exists. Those involved should attempt to resolve the issue informally and independently.
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 it with the other

party, the volunteer should then contact the project supervisor or the Community Outreach Coordinator.