Volunteer Orientation Manual

Meet our Affiliate

Founded in 1993, Habitat for Humanity of Greater Garland (HFHGG) has been serving the Garland, Rowlett, and Sachse community for 24 years. Through faith in action, HFHGG brings people together to build homes, communities, and hope by providing decent, affordable housing for individuals and families in need. Since 1993, we have served over 85 families by building 38 new construction homes and rehabilitating 46 homes.

Habitat offers a hand up, not a hand out. Our partner families re-pay an affordable mortgage and contribute sweat-equity hours building their own home as well as other Habitat homes. There are three criteria to becoming a Habitat homeowner: demonstrated need for housing, willingness to partner, and ability to pay.

HFHGG works closely with each of our city offices, school districts, chamber of commerce, civic groups, churches, and a variety of local nonprofit coalitions to enhance our work and collaborate with other organizations in our geographic service area.

With help from our dedicated and hardworking volunteers, HFHGG constructed 11 new home through our School House partnership with GISD and assisted with clean up on 21 homes that were damaged by the 2015 tornado that swept through Garland and Rowlett the day after Christmas.

As we prepare to celebrate our 25th year of anniversary of serving Garland, Rowlett and Sachse, we are eager to continue to build capacity and expand our reach in our Geographical Service Area (GSA). We have some audacious goals for 2018! STAY TUNED.

Did You Know

- A home is more than just a roof over someone's head. Research shows children of homeowners are 35% less likely to receive welfare, 20% more likely to graduate high school, and 116% more likely to graduate from college.
- All Habitat affiliates are independent nonprofits separate from Habitat for Humanity International (HFHI), meaning that your generosity and support directly impacts Garland, Rowlett and Sachse.
- Every year, GAHFH tithes 10% of its non-designated funds to support HFHI build projects abroad. Our affiliate has funded building projects in Kryrgstan through our annual tithe to HFHI.
- According to HUD 2018 fair market rental amounts, a 3-bedroom unit in geographical service area costs:
    - Garland: $1,430
    - Rowlett: $1,390
    - Sachse: $2,070

- Percentage of residents below poverty level in geographical service area:
    - Garland: 17%
    - Rowlett: 6.8%
    - Sachse: 4%

ReStore

HFHGG opened the ReStore in November 2014. We sell donated gently used and new home goods, furniture, appliances, flooring, remodeling materials, paint, doors, cabinets, and windows, to the public at a discount. Inventory changes daily.

Did You Know:

- All of the proceeds received from the ReStore supports the HFHGG mission and programs
- Donating your used goods diverts millions of pounds of excessive dumping from Dallas county landfills

The ReStore accepts the following donations: appliances, architectural items, brick, cabinets, countertops, doors, flooring (new), furniture, hardware, home décor, insulation (new), lighting, masonry, plumbing, tools, windows, wood – **at least 4 ft**.

The ReStore does **NOT** accept the following items: unframed glass/mirrors, clothing, old computers, drapes, fluorescent lights, hazardous materials, opened paint, pesticides, storm windows, window sashes, and non-flat screen TVs.

How Habitat Homeownership Works

We offer low-income individuals and families a hand up, not a hand out. HFHGG follow a nondiscriminatory policy of family selection. Our partner families must meet the following requirements:

- Demonstrated need for housing such as overcrowding, structural or safety problems, unsafe neighborhood, lack of access to services, unstable living arrangements.
- Willingness to partner with Habitat for Humanity of Greater Garland: the individual or family must complete 300-450 sweat equity hours which includes working on their home and the homes of other HFHGG families or in the ReStore.
- Ability to pay: Homeowners actually *buy* their homes, so they must be able to contribute monthly towards an affordable mortgage that does not exceed 30% of their monthly income, show proof of stable income, have good credit and not have too much debt.

Once the homes and the partner family's sweat equity hours have been completed, HFHGG sells the home at an affordable sales price, with monthly mortgage payments structured between 20- 30% of their monthly household income.

HFHGG relies on the community to carry out our mission. We rely on the support that comes from businesses, government and corporate grants and foundations, churches/faith groups, and individuals.

Volunteering on a HFHGG Construction Site

Groups: HFHGG will happily engage groups on the construction site. For the safety of our volunteers and staff, our maximum group size per job site is 25 people. If you have a group larger than 25, please contact the Volunteer Coordinator to discuss options. Groups **MUST** fill out a Group Volunteer Application and schedule their volunteer project in advance with the Volunteer Coordinator.

Individuals: HFHGG encourages individuals to participate on new construction and critical repair projects. No construction experience is necessary. Individuals must sign up through our website on VolunteerLocal to participate on a project.

Our work days run from 8:00 AM until 4:00 PM unless otherwise stated. On your project day, **please arrive promptly by 7:45 AM**, dressed appropriately, prepared for the weather, and ready to work! Early departures and late arrivals break the momentum of a project so we ask and encourage all our volunteers to commit to a full day of work. However, if you need to leave early, please let our HFHGG construction manager know so we can plan accordingly.

Work site locations, workdays and assignments are subject to change due to the unpredictable nature of volunteer construction work. Your patience and cooperation is appreciated so that we can ensure a safe and enjoyable environment for all.

Age requirements: Volunteers ages 16 and 17 **MUST** have consent from a parent or legal guardian as well as adult supervision to volunteer on a HFHGG construction site. Volunteers under 18 years older are not permitted to use power tools or be up on a ladder. **Children under the age of 16 are not permitted on an active HFHGG construction site.**

What to wear: Closed toed-shoes or work boots are required. Anyone wearing flip-flops or sandals will not be permitted on the construction site. We strongly encourage you to wear clothes that you do not mind getting dirty. Light colored, cotton clothing and a hat are recommended for summer. Layered clothing is recommended for winter. Please leave your jewelry at home because it can get lost or damaged.

Lunch: HFHGG does not provide lunch for volunteers unless otherwise stated. We ask volunteers to bring their own snack or lunch. Volunteers are asked to bring their own lunch or pick up food, during the scheduled lunch break, to eat on site. We strongly encourage all volunteers to eat their lunch on site in order to keep the project momentum going. If you are with a group, check with your team leader to see if lunch is being catered.

Tobacco, Alcohol, and Drugs: Alcohol consumption and illicit drugs are **NEVER** permitted while volunteering on a HFHGG job site. You **MUST** be at least 20 feet away from the job site if you are going to smoke; this include e-cigarettes.

*Kids***:** We love kids, but unless they are 16 or older, due to Child Labor Laws and HIFI policies, they are not permitted on an active construction site, so please leave them at home.

Volunteer Schedule:

7:30 AM – Arrive on site to check-in
8:00 AM – Your volunteer day begins! The site lead will orient you to a HFHGG construction site and review safety procedures. From there, you will be split into groups to accomplish various tasks.
11:30 AM – Break for lunch
3:30 PM – Begin site clean up
4:00 PM – End of volunteer day

Construction Site Safety

Safety is everyone's responsibility on a construction site.

All volunteers are required to watch the Lockton safety video titled "Volunteering on a Habitat for Humanity Job Site". The safety video can be found under the 'Recommended Courses' section at http://habitat.lezage.com/login.cfm?dp=24 using the access code **W8NAEBTG**.

Please remember to be conscious of your safety and the safety of others throughout your volunteer day. Site supervisors will instruct each volunteer about the correct and proper procedures to follow while on site and while handling construction equipment.

While our goal is to have an accident free affiliate, a first aid kit is available on the construction site. In the event of an injury or accident, a HFHGG staff member must be notified. The site lead is familiar with first aid procedures in case of an emergency.

Proper Safety Equipment

- Hard hats are to be worn when any overhead work is in progress or when instructed by a supervisor.
- A worker must wear protective glasses any time he or she is operating power tools or when instructed by a supervisor.
- Ear plugs must be worn when using a power tool for a prolonged period of time or when instructed by a supervisor.

Power Tools and Other Electrical Equipment

Never lower or carry a power tool by its cord. Check power tools for defective switches, cords, plugs and proper grounding. Do not use defective power tools; these should be reported to a supervisor immediately. If you feel uncomfortable using a power tool or do not know how to use it properly please ask for help.

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 any tool if the handle is loose or if it is in poor condition. Dull tools are hazardous to use because excessive force must be used to make them work and may cause an injury. When you are using tools; hold them correctly. Be careful where you set your tools down. Never leave a tool on a ladder, because it might fall on someone's head. If you have questions about the use or condition of a tool please ask for help.

Saw Safety

- Don't bind the blade of any saw. Always have one end of the piece you are cutting free to fall. If a saw blade binds, the saw will kick back towards the operator.
- Keep the blade guards working. A spring activated blade guard can often become bent and won't slide quickly. Never lay the guard back out of the way or use a saw without a guard.
- Support what you are working on properly. Never attempt to cut something that could slip or fall and cause the saw to slip.

Ladder Safety

- An extension ladder should reach 3 feet above the work level. Move your ladder with the work. If while you are working both of your shoulders are extended outside the ladder, you are reaching too far. For every four feet of height, move the bottom of the ladder one foot away from the wall.
- Place your ladder on solid footing. Never use an aluminum ladder in the vicinity of the electrical lines and never use a ladder outdoors during inclement weather or on a windy day.

Clean Work Site

Clean up all rubbish and scrap materials on a daily basis. Do not permit blocks of wood, nails, boxes, empty cans, pipe, wire or other material to accumulate on the work site. Never leave a worksite unguarded unless all tools and materials have been properly secured. To protect tools not being used, place them in chests or tool boxes.

If you see a situation that is unsafe tell a supervisor immediately.

Emergency Medical Care

If someone is injured on the job, immediately contact your supervisor and summons any necessary medical help. You could also use the supplies located in the first aid kit to stabilize the injury as much as possible until medical help arrives. The sign-in book contains accident forms which **MUST** be completed if medical treatment is necessary.

Volunteering at Our ReStore

Individuals: HFHGG is always in need of individuals to help at the ReStore on a daily basis. Individual volunteers **DO NOT** have to schedule ahead to volunteer. Just show up during business hours (Tues-Fri 10 AM to 6 PM and Sat 9 AM to 5PM), sign-in, and we'll put you to work.

Groups: HFHGG will happily engage groups at the ReStore as long as there is a project suitable for the size of the group. Groups **MUST** fill out a Group Volunteer Application and schedule their volunteer project in advance with the Volunteer Coordinator.

All volunteers are required to watch the Lockton safety video titled "Preventing Slips Trips and Falls". The safety video can be found under the 'Recommended Courses' section at http://habitat.lezage.com/login.cfm?dp=24 using the access code **W8NAEBTG**.

Volunteer activities include: inventorying donations, pricing merchandise, assisting customers, setting up, cleaning, and organizing displays, assisting with donation pickups, etc.

Age requirement: Due to Child Labor Laws and HIFI policies, children under the age of 14 are **NOT** permitted to volunteer at the ReStore. Children ages 14-17 **MUST** have consent from a parent or legal guardian as well as adult supervision to volunteer.

In addition, for the safety of our volunteers and staff, children ages 14 and 15 are **NOT** permitted to work in the warehouse or use power tools of any kind. Children ages 14 and 15 are only permitted to complete the following volunteer activities: setup, organize, or clean displays and other areas, assist customers, bag items for customers, and price merchandise.

What to wear: All volunteers must wear closed-toed shoes. Volunteers wearing flip-flops or sandals will not be permitted to volunteer at the ReStore. Volunteers are not permitted to wear apparel or display body décor and/or ink that advertises drugs, alcohol, sex, intolerance of any kind, or violence. No bare midriffs or bra straps showing. Pants must be worn at the waist. As a ReStore volunteer, you are a representative of a respected global brand and we, as an affiliate, have a responsibility to maintain the Habitat name and protect the dignity of the mission. Volunteers wearing offensive or inappropriate apparel will not be permitted to volunteer. We appreciate your cooperation.

Volunteers may be provided with aprons to wear during their shift.

Tobacco, alcohol, and drugs: Alcohol consumption and illicit drugs are **NEVER** permitted while volunteering at the ReStore. You must be at least 20 feet away from the building if you are going to smoke; this include e-cigarettes.

<u>ReStore Safety</u>

Safety is everyone's responsibility. Every volunteer is responsible for letting a staff member know of any health or ability limitations. You are responsible for your own health.

ReStore volunteers should familiarize themselves with the layout of the ReStore and be aware of all exits, fire extinguishers, and first-aid kits.

- Keep work areas clean; a clean ReStore is a safe ReStore!
- Wear protective eye wear or gloves when necessary
- Be aware of store surrounds such as corners, hanging or fallen objects, and sharp edges to avoid slips, trips, and falls
- When lifting, bend with your legs, not with your back
- When moving large, heavy or awkwardly shaped items, do NOT lift alone. Always work with another person
- Carts and dollies are always available and should be used whenever needed

Emergency Medical Care

If someone is injured on the job, immediately contact your supervisor and summons any necessary medical help. You could also use the supplies located in the first aid kit to stabilize the injury as much as possible until medical help arrives. An accident form **MUST** be completed if medical treatment is necessary.