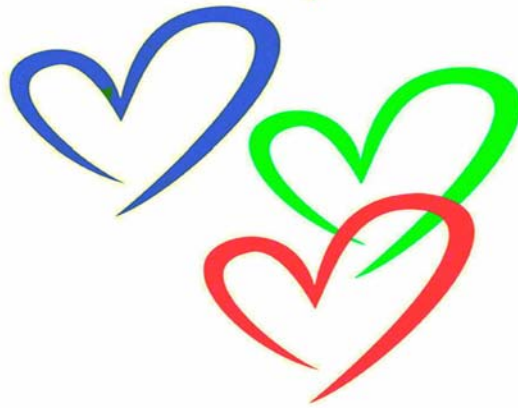




VOLUNTEER HANDBOOK

Volunteering is a work of heart



“Nothing but what you volunteer has the essence of life, the springs of pleasure in it. These are the things you do because you want to do them, the things your spirit has chosen for its satisfaction. They are done with the free spirit of the adventurer. They are the inviting by-paths of life into which you go for discovery, to get off the dusty roads of mere duty into cool meadows and shadowed glades where the scene has changed and the air seems full of the tonic of freedom.”

- Woodrow Wilson -

Revised March 2009

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Dear Cincinnati Habitat Volunteer:

Welcome! Volunteers are a vital part of the mission of Cincinnati Habitat for Humanity. From its very beginning, Cincinnati Habitat has relied on the expertise, commitment and the spirit of volunteers.

We appreciate your interest and we value your contributions of time and talent. Through your support, Cincinnati Habitat for Humanity is strengthened, broadened, and enhanced. You help us accomplish what would otherwise be beyond our reach.

As a Cincinnati Habitat volunteer, we feel certain you too will benefit by gaining experience and knowledge, as well as the fulfillment and satisfaction that comes from helping others. Whether you volunteer because you enjoy a challenge, want to add to your skills and experiences, enjoy meeting new people, or simply want to make a difference in someone's life, we are pleased you are here.

This handbook is provided to welcome you and to give you information about the Cincinnati Habitat for Humanity ministry. It highlights the various commitments, responsibilities, and privileges of a Cincinnati Habitat for Humanity volunteer. Again, we are delighted you are with us, and we look forward to a rich and rewarding association with you.

Sincerely,

A handwritten signature in black ink that reads "Tom Salzbrun".

Tom Salzbrun
Executive Director

201 W. Eighth Street ♦ Cincinnati, Ohio 45202 ♦ 513-621-4147 ♦ www.cincinnati-habitat.org

History of Cincinnati Habitat for Humanity

Cincinnati Habitat for Humanity (CHFH) was incorporated in 1986 after a handful of local citizens felt called to begin the Habitat ministry in the Cincinnati area. One of its founding members, Jack Swisher, was very familiar with the Habitat ministry because his son Ted was working with Millard and Linda Fuller, co-founders of Habitat for Humanity International (HFHI).

As an independent non-profit affiliated with HFHI, Cincinnati Habitat is responsible for selecting families, fundraising, purchasing property and all aspects of house construction. By its covenant with HFHI, it agrees to build simple, decent and affordable homes in partnership with families in need, not to charge interest to families upon the sale of homes, not to use government funding for house construction, and to tithe 10% of its revenues to the extent it honors donor wishes.

Cincinnati Habitat builds in partnership with families of different ethnic and religious backgrounds and occasionally with families with physical disabilities.

From the beginning, Cincinnati Habitat's office has been located in the basement of the historic Covenant First Presbyterian Church in downtown Cincinnati.

After building one to three homes a year for seven years, CHFH hired its first full-time paid executive director, John Cerniglia, in 1992. Through John's tireless devotion to the ministry, Cincinnati Habitat steadily grew in name and reputation in the community.

1996, CHFH celebrated its 10th anniversary with a ten-day, three-house blitz build in Avondale. Also during that year, CHFH drafted its first comprehensive long-range plan that set the stage for further growth, including a capacity building campaign that led to the hiring of a full-time office manager and construction manager.

From 1997 to 2002, CHFH built twice as many homes as it did during its first ten-year history in communities that included Avondale, Evanston, Walnut Hills, North and South Fairmont, Mt. Auburn, South Cumminsville, East Westwood and Mt. Washington. During this time,

additional full-time staff members were hired, including a family services manager, an assistant construction manager and a development director.

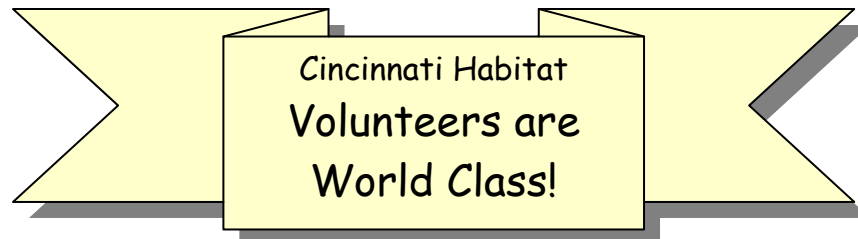
Through 2008, CHFH has partnered with families in need to build over 150 homes in communities across Hamilton County. Seven of these were homes that CHFH rehabbed. Hundreds of moms, dads, and kids now have a place to call home and to grow and flourish into what God intended them to be. Thousands of Cincinnati Habitat volunteers have been able to witness their professed values and beliefs and share their love through service to others.

Ever faithful to its tithing commitment, CHFH has tithed over \$800,000 to its Kenya Habitat partner affiliate. It was this tithing support during the 1990's that enabled Habitat in Kenya to grow from two Habitat projects in 1993 into a national, government-recognized Habitat organization with more than 32 affiliates and 36 employees. While Cincinnati Habitat's work is local, its reach is truly global!

While board, staff and volunteers work on a grander scale than the early days, the ministry remains the same – love, service and partnership with those in need. And, like the old days, it's still important to celebrate and give thanks every step of the way!

Where We Are Going

Cincinnati Habitat for Humanity looks forward to continued growth in the coming years. As a Cincinnati Habitat volunteer, you can join us as a participant in this growth as we continue to make simple, decent, affordable homes a matter of conscience and action.



About Us

Our Focus is Local

Here in Cincinnati, only 42% of the population owns their own homes compared to 68% nationwide. As a result, Cincinnati ranks fifth lowest in ownership of all comparably sized U.S. cities. 20,000 local families, or over 100,000 moms, dads and children are unable to afford simple, decent housing.

Our Outreach is Global

Ten percent of our unrestricted donations are tithed to Habitat for Humanity Kenya where currently \$2,200 can build a home. Cincinnati Habitat has funded over 300 homes in Kenya since 1986.

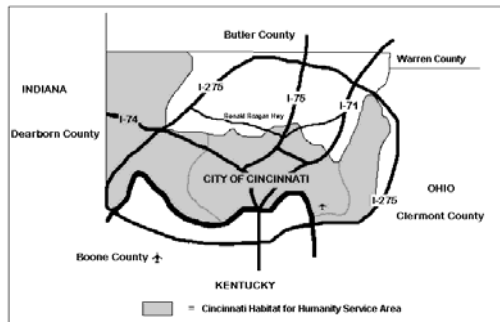
Habitat for Humanity International

Cincinnati Habitat for Humanity has been an affiliate of Habitat for Humanity International since its founding in 1986. *(Other affiliates serving the suburban and rural areas surrounding our service area include Millcreek Valley HFH and Tri-State HFH.)*

Contact Us

By Phone: (513) 621-4147
By Mail: 201 W. 8th Street; Cincinnati, OH 45202
By Email: chfh@cincinnati-habitat.org
Website: www.cincinnati-habitat.org

Cincinnati Habitat for Humanity Service Area



Cincinnati Habitat for Humanity Volunteer Services

Purpose

The purpose of the Cincinnati Habitat for Humanity (CHFH) volunteer program is to develop and coordinate activities for volunteers. The volunteer program offers participants an opportunity to devote useful and meaningful service that furthers the mission of Cincinnati Habitat and enriches the lives of the partner families.

Objectives

- To develop and expand the volunteer program through continuing volunteer orientation, training programs and on-going recruitment throughout the Cincinnati Habitat service area.
- To provide an environment in which the skills and interests of any volunteer can be maximized for the benefit of the Cincinnati Habitat housing program and to the satisfaction of the volunteer.
- To provide services to staff and partner families that would otherwise be impossible through the routine operation and budget of Cincinnati Habitat for Humanity.
- To enhance the public image of Cincinnati Habitat and the volunteer program. The knowledgeable volunteer will foster better community relations by promoting an understanding of the Cincinnati Habitat mission.

Scope

Cincinnati Habitat currently utilizes hundreds of volunteers working in almost every area of the Cincinnati Habitat operation performing a variety of assignments. Volunteer assignments fall into the following categories: Construction, Non-Construction, Group and Youth Groups.

Statement of Affirmative Action

It is the position of Cincinnati Habitat for Humanity that equal opportunities for volunteer service will be provided to people of all races, creeds, sexes and national origins.

Volunteer Responsibilities

- To abide by the policies and procedures of Cincinnati Habitat
- To attend required orientation and training sessions
- To meet time commitments
- To notify supervisor if unable to meet commitment
- To record hours worked
- To keep records and health forms up-to-date (by contacting CHFH with changes and when moving or leaving volunteer service)
- To wear a name badge when engaged in volunteer service
- To participate in program evaluation

All volunteers are responsible to assigned area supervisor and ultimately to the Executive Director of Cincinnati Habitat.

Rights of the Volunteer

- Adequate orientation, training and supervision
- Refusal of any task that you have not been properly trained to do or is beyond your physical limitation
- Recognition for your service
- Feedback regarding your participation on projects or assignments
- Growth opportunities

Volunteer Benefits

- Annual recognition celebration event
- Cincinnati Habitat newsletters
- Development of new skills and gaining valuable expertise
- Meeting new people and making new friends that share the same volunteer ethic
- Written references for continuing education or employment
- Working in an environment of mutual respect between staff and volunteers
- Personal satisfaction and life enrichment

Volunteer Policies

Requirements

Adult volunteers must meet eligibility requirements of Cincinnati Habitat and have a sincere interest in volunteer service in CHFH housing program.

- Potential volunteers should contact Cincinnati Habitat to be scheduled to attend an orientation session.
- An interview may be arranged to determine the volunteer's preference of service, abilities, interests, skills and any physical limitations depending on the volunteer opportunity.
- The interests of the volunteers are then matched to current opportunities available at Cincinnati Habitat.
- Volunteer must attend any required training which is conducted by staff members and/or experienced volunteers. Volunteers must successfully complete required training program before being eligible for service.

Orientation and Training

All volunteers are asked to attend the Orientation sessions offered throughout the year by Cincinnati Habitat for Humanity.

Orientations will familiarize volunteers with the history and operations of Cincinnati Habitat, provide in-depth discussion on existing volunteer opportunities, and provide general orientation into the Cincinnati Habitat Volunteer Program.

Many volunteer positions require specific training. Training information, along with dates and times, is available in the Cincinnati Habitat office.

Change in Volunteer Information

Volunteers are responsible for notifying Cincinnati Habitat of any changes in personal or medical emergency information, such as address, telephone number, email address, or in emergency information. Please call Cincinnati Habitat at 513-621-4147, ext. 300.

Commitment

Cincinnati Habitat for Humanity relies heavily on volunteers. You are the heart and soul of everything we do.

- Volunteering requires commitment.
- People depend on volunteers to work at a specific assignment on the agreed upon schedule.
- Most volunteers work a minimum 8-10 hours per month on a regular schedule and make a 6-month to one-year commitment. Volunteer minimum hours can vary depending on assignment.
- If you plan to be out of town, become ill, or for any reason are unable to report, please call your immediate area supervisor as soon as possible so they can make the necessary adjustments.

Confidentiality

Please refrain from giving information regarding construction sites to newspaper reporters, radio or television stations. It is important that the most current and accurate information be shared with the media. All inquiries for such information should be directed to the Executive Director of Cincinnati Habitat. Volunteers are not authorized to represent the Cincinnati Habitat for Humanity in any written correspondence or official statement.

Donations

Any donation of money accepted by a volunteer will be acknowledged as a contribution to Cincinnati Habitat. All monetary and in-kind donations should be referred to the Cincinnati Habitat Development Director.

General Information

On any work assignment, volunteers should:

- Always wear your identification name badge.
- Always ask for further instruction if you don't understand what you have been asked to do.

- Arrive promptly.
 - Leave the construction work site safe and clean.
- Water is available on work sites and Saturday lunch is provided for scheduled volunteers.

Hours

Each volunteer must accept the responsibility for recording his or her own hours in a special sign-in book at the work site or at the CHFH office. Cincinnati Habitat is not responsible for hours not recorded in the proper manner.

Training time counts as legitimate volunteer hours. Travel time (to and from work site) is not counted.

Mileage expenses and training costs are legal Income Tax Deductions. The IRS provides detailed information on allowable deductions for contributed services in their free Publication entitled "Charitable Contributions." Booklets are available at any IRS office.

Insurance

Cincinnati Habitat for Humanity does not carry or maintain primary health, medical, life, or disability insurance coverage for volunteers.

Partner Families

Although the Family Advocate has the primary responsibility of working with the Partner Family, everyone shares in the responsibility to empower the family to become independent, self-sufficient homeowners.

- Always treat partner families with respect and dignity
- Avoid the use of stereotype words
- Be sensitive to non-verbal communication
- Be sensitive to partner family's schedule

Personal Belongings

Please bring only what is needed for your volunteer work to Cincinnati Habitat work sites. Always lock your car. Cincinnati Habitat is not responsible for any losses.

Pets

Pets are not allowed on Cincinnati Habitat work sites.

Protocol

Volunteers who experience difficulty with an assignment, staff member, or another volunteer should contact Cincinnati Habitat. Any discussions involving volunteers or staff members will be kept in strictest confidence. Volunteers should always check with Cincinnati Habitat on matters involving volunteer program policy.

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.
- Do *not* order any materials or supplies without authorization.
- No smoking or alcohol is permitted while volunteering for CHFH.

Safety Procedures

All volunteers are expected to work in a manner that will not inflict self-injury or cause injury to others. Volunteers must understand that responsibility for their own safety and the safety of others is an integral part of being a CHFH volunteer. All volunteers are responsible for reading the CHFH Construction Safety Guide included in this handbook and will be asked to sign an acknowledgement form indicating they not only read but understood the guide.

A Construction Safety Guide is always on every construction site and contains detailed information on accident and emergency procedures. A first aid kit is always on every construction site and dust masks, eye and ear protection is also available.

Sexual Harassment Policy

Sexual harassment is defined as any unwelcome sexual advance, request for sexual favors, and other verbal or physical conduct of a sexual nature.

CHFH will not tolerate sexual harassment in any form. It is the responsibility of all Site Coordinators, Committee Chairs, Board Officers, managers and the Executive Director to provide a work environment free of sexual harassment.

Any volunteer who feels he or she is a victim of sexual harassment may report the incident without fear of recrimination. The report should be made to the Executive Director or Board President.

An investigation will be performed by a qualified CHFH attorney and may result in termination.

Suggestions

Cincinnati Habitat will welcome any suggestions, constructive criticism, or questions (please submit in writing if possible).

Supplies and Equipment

Supervisors will make sure volunteers are provided with the equipment and supplies needed to do the work. Your cooperation is needed in caring for and returning the equipment and employing safe handling practices.

Volunteers may choose to bring their own equipment (please do not go out and purchase). Any equipment volunteers bring to site should be properly labeled and volunteer should monitor. CHFH is not responsible for tool loss. Tools you might consider bringing to site:

- Your favorite hammer
- Tape Measure (12', 16', 25' or 30')
- Several #2 pencils
- Work belt or nail apron if you have one (no need to buy one)
- Extra items when needed (shovel, paint brush, etc.)

Termination

Volunteers are free to resign at any time. Volunteers are requested to contact Cincinnati Habitat when moving or leaving volunteer service. Volunteers showing no recorded hours for one calendar year will automatically go on the inactive list.

Cincinnati Habitat will release any volunteer whose service is detrimental to the housing program, to staff members or other volunteers, or if the volunteer does not meet the requirements of the program. A volunteer may be terminated for any of the following reasons:

- Entering restricted areas of work sites without specific authorization
- Imposing personal, religious or political views on others
- Use of alcohol or drugs while on premises
- Failing to observe Cincinnati Habitat policies
- Deliberately violating instructions of supervisor
- Stealing of property belonging to Cincinnati Habitat, staff or volunteers

Tetanus Shots

Volunteers who work on Cincinnati Habitat construction sites are encouraged to obtain a tetanus shot every 5 years and submit a copy of such test to CHFH office to remain on file. This request is to comply with insurance company requirements. *Please check with your physician for more information.*

Use of Cincinnati Habitat Vehicles

Authorization is required before volunteers are eligible to operate any Cincinnati Habitat vehicle. Volunteers must submit to an annual background check regarding his or her driving record.

Volunteer Forms

All volunteers must complete the following forms before they can volunteer for Cincinnati Habitat for Humanity:

- Medical Emergency Information
- Release and Waiver of Liability (includes photographic release)
- Volunteer Information Form with Safety Guide Acknowledgement

Work Clothes

Non-construction volunteers should dress comfortably and neatly for any work assignment.

Construction volunteers should adhere to the following:

- Boots with thick soles (or old shoes)
- *No* sandals are permitted on construction work site
- Hat for protection during hot weather (don't forget sun screen)
- Shorts are great during hot weather (no short shorts)
- No loose fitting clothing
- Minimal jewelry
- Hard hats and safety glasses are required on construction work site

Youth Policy

- Under 14: Not allowed on construction site during the construction process.
- 14 & 15: Help with landscaping and clean up at the end of the build; *must have adult chaperone supervision.*
- 16 & 17: Can help with construction, but not allowed to operate power tools, work on roof, or work on scaffolding; *must have one adult chaperone/supervisor per each 5 youth.*
- 18 & Up: Can join any crew if approved by Construction Site Coordinator.

CINCINNATI HABITAT FOR HUMANITY

Construction Safety Guide

Introduction

Safety is everybody's concern and is always an important consideration at any construction site. Building construction can be one of the most dangerous occupations. Since Habitat work crews normally have a high proportion of inexperienced people, everyone 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 if you have any questions, please ask your Supervisor. Do not go ahead with a task if you are uncertain as to how it is done or if you are unable to do it.

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

Guidelines for a Safe Attitude

- Think before you do your work or task
- If you are uncertain about how to do a task or how to operate a power tool **ask a Supervisor**
- Concentrate on your task and eliminate distractions
- Know where the first aid kit is located and how to get emergency help
- Inspect all power tools, hand tools, ladders and scaffolding on a daily basis
- Advise your Supervisor **immediately** of any unsafe condition or hazard

Clean Work Site

A clean work place is a safe work place. 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 work site. They interfere with work and can constitute a hazard. Keep tools and equipment that are not being used in chests, panels or tool boxes. This protects the tools and the workers. **Never leave a work site unguarded unless all tools and materials have been properly secured.**

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 located in the first aid kit to stabilize the injury as much as possible until medical help arrives.

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 in poor condition. Dull tools are hazardous to use because excessive force must be used to make them cut. Oil or dirt on a tool may cause it to slip and cause an injury. When using tools, hold them correctly. Most edge tools should be held in both hands with the cutting action away from yourself. Avoid using your hand or fingers as a guide to start a cut, but if it is necessary, use extreme caution.

Handle and carry tools with care. Keep edged and pointed tools turned downward. Carry only a few tools at one time unless they are mounted in a special holder or carried in a tool belt. Anyone working with a hammer at a height should wear a hammer loop or tool belt, and when not in use, the hammer should be kept in the loop or belt and not placed on a sloping surface or other precarious position. Do not carry sharp tools in your pockets. When not in use, tools should be kept in special boxes, chests or cabinets.

Ladders

Inspect a ladder before you use it. If the 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 with your work. If, while you are working, both of your shoulders are extended outside the ladder, you are reaching too far. When using an extension ladder, use the "four-to-one" rule: For every four feet of height, move the bottom of the ladder one foot away from the wall.

Place your ladder on solid footing. If there is a danger of the ladder moving while you work, tie it down. If there is a danger that the ladder will be hit, barricade it.

Never use an aluminum ladder in the vicinity of electrical lines.

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

Buckets will not be permitted to be used as ladders.

Poisons and Toxic Substances

The poisons and toxic substances that can be found most often on a work site are asbestos, lead oxides, concrete, animal feces and solvents. 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 pipe, boiler or heating duct insulation, contact your Supervisor immediately. DO NOT ATTEMPT TO REMOVE THE ASBESTOS FIBER ON YOUR OWN.

Scraping exterior wood work, demolishing lead painted walls and stripping old mill work are the principal ways that workers can be exposed to lead chips, dust and particles. Contact your Supervisor immediately if you discover any lead painted surfaces.

Masks are the best protection against breathing germs that can be borne in dust containing animal feces.

Power Tools and Other Electrical Equipment

A power tool should not be used without proper instruction on its use and on what can happen if the tool is not used properly. The instruction should be done by a qualified person and should be given to all workers, even experienced do-it-yourselfers. The trainee should use the power tool in the presence of the instructor until the instructor is satisfied that the trainee knows how to use the power tool properly.

Never lower or carry a power tool by its cord. Clean tools daily. Power tools should be checked for defective switches, cords, plugs and proper grounding. Defective tools should not be used and should be given to a Supervisor. (Do not wait until the end of the day.)

To avoid electrical shock, the following rules must be obeyed:

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

Proper 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 are strongly encouraged to wear work boots at all times when on a construction site. Any worker wearing sandals or other types of inappropriate footwear shall not be permitted to remain at a construction site.

Hard hats are to be worn while doing demolition work or during the framing phase of construction, overhead work or when required by a Supervisor and are to be made available to workers on each job site at all times.

Protective glasses will be issued as needed to every construction worker. A worker must wear protective glasses any time he or she is operating a power tool or when instructed by a Supervisor.

Each worker must wear a dust mask when installing insulation, sanding 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. Ear plugs are to be made available to workers on each job site at all times.

Saws

- Don't bind the blade of any saw. When cutting long panels, the blade may bind and the saw mill will catch and kick back toward the operator. Find someone to assist you if binding is a problem.
- Keep the blade guard working. A spring-actuated blade guard often can become bent and won't slide quickly; or the spring can become stretched so the return is slow. Repair any damage to the guard as soon as it happens, and never tie 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.

Scaffolding

All scaffolding that is elevated 10 feet or more must be equipped with a safety railing. All scaffolds must be equipped with a toe board to eliminate the possibility that tools or debris will be kicked or pushed on people below. A scaffold must be designed to support four times the weight of the workers and the materials resting on it. Scaffolding components that are not designed to be compatible should not be mixed.

Inspect all scaffolding each day before using it. **Never use damaged or defective equipment, and avoid rusted parts since their strength is unknown.** 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 cross braces when constructing the scaffolding.

Many scaffolding accidents are caused by defective planking. Use only properly graded and inspected lumber for planking. Inspect planking daily for splits and knots, and remove defective or damaged planking. Walk boards could be used.



NOTES