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Welcome

Thank you for your interest in volunteering! Greater Cleveland Habitat for Humanity relies on volunteers like you to help families in need realize the dream of owning a home. Volunteers are vital to the success of our organization – providing expertise, leadership, labor and support on our construction sites, as well as in our office, woodshop, warehouse and ReStore.

Partner Families, sponsor groups, and a great many kind, talented and generous individuals work together, providing low-income working families with new hope in the form of safe, decent, energy efficient, affordable housing, building over 180 homes over the last 25 years.

This manual has been designed to assist you in learning about our organization, what volunteer opportunities are available, and our policies and procedures with regard to volunteering. Our mission is to make substandard and poverty housing socially, politically, and religiously unacceptable in today’s world. It is our hope that you will join us in this mission and that your efforts with Habitat for Humanity will prove to be enjoyable, enlightening, and personally fulfilling.

Please familiarize yourself with the contents of this manual. We also encourage you to visit our website at www.clevelandhabitat.org to learn more about our work.

*In order to retain necessary flexibility in the administration of policies and procedures, Greater Cleveland Habitat reserves the right to amend any of the guidelines, procedures, and/or benefits described in this manual.*
Habitat for Humanity International

Habitat for Humanity International (HFHI) is a nonprofit, ecumenical Christian housing ministry. HFHI seeks to eliminate poverty housing and homelessness from the world, and to make decent shelter a matter of conscience and action. Through volunteer labor and donations of money and materials, Habitat builds and rehabilitates safe, decent, energy efficient homes with the help of homeowner (partner) families.

Founded in 1976 by Millard and Linda Fuller, Habitat has built or repaired more than 600,000 houses around the world, providing more than 3 million people with safe, affordable shelter. HFHI, headquartered in Atlanta, Georgia, now has affiliates in over 100 countries across the globe, including all 50 U.S. states, the District of Columbia, Guam and Puerto Rico. Former President Jimmy Carter first partnered with Habitat in 1984 and has become Habitat’s most famous spokesperson.

Habitat is not a giveaway program. A common saying is that Habitat provides a hand up, not a hand-out. In addition to a down payment and monthly mortgage payments, homeowners invest hundreds of hours of their own labor -- sweat equity -- into building their Habitat house and the homes of others. Habitat homes are then 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.

Partner Families are chosen based on their 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 homes.

Whether made directly to a local Habitat affiliate or to Habitat for Humanity International, donations are essential to our continued success. Gifts received by HFHI that are designated to a specific affiliate or project are forwarded to that affiliate or project. Undesignated gifts are used where most needed. Local affiliates also contribute to Habitat’s work overseas through our “House for a House” tithing program, and we are all working together to rebuild the Gulf Coast.

For additional information about Habitat for Humanity’s worldwide impact, please feel free to consult our comprehensive website or contact the international headquarters using the information below.

Habitat for Humanity International
121 Habitat Street
Americus, GA 31709-3498
U.S.A.
(229) 924-6935
1-800-HABITAT
www.habitat.org
Fact Sheet

Our Mission
Greater Cleveland Habitat for Humanity, a Christian-based organization, develops opportunities for all of God's people to act out their faith. By working in partnerships to eliminate substandard housing, we enable families and volunteers to improve lives. We create hope by building homes, strengthening neighborhoods and reweaving communities.

What Do We Do?
Greater Cleveland Habitat for Humanity is a 501(c) (3) nonprofit charitable organization that offers qualified families with demonstrated need, willingness to partner, and the ability to pay a zero-interest loan, an opportunity to build and then buy a new or fully rehabilitated energy efficient home. We bring urban and suburban communities together to “eliminate poverty housing and homelessness from the world, and to make decent shelter a matter of conscience and action.” As an affiliate of Habitat for Humanity International, we are part of a worldwide powerhouse, building in 3,000 locations across 100 countries.

How does it work?
Individuals, corporations, foundations, congregations, and organizations donate money to pay for construction expenses, program offerings and administration. After an extensive application process, Partner Families invest substantial “sweat equity” hours in the process, including time in the construction of their own safe, affordable, energy efficient home. They then purchase the home for the cost of materials with a no-interest, no-profit mortgage provided by Habitat.

Who is Greater Cleveland Habitat for Humanity?
Skilled volunteers work countless hours with less-experienced volunteers and the Habitat professional staff provides project management, support, expertise, encouragement, and advice so that the job is done properly, safely, and according to code. Dozens of organizations, institutions, and agencies collaborate with Habitat to provide comprehensive services to the community.

Why does this program work?
The investment of “sweat equity” volunteer hours by each Partner Family increases their appreciation for home ownership while imparting the knowledge to maintain a home. Additional training in financial literacy, budget management, and routine maintenance helps to ensure long-term success. The volunteer experience brings scores of suburbanites into the central city, provides service opportunities for neighborhood residents, creates a sense of community, and makes all of us better people in the process!

When can I get involved?
Right here and now! Invest in your community by making a donation of cash, equipment, or materials. Visit our ReStore for your home improvement needs. Encourage your company, congregation, or organization to provide financial support, conduct ReStore donation drives, recycle materials through the ReStore and volunteer at Habitat.
Fact Sheet

What is ReStore?
ReStore is an affordable home improvement store and donation center operated by Greater Cleveland Habitat for Humanity that sell new and gently used furniture, appliances, home accessories and building materials the public. The ReStore is a discount building materials store. The ReStore concept originated in Austin, Texas in 1992, and there are now over 750 ReStores at Habitat for Humanity affiliates across the country. ReStore reuses, recycles and resells functional building materials that are in good condition, thereby diverting thousands of tons of usable materials from local landfills. The community gets affordable and sometimes unusual items for home improvement and renovations at deeply discounted prices.

Where do the products come from?
Major retailers, building suppliers, and contractors contribute surplus building materials and other donated items, such as discontinued product, overstocks, custom orders, and closeout inventory. Individuals donate gently used building materials; tools, fixtures and materials left over from home renovations and estate sales. Materials are also “rescued” from commercial and residential sites prior to demolition.

What kinds of products will you find at ReStore?
The ReStore sells a wide variety of donated home building products, such as windows, doors, fixtures, trim, tubs, sinks, wallpaper, flooring, lumber, electrical supplies, hardware, tools and more!

How much does the merchandise at ReStore cost?
Most items are priced at a fraction of standard retail.

Who benefits from ReStore?
• Customers: individual buyers get affordable items for home improvement, rehabilitation and repair at deeply discounted prices.
• Donors: contributors gain the satisfaction of knowing that they have recycled usable materials while helping people in need, and their donations are often tax deductible.
• Community: all proceeds from ReStore are used to support Habitat’s mission to eliminate poverty housing and to enable families and volunteers to improve lives.
• Environment: recycled materials are put to good use instead of sitting in a private basement, commercial warehouse, or at the bottom of a public landfill.

ReStore located, and when is it open to the public?
Our West location is 2110 W. 110th Street Cleveland, Ohio 44102.
Hours are Tuesday-Saturday from 10:00am to 4:00pm.

Our East location is 4601 Northfield Road North Randall, Ohio 44128
Hours are Tuesday-Saturday from 10:00am to 4:00pm.

How can I get more information about ReStore?
Call 216-429-3631, e-mail restore@clevelandhabitat.org or visit us online at www.clevelandhabitat.org/restore
Global Partners in Your Own Back Yard

The need for safe, decent, affordable housing around the world is staggering. An estimated 25 percent of the world's population, some 2 billion people, live in substandard housing or have no home at all. These families are trapped in a daily competition to survive amid horrible living conditions. In the United States, more than 33 million Americans struggle to meet basic needs. In Cleveland, Ohio, nearly one third of the city’s residents live at or below the poverty line and half of all school-age children are living in poverty.

In only 30 years, Habitat for Humanity has become a worldwide force with more than 3,000 active job sites in over 100 countries. Habitat’s work is accomplished at the community level by chartered affiliates, which are independent, locally run, nonprofit organizations that depend upon charitable giving and volunteerism in order to survive.

In the 25 years since Greater Cleveland Habitat for Humanity was formed, we have partnered with hundreds of sponsor groups and thousands of volunteers to provide home ownership for over 210 Partner Families in the Buckeye, Central, Clark-Metro, Detroit Shoreway, Fairfax, Forest Hills, Glenville, Hough, Ohio City, Slavic Village, St. Clair Superior, Stockyards, Tremont and Union Miles neighborhoods.

As part of an international movement to end poverty housing, all US and Canadian Habitat affiliates participate in a “House for a House” tithing program to fund home-building work in other countries. Each time a home is completed here, we make a donation to support a home in the third world.

A few US dollars go a very long way in the world’s poorest communities, and we have received national recognition for our continued support.

We are proud to note that in addition to our ongoing commitment to rebuilding Cleveland’s central city, we have provided funding for multiple Partner Family homes in Bangladesh, Botswana, Cote d’Ivoire, Dominican Republic, El Salvador, Ghana, Guatemala, and Zimbabwe, and to support Habitat’s mission in Poland and Guyana.

Together, we are Habitat for Humanity.

Cross the river, cross the tracks, and cross the street with us...

The boundaries of the heart are the borders of the world!
Partner Families

Prior to becoming homeowners, Partner Families pass through a rigorous selection process. Our families are selected based on 3 criteria:

1. **Need for adequate housing**
   The Selection Committee considers the structural integrity of a family's dwelling, the size of the living quarters, and neighborhood safety.

2. **Ability to pay**
   The Selection Committee determines if the family income falls within income guidelines and if the family is able to pay the mortgage without expending more than 36% of its gross income on debts. The family's credit and work history must fall within established guidelines.

3. **Willingness to partner**
   The Selection Committee will determine willingness to engage in the program, and will track the sweat equity hours of the family, attendance at the work site when scheduled, and at workshops when mandated.

**Partner Families:**
- Must be first-time homebuyers
- Complete 250 hours in house-building, volunteering, and training prior to moving in
- Pay closing costs and purchase their finished home through an interest-free, no-profit mortgage
- Make on-time payments and provide regular upkeep of their home and yard

**Homeownership:**
- Improves health
- Has a positive effect on children
- Builds wealth, strengthens communities
Volunteer Opportunities

Construction:
- 9:00am-3:00pm, Tue-Sat

Available Positions:
- General Construction
- Warehouse
- Delivery Assistant
- Landscaping
- Woodshop
- Women Build
- AmeriCorps
- House Leader
- Crew Leader

ReStore:
ReStore West between
- 9:30am-4:00pm, Tue-Sat
ReStore East between
- 9:30am-4:00pm, Tue-Sat

Available Positions:
- Merchandise Prep Assistant
- Truck Driver/Pick-up Assistant
- Load/Unload vehicles
- Cashier
- Sales Assistant
- Tool Team

Office:
- Between 9:00am-5:00pm, Mon-Sat

Available Positions:
- Data Entry
- Receptionist
- Custodial
- Web Site
- Photography
- Intern
Volunteer Groups and Committees

- **Family Selection Committee** recruits, screens and recommends Partner Families to the Habitat process; provides access to home ownership education and training; monitors sweat equity hours attainment; and provides ongoing Partner Family support.

- **Construction Committee** works with the Construction Department to determine goals and schedules guided by a strategic plan. Discuss problems, challenges and opportunities. Composed mostly of construction volunteers and staff.

- **Finance Committee** coordinates the Board’s financial oversight responsibilities, reviews and makes recommendations concerning the annual budget, monitors monthly financial reports, reviews the annual independent audit, and reviews partner family applicants.

- **Development Committee** leads the Board’s participation in resource development and fund-raising and provides fund-raising assistance to staff and other volunteers.

- **Young Professionals Group** if you are a young professional between the ages of 20-40 we would like to use your unique talents, creativity and social reach to help further Habitat’s Mission. Help educate, advocate and fundraise for Greater Cleveland Habitat for Humanity all while creating professional and leadership development for yourself. Monthly meetings.
General Volunteer Guidelines

Age Requirements
- You must be at least 14 years of age to volunteer in our ReStore and Offices
- You must be at least 16 years of age to volunteer on an active construction job-site and loading dock
- Age-appropriate projects can be arranged for groups of 14- and 15-year-olds
- We require a ratio of 1 active, participatory adult per 4 volunteers under the age of 18

Construction Specific Requirements
- Ages 14 - 15: May assist with some site work such as painting and landscaping. 
  14 and 15-year-olds cannot be present on an active construction site.
- Ages 16 – 17: May be present on an active construction site, but may not participate in any activity 
  deemed hazardous for children by the secretary of labor.
Ages 18 & above: May participate in any construction project.

Volunteer Orientation
All new volunteers must attend a Volunteer Orientation Session prior to volunteering. These sessions cover a brief history of our organization, our work in Cleveland, what volunteer opportunities are available, and safety and expectations when volunteering. We require volunteers to attend an orientation so they can learn about Habitat, ask any questions they may have, and complete a Volunteer Registration Form and Liability Waiver. If organizing a group volunteer experience, at least one representative of the group must attend a session prior to the volunteer day.

Volunteer Registration Form and Liability Waiver
All volunteers must complete a Volunteer Registration Form and Liability Waiver prior to volunteering. If the volunteer is between the ages of 14 and 17, a parent or legal guardian must also sign the liability waiver. Volunteers that work with Habitat on an ongoing basis must sign their liability waiver annually, and update the Volunteer Team of any data changes (such as mailing address, phone number, email, emergency contact person, etc.).

Scheduling Volunteer Days
Once you’ve attended an orientation session, you can schedule a volunteer day by calling the volunteer team at 216-429-1299 x240 or at volunteer@clevelandhabitat.org. We hope to have online scheduling soon. Please contact the Volunteer Team at least one week ahead of your desired volunteer date.

Group Volunteer Experiences
To schedule a group volunteer experience, a group representative must attend a Volunteer Orientation Session and speak with a member of the Volunteer Team at least one month prior to the desired volunteer date. (See pages 23 and 24 for more details). Because group construction volunteer days require more resources in planning and execution, a minimum contribution of $150 per team member is required. This covers the costs of having a staff member on site, tools, and additional safety gear that we need to purchase and maintain.

Attendance and Punctuality
When scheduled to volunteer with Habitat for Humanity, it is important that you arrive on time and remain until the end of the scheduled work day. All construction volunteers must commit to our 9:00am-3:30pm schedule and all ReStore volunteers can schedule time between 9:30am-4pm Tuesday-Saturday. During the week, volunteer hours in the Habitat office vary. If you cannot be present for a scheduled volunteer day, please contact the Volunteer Team ahead of time to let us know (216-429-1299 x240 or Volunteer@clevelandhabitat.org). The Volunteer Team will let you know of any changes in scheduling and/or cancellations.
**Signing In**
All volunteers must sign in as soon as they arrive at their scheduled volunteer experience. A daily sign-in sheet is available at all home building sites, in the office, and at the ReStore.

**Transportation**
All volunteers are required to arrange for their own transportation to their scheduled volunteer site. Habitat for Humanity does not provide transportation for volunteers.

**Directions/Parking**
The Greater Cleveland Habitat for Humanity office facility and ReStore West is located at 2110 W. 110th Street Cleveland, Ohio 44102 with parking located in the lot just north of the building. The ReStore East is located at 4601 Northfield Road North Randall, Ohio 44128 with parking located in front on the store entrance. Maps and directions to our various construction sites are provided at Volunteer Orientation Sessions. In addition, the RTA website (http://trip.rta.com) offers a useful Trip Planning feature and provides schedules and maps for buses and trains.

**Safety Information**
Habitat volunteers share the responsibility for establishing and maintaining a safe work environment and are expected to follow safety rules and to exercise caution in all activities. If a volunteer does not comply with Greater Cleveland Habitat safety procedures, they may be asked to leave the site. Volunteers are also asked to report any unsafe conditions to the site leader right away. Any accident that results in injury - regardless of how insignificant - must also be reported immediately. Greater Cleveland Habitat does have several first aid kits as well as incident and injury reports located in various areas at the construction sites and at the ReStore. Please see the Habitat Staff or volunteer site leader for exact locations.

**Drug & Alcohol Use**
Volunteers of Greater Cleveland Habitat are required to be 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, abusing prescription drugs, or in possession of, using, selling, trading, or offering for sale illegal drugs or alcohol on affiliate property, on a worksite, or in an affiliate vehicle will be asked to leave the site and may be subject to termination of their role with Greater Cleveland Habitat.

**Smoking**
In keeping with Greater Cleveland Habitat’s intent to provide a safe and healthy work environment, smoking is prohibited in the Greater Cleveland Habitat office. At construction sites, smoking is prohibited inside the homes. In recognition of federal law, any volunteer under the age of 18 is prohibited from smoking at any time on Greater Cleveland Habitat property or in a Greater Cleveland Habitat for Humanity vehicle.

**Recycling**
Habitat makes every attempt to recycle all unused material from our jobsites.
This includes:
Using materials and resources wisely and carefully assisting with the following:

- Separating garbage (food scraps, wrapping, and containers such as pizza boxes) from recyclable materials.
- Placing aluminum cans, glass and plastic bottles in the appropriate recycling containers.
- Establishing and maintaining separate scrap piles on the job site based on type of materials such as:
  - cardboard packaging
  - untreated wood
  - treated wood
  - plywood & OSB
  - metal scrap
  - red brick
  - cinder block
  - sandstone
  - siding materials
  - plastics
  - insulation
  - drywall
- Assisting with removal of materials to be recycled if required
- Leaving the job site neat, clean, and free of debris

**Dress Code**
Everyone is expected to dress appropriately for the job they are performing. Basic hygiene applies to all volunteer positions, and the following general clothing guidelines apply:

- Clothing should be laundered and not ragged or torn.
- Undergarments should be covered with clothing.
- Avoid any clothing with disturbing messages or pictures that could be viewed by others as offensive.
- Intentionally provocative clothing is prohibited.
- Shorts or skirts must be longer than where your hand would fall when arms are at rest on the side of your body.

In addition to the general dress code requirements listed above, specific volunteer experiences have further requirements. **Construction: See Page 16; ReStore: See Page 18; Office: See Page 20**

**Community Service**
Greater Cleveland Habitat welcomes community service volunteers from civic groups, schools, community assistance programs, and those fulfilling court-ordered community service hours. Greater Cleveland Habitat does provide a form to the community service volunteer. **It is the community service volunteer’s responsibility to maintain an accurate time sheet and to ensure that time sheets are signed at the end of each service day by a Greater Cleveland Habitat staff member.** Hours worked but not recorded or approved with signatures during the day of service cannot be counted.

**Code of Conduct**
It is Greater Cleveland Habitat for Humanity’s aim to enable people to work together to achieve Habitat’s mission by creating an environment that supports the diversity of people and their ideas. We are committed to supporting high standards of ethics in every aspect of our operation. We recognize 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 others.

The following list provides some examples of conduct that may result in disciplinary action up to and including temporary suspension and/or immediate termination of volunteer activity.

- Theft or inappropriate removal or possession of Greater Cleveland Habitat property
- Falsification of documents
- Volunteering under the influence of alcohol or drugs
- Possession, distribution, sale, transfer, or use of alcoholic or illegal drugs on site, while volunteering, or while operating Greater Cleveland Habitat-owned vehicles or equipment
- Possession of dangerous or unauthorized materials such as explosives, firearms or weapons
- Fighting or threatening violence at the workplace
• Negligence or conduct leading to damage of property
• Disrespectful or discriminatory conduct
• Failure to follow a supervisor’s reasonable instructions
• Violation of safety or health rules
• Smoking in Greater Cleveland Habitat buildings
• Sexual or other harassment
• Inappropriate conduct/behavior which brings discredit upon Habitat for Humanity’s mission and/or goals

**Harassment**
Greater Cleveland Habitat for Humanity is firmly committed to providing a positive work environment that is free of discrimination and bias. It is, therefore, the responsibility of each employee, intern, extended volunteer, volunteer, supervisor, and Board Member to maintain such an environment.

We prohibit any actions or conduct that may discriminate against or result in discriminatory harassment of other employees or volunteers. Any such conduct may result in disciplinary action, up to and including immediate discharge.

Greater Cleveland Habitat for Humanity does not tolerate any harassment or discrimination based upon sex, color, race, creed, national origin, marital or veteran status, age, religion, disability, handicap, or any other legally protected classification. Any conduct or action, whether overt or subtle, which creates an offensive or hostile work environment is prohibited.

**Sexual Harassment**
Greater Cleveland Habitat for Humanity prohibits offensive or inappropriate behavior, including but not limited to:

• Unwelcome sexual advances;
• Requests for sexual favors; and/or
• All other verbal or physical conduct of a sexual nature

It is our policy to maintain a non-threatening and harmonious atmosphere. Sexual harassment, whether committed by supervisors or non-supervisors, volunteers or staff, is strictly prohibited. This policy applies with equal force to men and women, to same and opposite sex relationships, to supervisor-subordinate relationships, and to peer relationships.

**Procedure for Dealing with Harassment**
Individuals who feel aggrieved because of harassment have an obligation to communicate their problem or concern immediately. The steps below should be followed:

• Directly inform the person engaging in the harassment that such conduct is offensive and must stop.
• If you do not wish to communicate directly with the person whose conduct is offensive, for whatever reason, or if the offender refuses to discontinue the conduct, you should immediately contact the appropriate manager and if there is still not a satisfactory resolution contact the Executive Director.

**Problem Solving**
While Greater Cleveland Habitat 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 Greater Cleveland Habitat 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 a Construction Manager or Construction Operations Director.
Construction Volunteer Guidelines  
Tuesday, Wednesday, Thursday, Saturday 9:00am-3:30pm

Tasks on Site
Volunteers participate in many projects including, but not limited to: rough and finish carpentry, electrical, plumbing, and HVAC installation, drywall hanging, insulating, painting, foundation prepping, landscaping, and hanging siding, etc. Volunteers do not need any prior experience in construction. We do our best to communicate what tasks are scheduled for a work day so volunteers may plan accordingly. Since our projects are dependent upon weather, availability of skilled leadership, and progress of ongoing volunteer crews, a specific day’s task schedule may fluctuate. We truly appreciate your flexibility in helping us with our various needs.

What to Bring
Food: Volunteers are responsible for bringing their own lunch, snacks, and drinks unless otherwise informed. A lunch break is taken each day from roughly 12:00 pm – 12:30 pm.
Tools: Habitat for Humanity will provide the necessary tools for all projects. Volunteers are encouraged to bring work gloves, pencil, nail pouch, hammer, and measuring tape.
Weather-Gear: Follow the weather report and bring items that would be appropriate for the day such as rain gear, sunscreen, insect repellent, hats, or extra layers of clothing.

What to Wear
In addition to the general dress code requirements (See page 13) the following guidelines apply to volunteers working in construction:
- Wear comfortable, old clothing that can get dirty
- It is mandatory that volunteers wear closed-toe shoes that are puncture and slip-resistant (Work boots are preferable)
- Sandals, high heels, and open-toe shoes are not permitted on a construction site
- Volunteers are encouraged to wear long pants

Weather
Depending on the nature of the work scheduled, work days may or may not be “weather permitting.” The Volunteer Team will inform volunteers if the day is contingent upon weather. If a work day is “weather permitting” and there is any uncertainty, volunteers should still arrive to their scheduled site unless otherwise informed. Decisions to cancel a work day are typically made at the site by the construction leaders that day. Though it is rare, if a work day is cancelled, you are encouraged to get in touch with the Volunteer Team to reschedule.

On rare occasions due to severe weather or another calamity, the Greater Cleveland Habitat for Humanity Affiliate may close operations completely. The standard practice is if the City of Cleveland shuts down, we will follow their lead. To confirm this, please call 216-429-1299. If we do close, there will be a message stating this
in the greeting. However, if we are open and you find the weather to be threatening, please exercise good caution and stay home. We do appreciate calls to let us know you are not coming, otherwise we may worry.

**Directions / Parking**
Maps and directions to our various construction sites are provided at Volunteer Orientation Sessions. In addition, the RTA website (http://trip.rta.com) offers a useful Trip Planning feature and provides schedules and maps for buses and trains. As our sites are typically in urban areas, parking can be limited, and volunteers may need to drive a few blocks from the site to find open on-street parking. Carpooling is strongly recommended whenever possible.

**Restrooms**
Construction sites are equipped with portable or installed toilets.

**Safety Information**
- Be aware of surroundings
- Ask questions
- Work steadily, but don’t rush
- Know your limitations
- Don’t do anything you’re not comfortable with
- Take proper precautions
- Leave valuables at home
- Safety will be addressed at the beginning of every work day

**Equipment**
All volunteers at a Greater Cleveland Habitat construction site must have approval and proper instruction from a Project or Site Leader before using any type of power tool. By adhering to this guideline we can help ensure a safe construction site for everyone.

**Leaving the Site**
Before you go home after a hard, rewarding day helping with the construction of Greater Cleveland Habitat homes, please make sure that you have not left anything behind. In the event that you realize later that you may have left something on the site, please contact the Habitat Office (216-429-1299 x240).

**Site Leadership**
The Greater Cleveland Habitat Site Leadership includes a Construction Operations Director, Construction Coordinator, Construction Site Supervisor, Construction Site Assistant and multiple volunteer Site Leaders. For your first time volunteering with a group, we will send you the name of your volunteer point person.

**A Typical Volunteer Day on a Habitat Home Building Site**
- Arrive at your assigned site no later than 9:00am
- Check in with Site Leader to sign-in and ensure that all Volunteer Registration Forms and Liability Waivers are completed and turned in prior to the work day beginning
- A brief safety orientation is given
- Tasks are divided out and instructions are given
- A break is taken for lunch around 12:00pm
- Work continues after lunch
- Begin material clean-up, recycling check, and loading around 3:00pm
- Day concludes by 3:30pm
ReStore Volunteer Guidelines
ReStore West/East: Tuesday - Saturday 9:30am-4:00pm

Tasks at the ReStore
ReStore volunteers assist in a variety of ways prior to and during store hours. Some ReStore volunteers assist with truck deliveries and pick-ups, unloading merchandise, as well as cleaning and prepping materials to be put out on the store floor for display. Other ReStore volunteers assist with loading purchased materials on to vehicles, checking receipts at the door, working at the cash register, assisting shoppers in the various sections of the store, putting “HOLD” and “SOLD” tags on merchandise, and providing general customer service assistance to shoppers.

What to Bring
Food: There will be an opportunity to take a lunch break during the volunteer day. Please bring a lunch and beverage.
Tools: Greater Cleveland Habitat for Humanity will provide all the necessary tools required for ReStore work.

What to Wear
In addition to the general dress code requirements (See page 13) the following guidelines apply to volunteers working in the ReStore:

- It is mandatory that ReStore volunteers wear closed-toe shoes that are puncture and slip-resistant
- Sandals, high heels and open toe shoes are not permitted
- Wear comfortable clothes that can get dirty
- Shorts or skirts must be longer than where your hand would fall when arms are at rest on the side of your body

Transportation
All volunteers are required to arrange for their own transportation to the ReStore. Habitat for Humanity does not provide transportation for volunteers. The RTA website (http://trip.rta.com) offers a useful Trip Planning feature and provides schedules and maps for buses and trains.

Arrival at the ReStore
There are various shifts available for ReStore volunteers. It is always important for volunteers to arrive on time to get signed in, create a name tag, and have a brief orientation to their assigned task for the day.

Parking
ReStore volunteers should park in the main parking lot just north of the Habitat facility and enter the building through the Volunteer Office entrance.

Safety Information
ReStore volunteers share the responsibility for establishing and maintaining a safe work environment and are expected to follow safety rules and to exercise caution in all activities. If a volunteer does not comply with Greater Cleveland Habitat safety procedures, they may be asked to leave the ReStore. Volunteers are also asked to report any unsafe conditions to the ReStore Staff right away. Any accident that results in injury - regardless of how insignificant - must also be reported immediately. Greater Cleveland Habitat does have
several first aid kits located in various areas and ample accident and incident reports forms as well. Please see the ReStore Staff for exact locations.

**Cell Phones/Head Phones**
We ask volunteers not to use cell phones (texting or talking) or listen to headphones during store hours. It is important that volunteers are available to assist shoppers and are aware of their surroundings in the store.

**Gifts & Gratuities**
To ensure the integrity of Greater Cleveland Habitat for Humanity and the unbiased actions and decision making of Habitat volunteers, the acceptance of gifts and gratuities from customers, suppliers, partners, or anyone Greater Cleveland Habitat does business with, is strictly prohibited. All gifts of tools, materials, supplies or funds given to Habitat are the property of Habitat and should be received, logged and acknowledged in keeping with our standard procedures. Further, any honoraria received by any Greater Cleveland Habitat volunteer for speaking on behalf of Habitat must promptly be remitted to Greater Cleveland Habitat.

**Cash Tips**
Volunteers and staff are not permitted to receive tips from shoppers. Please direct all tips to the ReStore donation box located at the cash register counter.

**Media**
Members of the media are occasionally present on our construction sites and at Greater Cleveland Habitat special events. Please keep the following things in mind if you deal with members of the media:

- They are typically present at our request to report on our success.
- Only the Greater Cleveland Habitat Executive Director, the Board President and designated individuals are authorized to speak “on behalf of the organization,” so please keep your remarks and comments focused on your personal experience and knowledge.
- You do not have to answer any questions you are uncomfortable answering.
- Do not be afraid to say “I don’t know,” or “let me find someone who can help you.”

**Personal Data Changes**
It is important for you to notify Greater Cleveland Habitat of any changes in personal data. Personal mailing addresses, telephone numbers, e-mail addresses, individuals to be contacted in the event of an emergency and other such status reports should be kept accurate at all times. An emergency phone number can be vital. Please call or e-mail the Volunteer Team to make updates as necessary.

**Nature of Volunteering**
This manual is not an employment or volunteer contract and is not intended to create contractual obligation of any kind. Neither you nor Greater Cleveland Habitat is bound to continue the volunteer relationship if either you or Greater Cleveland Habitat chooses, at will, to end the relationship at any time.

**Leaving the ReStore**
Before you go home, please make sure that you have not left anything behind. In the event that you realize later that you may have left something at the ReStore, please contact the Habitat Office (216-429-1299 x240).

**ReStore Leadership**
The Greater Cleveland Habitat for Humanity ReStore Staff includes 7 members and multiple regular volunteers. They can be identified by their Greater Cleveland Habitat blue shirts and are there to make your volunteering experience productive and rewarding. They will address any concerns you may have.
A Typical Day as a ReStore Pick-up Assistant

- Arrive at the ReStore at 9:00am
- Report to ReStore staff member to sign-in and ensure that all Volunteer Registration Forms and Liability Waivers are complete
- A brief safety orientation is given
- Tasks are divided out and instructions are given
- A lunch break is taken around 12:00pm
- Work resumes after lunch
- The work day will conclude by 4:00pm
Office Volunteer Guidelines
Monday through Friday between 9:00am-5:00pm

Tasks at the Office
Volunteers are involved in a variety of projects at the Habitat for Humanity Office. These can include data entry, handling phone calls, shredding paper, recycling, custodial work, web design, photography, assisting with mailings, filing, special event planning, and more.

What to bring
Food: Office volunteers are welcome to bring a lunch and/or snack to eat. We have a refrigerator and microwave available in our kitchen.

What to Wear
In addition to the general dress code requirements (See page 13), unless a job specifically requires otherwise, the Greater Cleveland Habitat for Humanity office maintains business casual dress. Because office volunteers sometimes walk around the dock and the store we ask that you wear closed toed, slip and puncture resistant shoes.

Transportation
All volunteers are required to arrange for their own transportation to the Habitat for Humanity office. Habitat for Humanity does not provide transportation for volunteers. There is an RTA bus stop directly in front of the Habitat for Humanity office. The RTA website (http://trip.rta.com) offers a useful Trip Planning feature and provides schedules and maps for buses and trains.

Parking
Office volunteers should park in the main parking lot just north of the building and enter through the Volunteer Office entrance.

Arriving at the Office
When an office volunteer arrives, they should sign-in and report to the supervisor of their project to begin work.

Leaving the Office
Before you go home, please make sure that you have not left anything behind. In the event that you realize later that you may have forgotten something, please contact the Habitat Office (216-429-1299 x240).
A Typical Day at the Office

- Arrive at the main entrance to the Habitat office at your scheduled time
- Report to your project supervisor and sign-in
- Project instructions are given
- A break may be taken for lunch and then work continues until the end of your scheduled day
Organizing a Group Volunteer Experience

Group volunteer opportunities exist on our homebuilding sites, in our warehouse, and in our ReStore.

To Schedule a group experience contact Habitat For Humanity at 216-429-1299

The Group Leader’s responsibilities include:

- **Recruiting group members:** Groups are limited to a maximum of 8 people at the ReStore and 12 people on a Construction site. Generally we can only accept 6-8 people on a construction site. Please note that we typically cannot accept larger groups at a single site, but may consider scheduling an additional group slot at a second site if you have more volunteers. Once you have committed to a specific number of volunteers on a specific day, it is important that you neither increase nor substantially reduce the size of your group.

- **Fundraising:** Habitat for Humanity is a 501 (c) (3) nonprofit charitable organization, and we rely upon your generosity to support our organization and fulfill our mission to eliminate substandard housing, strengthen neighborhoods and reweave communities. We ask for a financial contribution for Construction Group Volunteer dates.

- **Attending a Volunteer Orientation Session:** When organizing a group volunteer experience, at least one group representative should attend a Volunteer Orientation Session. Sessions last about an hour and are held twice a month at our main office. The Session will cover a history of our organization, our work in Cleveland, current volunteer opportunities, and safety and expectations when volunteering. Volunteer Registration Forms and Liability Waivers will also be available.

- **Informing group of expectations:** Once the Group Leader has attended a Volunteer Orientation Session and familiarized themself with the Volunteer Manual, it is their responsibility to communicate important information such as age requirements and restrictions, what to bring and wear, weather guidelines, necessary signed forms, etc. to the members of their group. A Habitat representative is happy to come on to your site (time permitting) to speak about our mission and volunteering.

- **Returning completed Volunteer Registration Forms and Liability Waivers:** All forms must be signed and returned to the office prior to the work day or brought to the work site and turned in at arrival. Please note that volunteers who are between the ages of 14 and 17 must be sure to include a parent or legal guardian’s signature.

- **Ensuring the group arrives on time:** It is vital that your group arrives on time to make the day a success. An onsite safety orientation happens at the start of a shift, volunteers arriving late cannot volunteer on the site.

- **Managing the Daily Sign-in Form:** All volunteers must sign-in prior to volunteer work beginning. A sign-in sheet will be provided at each volunteer location.

- **Meals:** Volunteers are responsible for providing their own lunch.
Safe Material Handling

Plan and prepare for your material handling and moving work:

• If there are sharp or breakable materials, wear gloves and safety glasses.
• If there are hazardous chemicals, read the MSDS and know the precautions, recommended PPE and emergency response procedures.
• Be sure all loads are balanced and secured properly.
• Always stack things neatly and firmly on shelves & racking, keep aisles clear
• If you are carrying or moving something and it starts to fall, let it fall. Many injuries occur because someone tries to stop a falling object.
• If you are lifting a heavy or large object, get help from a co-worker, another volunteer or use a mechanical lifting device.
• Never walk underneath a load suspended by a forklift or other lifting device.

Lifting Basics:

• **Stretch** out your muscles before you lift and carry materials.

• **Bend your knees** – Bend at your knees instead of at your waist. This helps you keep your balance and lets the strong muscles in your legs do the lifting.

• **Avoid twisting** – Twisting can overload your spine and lead to serious injury. Make sure your feet, knees and torso are pointed in the same direction when lifting.

• **Tuck your pelvis** – By tightening your stomach muscles you can tuck your pelvis, which will help your back stay in balance while you lift.

• **“Hug” the load** – Try to hold the object you’re lifting as close to your body as possible, as you straighten your legs to a standing position.
Additional Needs and Ways Anyone Can Support Habitat for Humanity

**Habitat Baking Brigade / Social Committee**
Help celebrate volunteers and build community by baking for the build sites and various events. Drop off bags of cookies/brownies anytime between 9-4 Monday-Friday at the West location.

**Cleaning Crew**
We are looking for people who are interested in helping us beautify our homes before the dedication. We want to transform our construction site into a nice clean home for our partner families.

**Outreach Volunteer**
Work a Habitat table at different vendor shows and fairs.

**Photographer**
We are looking for people who are interested in taking photos on an as needed basis for events and dedications. Must have own camera.

**Up-cycler**
One man’s junk is another man’s treasure! We are looking for creative volunteers to refinish/repurpose useless and/or unwanted products into new useable products of better quality to sell in our ReStore.

**Development Volunteer**
We are looking for people who are interested in Development and would like to help on an as needed basis, including fundraisers and events. If we have special projects coming up or need help with filing and data entry, fundraisers, events, etc. we will reach out to you to see if you are available.

**Make a Financial or In-Kind Donation**

**Organize a Tool Drive**
Collect usable tools from family, friends, neighbors, and perhaps your school. After your collection, you can then donate the items to Habitat for Humanity to be used in the construction of homes or even sold in the ReStore.

**Coordinate A Fundraiser**

**Bring Lunches to Volunteers on Site**
Habitat volunteer construction teams range between 6-12 people. They always appreciate the treat of a homemade lunch.

**Shop or donate to our ReStore**
This Pledge Sheet can be used as a tool to assist you in raising funds to make a financial contribution to Greater Cleveland Habitat for Humanity. Please fill in the sponsor’s name and address with the amount pledged. Feel free to make as many copies of this form as needed. Checks should be made payable to Greater Cleveland Habitat for Humanity. Please write the group name in the memo section of each check and send donations to the Greater Cleveland Habitat office prior to your volunteer day.

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<th>$/hour x 7 hours =</th>
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<td>101 Main Street</td>
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<td>Anytown, OH 01234</td>
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All donations are tax-deductible. Greater Cleveland Habitat for Humanity is a 501 (c) (3) nonprofit organization.
Organize a Tool Drive

A Habitat for Humanity Tool Drive is an easy and rewarding project for: your office, warehouse, plant, school, house of worship, Boy Scout or Girl Scout troop, Kiwanis or Rotary Club, or fraternity/sorority.

Habitat Tool Drives are easy to manage. As the tool drive organizer, you devise a way to post materials about Greater Cleveland Habitat for Humanity, promote the tool drive, publish and distribute our “needs list,” and provide barrels, bins or boxes for collecting donations, typically for several weeks.

The needs list provides a “shopping list” for those who will purchase new tools to donate. At the same time, encourage people to go through their workbenches, tool kits, and garages to look for duplicates, items they haven’t used in years, and perfectly good power tools that have been collecting dust ever since they received newer, better versions as gifts. This is also a great opportunity to put a departed loved one’s treasured tool set back into good hands, for the benefit of the community.

Once the collecting is completed, arrange to transport the donations to us at a pre-determined time, help unload the materials into our intake garage, take lots of pictures, and celebrate your accomplishment.

New tool donations are also the perfect alternative in lieu of wedding, anniversary, Bar or Bat Mitzvah, and condolence gifts. You can even ask attendees to bring tool donations as admission to your group’s annual event.

Current needs list, literature, and photos for display materials are easy to access through our web site. Thank you for helping us create hope by building homes, strengthening neighborhoods and reweaving communities.
Organizing a Lunch for Habitat Volunteers

- Contact the Volunteer Team (volunteer@clevelandhabitat.org or 216-429-1299 x235) with the date you would like to bring lunches to volunteers at least one week prior to the desired date.

- The Volunteer Team will consult the schedule and contact you to confirm a location and the number of volunteers to expect on site.

- Ensure that all individuals who will deliver lunches to the volunteer site have completed a Volunteer Registration Form and Liability Waiver.

- Bring completed registration forms, lunches, beverages, plates, napkins, and utensils to the assigned site by 11:45am.

- Check-in with Site Leader to sign-in and set up food to be served at 12pm.

- There may be times when a table/counter will not be available to set up lunches at a construction site. Lunch crews are encouraged to bring a portable table to the site with them to set up lunches if appropriate.
Useful Information

**Hours of Operation**
Greater Cleveland Habitat Office: Monday through Friday 9:00am – 5:00pm
Construction Sites: Tuesday, Wednesday, Thursday, and Saturday 9:00am - 3:30pm
ReStore West Donation Drop off: Tuesday through Saturday 8:30am – 3:30pm
ReStore West Open to the general public: Tuesday through Saturday 10:00am – 4:00pm
ReStore East Donation Drop off: Tuesday through Saturday 8:30am – 3:30pm
ReStore West Open to the general public: Tuesday through Saturday 10:00am – 4:00pm

**Office/Mailing Address**
Greater Cleveland Habitat for Humanity
2110 W. 110th Street
Cleveland, Ohio 44102
Phone: 216-429-1299
Fax: 216-429-3629
www.clevelandhabitat.org

**ReStore West Location**
Greater Cleveland Habitat for Humanity ReStore West
2110 W. 110th Street
Cleveland, Ohio 44102
ReStore (216) 429-3631
Fax: 216-429-3629
www.clevelandhabitat.org/restore

**ReStore East Location**
Greater Cleveland Habitat for Humanity ReStore East
4601 Northfield Road
North Randall, Ohio 44128
ReStore (216) 413-3035
Fax: 216-429-3629
www.clevelandhabitat.org/restore

**Observed Holidays**
New Year’s Day
Martin Luther King, Jr. Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Day after Thanksgiving Day
Christmas Eve
Christmas Day

Contact the Volunteer Team to Schedule your Volunteer Opportunity:
X235 or volunteer@clevelandhabitat.org