



Volunteer Manual

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LETTER FROM THE OFFICE...

On behalf of the staff and Board of Directors, welcome to Habitat for Humanity HiawathaLand. Volunteers are the cornerstone of our organization. Thank you for committing your time and skills to Habitat. We sincerely hope that your experience is enjoyable and productive, and that our facility meets your expectations.

With our facility, we are able to offer our volunteers a very unique experience. Because our Office, Volunteer Center and ReStore are all under the same roof, our staff has the opportunity to get to know and to educate our volunteers on the mission and goals of Habitat for Humanity in general and our affiliate specifically. We try to create a warm and open atmosphere and we certainly encourage all of our volunteers to return in the future.

When staying with us, you will find all of the essential amenities you will require for a comfortable stay. We have men's and women's dormitories with bunk style beds. You must provide your own linens, blankets and pillows. We offer a shower room with private stalls which includes a dressing area. Please provide your own toiletries and towels. Our facility has an on-site recreation room with game tables (ping pong etc.), Wi-Fi, a conference room with flat-screen TV and DVD, and plenty of other fun surprises. We have a fully functional commercial kitchen with a dining area for you to prepare and enjoy your meals together. We have two refrigerators and plenty of storage space for whatever groceries & supplies you bring in. Outside and behind our facility, there is a city park with a basketball court for your outdoor enjoyment.

Habitat for Humanity HiawathaLand offers families many different assistance programs that range from doing something as simple as painting to something as complicated and involved as building a new home. These activities go on during the spring, summer and fall and these are the projects that our volunteers work on. If your stay with us occurs during the winter months when construction is not in progress, we will have other indoor projects within our facility such as building improvement and maintenance to do. While you are on the jobsite we will provide you with water in coolers, but please bring your own reusable water bottle to refill. Please be aware that there is a very strict dress code with regards to protective equipment and shoes. We ask that all volunteers bring with them a pair of leather work gloves, protective eyewear and no open toe or open heel shoes. Shoes should have a rubber sole. You will be asked to wear a hardhat while on the job site. We will have those available for all to use. Please provide your own if you prefer to have one for just your personal use. Please refer to the Volunteer Manual for specific information on appropriate clothing.

Thanks again for considering Habitat for Humanity HiawathaLand. During your stay, feel free to stop in the office or ReStore if you have any questions or concerns or call the office at 906-341-7437.

Warmest Regards,

Ann MacGregor
Executive Director

WELCOME TO HABITAT FOR HUMANITY HIAWATHALAND

Welcome to Habitat for Humanity HiawathaLand! We are pleased to have you join our team. We look forward to working with you, getting to know your team, showing you what we are all about, and making this a memorable experience for you.

MISSION STATEMENT

Seeking to put God’s love into action, Habitat for Humanity brings people together to build homes, communities and hope.

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SAFETY POLICY

Safety is everyone’s responsibility and is always an important consideration at any construction site. Building construction can be one of the most dangerous occupations. Habitat volunteer crews are sometimes unfamiliar with OSHA regulations. Therefore, please don’t hesitate to ask questions of the on-sight supervisor. Try to be conscious of the safety of others as well as your own well being. An observer can often see the danger better than the worker involved in the project. **DO NOT** proceed with a task if you are uncertain how it is done or if you are unable to do it safely. While walking around on the construction site and during demolition or construction, be aware of any unused boards, scrap, bracing, etc. that may have nails in them. Promptly remove all nails from this material. As Habitat founder Millard Fuller says, “Each new Habitat home is a sermon to our community demonstrating God’s Love for all people”. Therefore, we are committed to doing the best quality work possible on all projects.

Guidelines for Safety

- ✓ Think before you begin your task.
- ✓ Ask a supervisor for help if you are uncertain about how to do a task or how to use a tool.
- ✓ Know the location of the first-aid kit and how to get emergency help.
- ✓ Inspect all tools daily including power tools, hand tools, ladders, and scaffolding and advise your supervisor of any broken or unsafe tools.
- ✓ Advise your supervisor immediately of any unsafe condition or hazard.

Proper Safety Equipment

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

- ✓ **Workers should wear work boots** at all times when on a construction site, preferably boots with steel toes and shanks. Any worker wearing inappropriate footwear will not be permitted to remain on the construction site. Examples of inappropriate footwear are open-toe/open-heel shoes, sandals, flip-flops, slippers, cloth shoes, etc.
- ✓ **Hard hats** are to be worn on the construction site at all times.
- ✓ **Protective glasses** are to be worn on the construction site at all times.
- ✓ **Dust masks** must be worn by all workers who are installing insulation or sanding, or when instructed by a supervisor.
- ✓ **Gloves** worn by all workers should be good quality leather work gloves. These will protect the hands from minor abrasions and splinters. Gloves with cuffs are recommended since they also protect the wrists. Cotton, jersey, rubber, food service, and most other types of gloves are not permitted.
- ✓ **Ear protection** must be worn by any worker using a power tool for a prolonged period of time or when instructed by a supervisor.

Hand Tools

Always select the correct type and size tool for the work you will be performing. Be sure that each tool you use is in proper working order. Do not use any tool if the handle is loose or in poor condition. Dull tools are dangerous because excessive force must be used to make them work. Oil or dirt on a tool may cause it to slip and cause injury. When using tools, hold them correctly. Most edge tools should be held in both hands with the cutting edge away from yourself. Avoid using your hands or fingers as a guide to start a cut.

Saws

Do not bind the blade of any saw. Example: When cutting long panels, the blade may bind. When this happens the saw blade will catch and kick back toward the operator. Use small wood wedges or shims to spread the saw cut. Properly support the objects you are cutting. Never attempt to cut something that could tilt or gall and cause the saw to slip. Keep the blade guard working. Example: a spring-actuated blade guard often bends and won't slide quickly or the spring stretches so the return is slow. Repair any damage to the guard immediately. **Never** tie the guard back out of the way.

Ladders

The following rules for ladder safety must be observed at all times:

- ✓ Always inspect a ladder before using it. Look for wear and tear, loose rungs, and other defects. If the ladder is unsafe, do not use it.

- ✓ Use a ladder that will reach the work. Extension ladders should reach three feet above the work level. Remember to use the four-to-one rule: for every four feet of height, move the ladder one foot away from the wall.
- ✓ Move your ladder with your work instead of leaning to reach. As you work if both shoulders are extended past the ladder, you are reaching too far.
- ✓ Place your ladder on solid footing. If there is danger of the ladder moving while you work, tie it down. If there is danger the ladder will be hit, barricade it using yellow tape and stakes.
- ✓ NEVER leave tools, nails, etc. on the steps of an unattended ladder.
- ✓ NEVER use an aluminum ladder in the vicinity of electrical lines.
- ✓ NEVER use a ladder outdoors during inclement weather or on windy days.
- ✓ Keep your hands free for climbing. Use proper carrying devices for carrying tools and materials. When climbing, always face the ladder.
- ✓ Whenever there is a person on a ladder, there must always be someone spotting the ladder at the bottom.

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 must be compatible. Inspect all scaffolding each day before using it. Never use damaged or defective equipment and avoid rusted parts, as their strength is unknown. When erecting scaffolding provide adequate sills for scaffold posts and use base plates. Use adjusting screws and blocks when on an uneven grade. Make sure you plumb and level scaffolding and do not force end braces when constructing. Defective planking causes many scaffolding accidents. Use only properly graded and inspected scaffold decking. Inspect daily for splits and knots, and remove defective or damaged planking.

Body Mechanics

Although the following are not mandated, they are recommended to protect oneself against strains, sprains, and possible disability:

- ✓ Use as many muscles as possible for distributing the workload.
- ✓ Both hands are used to lift heavier objects.
- ✓ Avoid lifting heavy objects alone.
- ✓ Leg muscles are used to lift heavy objects rather than back muscles.
- ✓ Pushing is preferred to pulling.
- ✓ Work is to be done at the proper level of ability.
- ✓ Long pieces of material should be carried by two people.

Personal Protection

In regard to personal protection, the following is mandated for the worksite:

1. Hard hat.
2. Leather work gloves.
3. Proper footwear.
4. Confine long hair so that it is not exposed to machinery and doesn't interfere with vision.
5. Required use of safety goggles, glasses, or other eye protection when there is danger of eye injury.
6. Required use of dust masks where harmful dusts or fumes exist.
7. Secure or remove rings or other jewelry.
8. Ear protection when noise levels are excessive.

NOTE: Inform your supervisor of any limitations you may have that would be detrimental to performing the task assigned to you.

Power Tools and Other Electrical Equipment

A power tool should not be used without proper instruction on its use and on the consequences of improper use. The instruction should be done by a qualified person and should be given to all workers. The trainee should use the power tools in the presence of the instructor until the instructor is satisfied the trainee knows how to use the tool properly.

Never lower or carry a power tool by its cord. All power tools must be cleaned at the end of each day. Do not wait until the end of the day to check power tools for defective switches, cords, plugs, and proper grounding. Check them before using at the beginning of each workday.

In order to avoid electric shock, the following rules **MUST** be followed:

- ✓ When possible, a three-prong plug will be used.
- ✓ Extension cords must not have frayed insulation or be fastened with staples or hung from nails or suspended from wires.
- ✓ All temporary lights must be equipped with non-conductive guards.

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. Do not store under trailer.
- ✓ Clean up all rubbish and scrap materials on a daily basis. There is trash service at each site.
- ✓ Do not permit blocks of wood, nails, bolts, empty cans, pipe, wire or other materials to accumulate on the work site. This could interfere with work and can constitute a danger.
- ✓ Keep tools and equipment that are not being used in chests, panels, or toolboxes.

- ✓ Never leave a work site unguarded unless all tools and materials have been properly secured.
- ✓ Empty nail aprons each night, returning to proper containers. Remember...families are charged for the cost of each nail.

Poisons and Toxic Substances

The poisons and toxic substances most often found on a work site are lead oxides, solvents, animal feces, and in isolated cases, asbestos. Special care must be taken when you come in contact with any of these or any unfamiliar substance. Contact the supervisor immediately upon finding. Lead-based paint and asbestos are hazardous materials and are only to be handled by professionals.

Emergency Medical Care

If someone is injured on the job, **immediately** contact your supervisor and summon any needed medical help. You should also use the supplies in the first-aid kit to stabilize the injury as much as possible until medical help arrives. The injured person and the supervisor must fill out an accident report. All injuries must be reported within 24 hours.

RULES AND REGULATIONS

For all Volunteers

IMPORTANT: To fulfill service hours at this establishment, the participant may not have had any prior convictions that include any type of sexual offense as defined by the state of Michigan.

Safety Certification

All construction volunteers must complete the Lockton Volunteer Safety Training and obtain certification before arriving to Habitat for Humanity HiawathaLand. You will not be permitted on worksite without this certification. Please complete at least two weeks before arrival. The link for this training can be found on our website at www.hiawathalandhabitat.com on the Volunteer page.

Waivers

A waiver must be signed by every volunteer prior to beginning work no matter what task is being performed. If you do not sign a waiver, you will not be able to volunteer at Habitat for Humanity HiawathaLand. If you are under 18 years of age, a parent or guardian must also sign a waiver and consent form.

Substance Abuse

Habitat for Humanity HiawathaLand maintains an alcohol and drug free policy. The unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance on Affiliate

premises regardless of location is prohibited. Volunteering under the influence of any controlled substance or alcohol is strictly prohibited.

Smoking

Habitat for Humanity HiawathaLand maintains a tobacco free facility and grounds. The use of any tobacco products within the building or on the grounds is strictly prohibited.

Harassment

Any person creating or participating in an intimidating, hostile or offensive working environment will be excused from any further volunteer activities with Habitat for Humanity HiawathaLand. Any person who feels that he or she has been or is being subjected to harassment is urged to immediately contact the Habitat office at 906-341-7437. This policy and the law prohibit harassment and retaliation in the workplace. All staff and volunteers shall treat each other with dignity and respect.

Honesty and Integrity

Any persons volunteering or fulfilling community service hours must not engage in theft or unauthorized use or possession of any property belonging to another person or Habitat for Humanity HiawathaLand. Any such theft will result in immediate dismissal and prosecution. Property, equipment, money or supplies must not be removed from the premises by any person without permission to do so from your direct supervisor.

Falsifying Records

Falsification of any record, including, but not limited to, applications and waivers is a violation of our policy. Any person found in violation of this policy will no longer be permitted to volunteer.

Inappropriate Conduct

Habitat for Humanity HiawathaLand asks that all volunteers refrain from the following: profanity, dishonest statements, gossip or rumor talk, unethical conduct, improper public conduct, etc. When you are on a job site, in a public forum, at an event, on the Habitat grounds or in any other situation where you are volunteering for Habitat, you are a representative for Habitat for Humanity HiawathaLand. Please conduct yourself accordingly.

If an incident occurs where a volunteer conducts himself/herself in a manner that jeopardizes his or her safety, the safety of others, or is not in accordance with the mission of Habitat for Humanity HiawathaLand, the following steps will be taken:

- 1) Group leader or staff member will intervene immediately to discuss possible solutions to the problem with the volunteer.
- 2) Group leader and staff member will discuss solutions to the problem.
- 3) If a resolution is not reached, the volunteer may be asked to leave.

Appearance

All persons are expected to arrive in appropriate clothing for the occasion. Items that may not be worn while volunteering with Habitat for Humanity HiawathaLand are as follows:

- ✓ No loose or baggy clothing.
- ✓ No pajamas of any sort including fleece pajama bottoms or slippers.
- ✓ No loose jewelry.
- ✓ No sandals, no open-toed or open-heeled shoes, rubber soled shoes are mandatory.
- ✓ No immodest clothing.
- ✓ No offensive clothing including, but not limited to, items with profanity, nudity or reference to drugs or alcohol.

VOLUNTEER CENTER GUIDELINES

Habitat for Humanity HiawathaLand has been blessed with a facility to house our volunteers. We ask that you adhere to the following guidelines so that we are able to keep it functioning in the manner it was intended. Because we may have visitors touring the facility during your stay, we ask that you keep your beds made, your personal areas tidy, kitchen clean, and the conference room neat while your group is here.

1. Be respectful of our property as well as the property and belongings of others.
2. **TURN OFF LIGHTS and CLOSE DOORS** as you exit rooms in all areas of the building to save energy and reduce expenses.
3. No fighting, weapons, fireworks, lighters, or explosives are permitted.
4. No pets, with exception of service animals.
5. Participation with the group is expected.
6. Respect one another, staff, and leaders.

Dorm Rooms

- ✓ Because Habitat for Humanity HiawathaLand is a Christian ministry, we strive to provide a safe and family-oriented atmosphere. It is because of this, any and all sexual activity in our building, on our grounds or on our work-sites is strictly prohibited.
- ✓ Be respectful of our property as well as the property and belongings of others.
- ✓ Keep beds made & personal areas tidy. **Do not** move the bunks.
- ✓ No food or drink is allowed upstairs at any time with the exception of water.
- ✓ **Do not** leave heat, fans, or AC running in any part of the Volunteer Center when you are gone to a job-site or sightseeing for the day.
- ✓ When using heat or AC, please keep the door to that room closed at all times.

Shower Room

- ✓ One person per shower room only.
- ✓ Take personal belongings out of shower after each use.
- ✓ Wipe down showers daily with cleaner.
- ✓ Mop up any water on the floor after each use.

Kitchen & Dining Room

- ✓ Kitchen should be cleaned-up after each meal.
- ✓ Dining chairs should be pushed into the table or neatly organized after each use.
- ✓ Tables, counters and stove wiped down after each meal.
- ✓ Dishes washed and put away.
- ✓ Floors swept daily.
- ✓ Garbage taken out daily or as needed.

Ed Havitz (Conference) Room

- ✓ Floors swept or dust-mopped daily.
- ✓ Tables & chairs kept orderly. Please do not rearrange the room. **Do not** push or drag anything across the floors.
- ✓ Please turn off heat and lights and close the door when leaving the room.
- ✓ If windows are opened, please close prior to leaving the room.

Cancellation Policy

- ✓ Deposits, group donations, and fees cannot be waived or refunded because they are used to purchase materials in advance of your group's arrival. No refunds or credits will be issued for individual cancellations.

Collegiate Challenge

- ✓ The fee for all Collegiate Challenge participants is \$150 per person. This fee, which is required to receive Collegiate Challenge credit, is due in full no later than 30 days prior to arrival. Any fee collected by Collegiate Challenge is separate from our fee.
- ✓ Any increase in the number of participants must be cleared with the affiliate **at least one week prior** to arrival. Until the increase has been approved with the Habitat for Humanity HiawathaLand staff, do not assume that HiawathaLand will be able to increase the number of volunteers in your group.
- ✓ Once you have registered to work with our affiliate through Collegiate Challenge, you are responsible for full payment to our affiliate even if you cancel.

WHAT YOU SHOULD BRING

The following list contains items your group will be required to supply for yourselves:

- ✓ Paper towels, paper plates, napkins, plastic wrap, foil, etc. (if needed)
- ✓ Dish soap
- ✓ Breakfast, Lunch & Dinner foods
- ✓ Snacks
- ✓ Beverages

The following list contains items each individual will be required to supply for themselves:

- ✓ A reusable water-bottle.
- ✓ Work shoes or boots must be rubber-soled. No open-toe or open-heel shoes.
- ✓ Non-worksites shoes for recreational and non-work activities.
- ✓ Toiletries: Toothbrush, toothpaste, shampoo, soap, shower shoes, etc.
- ✓ Linens: Pillow, sleeping bag and/or sheets & blankets, washcloths & towels.
- ✓ Rain gear, we work rain or shine!
- ✓ Leather work gloves and protective eyewear.

The following list contains items each individual may wish to supply for themselves:

- ✓ Swim suit, beach towel, sunblock, etc.
- ✓ Bug spray
- ✓ Layers of clothing, our weather changes quickly. Days can be warm or cool. Sweat shirts and hoodies are a good idea to bring. Be prepared to get your clothing dirty.
- ✓ Lock for a locker to lock away any valuables you may have. Lockers are provided, but limited, so it may be necessary to share with a friend.

FREQUENTLY ASKED QUESTIONS

What will we be working on?

Habitat for Humanity HiawathaLand offers families many different assistance programs that range from doing something as simple as painting to something as complicated and involved as building a new home. These activities go on during the spring, summer and fall and these are the projects that our volunteers work on. If your stay with us occurs during the winter months when outdoor construction is not in progress, we will have other indoor projects within our facility such as building improvement and maintenance to do. If we are currently working on a rehab property, we may have inside work for you to do there. At any time of the year, we may ask that you help the staff with office projects, fundraising or event planning, etc. If you call the week before you come, we will be able to give you a fairly accurate picture of your projects. Keep in

mind, there are no unimportant jobs! Whatever the project, it is important that it be done to keep our houses affordable to our families and to create a thriving community for them to live in.

We've been on spiritual retreats before, is this the same thing?

Habitat for Humanity HiawathaLand is a Christian non-profit organization. Therefore, in the spirit of giving of yourself, this may be a spiritual experience, but not in the quiet and introspective way that a retreat might be. Most volunteer groups have daily meetings to discuss each day's experiences and to talk about the next day's work. This is a great opportunity to get to know the Habitat staff, each other, and the family you are serving. These relationships are often the most memorable and important part of your Volunteer Center experience.

Do we work all week long?

We work Monday through Friday from 9 AM to 4 PM. We take one-half day off on Wednesday. During that time, you may choose to visit local attractions, go site-seeing, and have some fun. Please ask our staff for recommendations of best activities or places to visit during your stay.

What is the volunteer center like?

Habitat for Humanity HiawathaLand is located in the heart of Manistique on 2 ½ acres adjacent to the Blanchard City Park. The Volunteer Center occupies the upper level of the Blanchard Center. Dorms, shower rooms, restrooms, lockers, and a recreation room are all included in the Volunteer Center. The kitchen and dining room, located on the 1st floor, are fully equipped with cooking utensils, pots and pans, plates, cups and mugs, silverware and major appliances. Food and beverages are not allowed in dormitories or the recreation room in order to help keep these areas clean and to avoid attracting pests. Your group will have easy access to basketball courts, softball field and playground equipment in the adjacent city park.

What are the sleeping arrangements?

Men must sleep in the men's dorm and women must sleep women's dorm. Both dorms provide beds that are bunk style. There are mattresses on each bunk, but you must bring your own pillow and sleeping bag or bedding.

Do we have a curfew?

Quiet hours are between 10 PM and 6 AM. We request that all Volunteers be inside the Center at this time. No loud talking, music, etc. Exceptions can be made with the agreement of the Volunteer Coordinator and all Group Leaders. We also encourage your Group Leaders to set lights-out hours for your group. When you are tired, there is a greater possibility of accidents and/or injury. Please encourage your volunteers to honor the quiet hours.

Do we do our own cooking?

Yes, you are responsible for your own breakfast, lunch and dinner. Many groups bring most of their food supplies with them. There is a grocery store (Jack's Fresh Market) located on the east side of town on US-2 that has a great selection. They also have a bakery and deli.

Will we be the only group there?

Most likely, yes. Although we strive to only have one group at a time, our capacity is 60 people. Because our projects depend on volunteer labor, it is our goal to not turn any group away, which may result in more than one group here at a time. If there is more than one group here, we encourage you to take advantage of the opportunity to interact with each other. The group leaders will be given contact information for any other groups that are staying with us during your week so that you can coordinate meal and cleaning efforts.

Can we increase our numbers after we send in our reservation deposit?

Yes, you may increase your number of participants. But, please call our Habitat office at 906-341-7437 immediately as we will need to check for availability. If your group has already sent in your payment when the increase occurs, that difference may be settled when you arrive.

What about transportation?

Volunteers must provide their own transportation to the affiliate and to and from the work site each day. Our work sites may be anywhere in our geographical area which spans 3 ½ counties. It is for this reason we ask that you bring as many vehicles as necessary to transport your volunteers to and from the work site each day. The cost of transportation is not included in the per person fee.

What are our Volunteer Center fees used for?

Volunteer Center fees and/or donations that you bring are a very important part of our housing ministry. We use this money to purchase building materials for your group to build with while you are here. The reason that we request that you send in your Volunteer Center fees 30 days prior to your arrival is so we can purchase the needed materials and have them ready for your group when you arrive.

Will we get to work with the homeowners?

Because most of our families have one or more individuals employed during the day, it may be difficult for them to be at the work site during the day. We recognize that this interaction enhances your overall experience and it is mutually beneficial. In some cases, families are not yet chosen for the projects we are working on. In other cases, families may already be living in the home.

Does Habitat have accident insurance?

Habitat maintains Liability Insurance which covers accidents on any and all job-sites.

Can we rent the Volunteer Center for other functions?

The Volunteer Center is available for overnight use at the rate of \$25 per person per night. The Volunteer Center makes an ideal location for Boy Scout and Girl Scout troops (indoor camping), winter retreats, training events, family reunions, and other recreational activities.

If there are any further questions or if anything in this manual is unclear, please contact our office. Thank you for volunteering with Habitat for Humanity HiawathaLand.

CONTACT INFORMATION

Habitat for Humanity HiawathaLand
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