



Habitat
for Humanity®
Choptank

VOLUNTEER HANDBOOK

September 2023

INTRODUCTION

WELCOME

Thank you for your interest in volunteering with Habitat for Humanity Choptank! We are delighted that you have taken this opportunity to learn more about how you can support us as we partner with homebuyers and homeowners to provide safe, decent, and affordable housing.

Habitat Choptank is a volunteer driven organization; it relies on volunteers in order to operate. From working on construction sites, in the office, at the ReStore, or serving on committees, volunteers greatly impact every aspect of our organization. Whatever your skill or interest, there is a place for you in our volunteer program.

This handbook will provide general information about Habitat for Humanity International and Habitat Choptank, as well as policies and procedures specific to volunteering. You are encouraged to familiarize yourself with the contents of this handbook, for it will answer many questions concerning our organization and outline how volunteers can contribute.

MISSION

Habitat for Humanity Choptank works in partnership with God and all people to build, rehab and repair homes, improve the quality of life in communities and help to restore hope in the lives of those we serve.

HABITAT FOR HUMANITY CHOPTANK

Since its founding in 1992, Habitat Choptank has made homeownership a reality for over 100 homebuyers. Relying on volunteers, financial donations, and material contributions,

each Habitat home is the result of a unique partnership among a deserving homebuyer, dedicated volunteers, community partners, and inspired donors. While Habitat for Humanity affiliates are known for their construction of simple, decent and affordable homes, Habitat Choptank has grown to include the construction of sustainable, energy efficient homes. As a nonprofit organization, Habitat Choptank works in partnership with medium to low-income homebuyers to help them build a better future through homeownership. Habitat Choptank also has a program to help low-income homeowners who need help to maintain and perform necessary repairs on their homes, allowing them to reclaim their homes with pride and dignity.

CORE TENETS

Habitat Choptank is a named affiliate of Habitat for Humanity International and operates under the auspices of the Affiliate Covenant which includes six core tenets.

CHRISTIAN IDENTITY: An affiliate is an organization based on Christian principles committed to witness to the love and teachings of Jesus Christ and will partner with people regardless of faith.

HOMEOWNERSHIP: An affiliate is committed to homeownership through the use of available resources including volunteers and an affordable mortgage.

HOMEOWNER SELECTION: An affiliate intends to sell homes to low-income homebuyers in need who have the ability to repay a mortgage and are willing to partner with Habitat for Humanity. Need is evaluated in the context of the affiliate's service area's median income.

INTEGRITY: An affiliate will operate as a nonprofit with the highest integrity in a non-discriminatory manner in accordance with applicable laws.

SWEAT EQUITY: An affiliate will require sweat equity of partner homebuyers and homeowners with whom the affiliate will

build or repair homes to provide safe, decent and affordable housing.

TITHE: An affiliate will participate in the tithing program to Habitat for Humanity International, giving 10% of all unrestricted funds raised.

HABITAT FOR HUMANITY INTERNATIONAL

Founded in 1976 by Millard Fuller and his wife Linda, Habitat for Humanity International is a nonprofit, nondenominational Christian housing ministry. Habitat for Humanity welcomes all people to assist in repairing or building safe, decent, affordable houses in partnership with those who lack adequate shelter.

Habitat for Humanity affiliates, like Habitat Choptank, work locally in communities around the world to select and support homeowners, organize volunteers and coordinate house building and repair. Homeowners are selected based on their need for housing, their ability to repay a mortgage or home repair loan, and their willingness to work in partnership with Habitat. Habitat for Humanity does not discriminate on the basis of race, religion, ethnicity or any other characteristic.

VOLUNTEER GUIDELINES

Volunteerism is essential to Habitat Choptank's program. We greatly appreciate your interest and support! All volunteers are asked to adhere to Habitat Choptank's policies and procedures. Please take the time to read and understand these guidelines.

A volunteer is defined as a person who performs a service willingly and without pay. Volunteering offers many benefits including skill development, career exploration, personal growth, socialization, and the ability to have an impact on the community.

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

COMMUNITY SERVICE

Habitat Choptank welcomes community service volunteers from schools, civic groups, community assistance programs, and those fulfilling court ordered community service hours. For appropriate placement within our organization, Habitat Choptank reserves the right to know the offense related to the court ordered community service. In all other respects, court ordered community service volunteers will be treated equally and held accountable to the same standards as all other volunteers. Upon request, Habitat Choptank will provide a letter or other required form of documentation to the community service volunteer as proof of completed service.

Volunteers must provide the necessary documentation to fulfill the requirements of their program, and maintaining and filing this documentation is the responsibility of the volunteer. It is also the volunteer's responsibility to maintain an accurate time sheet by signing in and out at each volunteer activity. In addition, it is the volunteer's responsibility to ensure that time sheets are signed at the beginning and end of each service day by a Habitat Choptank staff member. Hours worked but not recorded or approved with signatures on the day of service cannot be counted.

REQUIREMENTS BEFORE VOLUNTEERING

SEXUAL OFFENDER AND CRIMINAL BACKGROUND CHECKS

Habitat for Humanity Choptank values the safety of its partner homebuyers, volunteers, and staff, and the wellbeing of the neighborhoods and communities where it works. The organization will take prudent measures to protect its human

and material resources. Habitat Choptank requires that sex offender and criminal background checks be completed for all volunteers serving on any of the organization's Program Committees, at the office, or on our Repair Crew or ReStore Pick-up Crew. Program committees are defined as Homebuyer Selection, Partnership, Mortgage Servicing, Site Selection, Building & Safety, and ReStore. Background Checks are not required for our construction crew or ReStore volunteers that serve only in the ReStore. A sexual offender check is required for all volunteer positions.

Criminal background checks will be completed using a consumer reporting agency. Sexual offender registry checks will be completed by using the National Sex Offender Public Registry <http://www.nsopr.gov>. Written consent will be obtained before checks are performed.

Habitat Choptank reserves the right to recheck sexual offender and criminal background status at any time. Any person who does not consent to a sexual offender and criminal background check or withholds or falsifies information pertaining to a sexual offense or criminal record may be disqualified from service with Habitat Choptank.

A criminal background offense finding or listing on the sex offender registry may disqualify an applicant from service with Habitat Choptank. In determining eligibility, Habitat Choptank, in its sole discretion, may consider several factors, including without limitation, one or more of the following:

- Nature, duties, and responsibilities of the volunteer position.
- Nature of the conviction and whether children or other vulnerable people were involved.
- Time elapsed since the offense.
- Age of the person when the illegal activity occurred.
- Extent to which the offense may affect the person's

fitness or ability to perform the duties or responsibilities of the volunteer position.

- Number of convictions, if more than one.
- Whether partnering with the person would pose risk to the affiliate.
- Any evidence produced by the person, or produced on the person's behalf demonstrating rehabilitation and good conduct.
- Any other factor that the affiliate deems relevant to the decision.

Findings from the checks will be reviewed on a case-by-case basis by a three-person review team made up of the Executive Director, Supervising Program Manager and the Board President. The details of findings from the screening checks will be treated confidentially and will not be shared outside of the review team. Based on any or all of the criteria outlined in this policy, Habitat Choptank may, in its sole discretion, decide that an existing volunteer will be dismissed or reassigned to a different position based on findings from a criminal background check. In so doing, Habitat Choptank may consider:

- Safety of co-workers in the workplace.
- Impact on the organization's reputation
- Degree of supervision.
- Amount of access to technology.

Habitat Choptank reserves the right to deny any person volunteer service based on findings from a sexual offender or criminal background check.

CONFIDENTIALITY

Habitat Choptank's confidentiality statement is stated in the Release and Waiver of Liability that all volunteers complete. Habitat Choptank is committed to protecting the rights of all of our stakeholders including our volunteers, homebuyers, donors, affiliates, and the faith communities in which we

partner. Habitat volunteers may not divulge or make accessible confidential information belonging to or obtained through their affiliation with Habitat to any person, including relatives, friends, and business and professional associates, other than as authorized in the execution of duties. Volunteers must exercise good judgment and care to avoid improper disclosures of confidential information relating to the nature of our business including but not limited to: financial, donor, and Habitat homebuyer information.

GETTING STARTED - VOLUNTEER ORIENTATION

Habitat Choptank asks that all new volunteers complete our online Volunteer Orientation and complete the short questionnaire at the end.

Habitat Choptank is committed to providing Volunteer Orientations before volunteers begin work of any kind. Our Volunteer Orientation can be completed in three easy steps, which are outlined on our website, as follows:

1. The first step in preparing to volunteer with Habitat Choptank is completing our Volunteer Orientation. This orientation should take about 20 minutes to complete and will provide you with important information about our mission and values, our volunteer opportunities, and will provide an overview of our volunteer requirements. As part of this step, please also review the volunteer details and Habitat Choptank policies in this handbook.
2. Next, we ask you to review Habitat's online Volunteer Safety Videos located on our website at <https://habitatchoptank.org/volunteer/volunteer-orientation/>. On this web page you will find a link to the Volunteer Safety videos at <https://hfhaffiliateinsurance.com/>. Once you click on the link, be sure to click on the "Begin Now" button in the middle of the page and follow the instructions. We require

all construction and repair volunteers to watch the “Volunteering on a Habitat for Humanity Job Site” video which can be found under the “Recommended Courses”. Additionally, we require all ReStore volunteers to watch “ReStore Safety and Loss Control for Volunteers,” “Back Safety,” “Fall Safety,” “Ladder Safety,” “Preventing Slips, Trips, and Falls,” “Portable Power Tool Safety,” “Warehouse Safety,” and “Your Guide to PPE” which can also be found under the “Recommended Courses.”

3. Finally, we ask that you complete our Volunteer Application and Waiver using the following link:
<https://habitatchoptank.charityproud.org/WebForm/Index/755?formCode=3103aef0-a752-4fd4-9155-d07ff9420bda>

Volunteer Orientations for large groups or business/corporate group builds may be done offsite at a place of business, common public meeting place, or even on site before volunteer activities begin. Please call the Volunteer Coordinator at Habitat Choptank’s main office (410-476-3204) to set up this type of Volunteer Orientation.

Upon the selection of a volunteer opportunity with Habitat Choptank, volunteers may need additional specific orientation required for the chosen activity. This includes on site orientations with more specific information for the chosen volunteer opportunity; for example, ReStore Volunteers attend a ReStore Orientation, Construction Volunteers receive instruction at the construction site, and Office Volunteers will receive instruction in the Habitat Choptank office.

DRESS CODE

Volunteers are expected to dress appropriately for the job they are performing. The following dress code applies to all construction, repair and ReStore volunteer positions:

- Closed-toed shoes.

- Apparel appropriate for specific work area and weather conditions (Jeans and T-shirts are acceptable). Long pants are required, but no sweatpants, leggings or athletic gear. No tank tops. No clothing with disturbing messaging or provocative features, which could be viewed by others as offensive.
- Personal Protective equipment for specific job areas (talk to the store or warehouse manager, when in doubt).
- No loose clothing or jewelry that could get caught or snagged.

SAFETY

Habitat Choptank 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 Habitat Choptank's safety rules, there may be grounds for correctional action. Volunteers are also asked to report any unsafe conditions to a supervisor immediately. In addition, any accident that results in injury of any kind must be reported to the immediate staff supervisor, and an incident report must be filed.

AGE REQUIREMENTS

Habitat Choptank has strict age requirements in order to ensure the safest work environment possible and protect everyone involved. The requirements are, as follows:

- Youths age 15 and younger are prohibited from active construction sites due to liability concerns.
- Youths age 16-17 may perform general construction work, but may not use power tools, motor vehicles, participate in excavation, roofing, or work from a height of six feet or more.
- Adults age 18 and older may participate in all tasks available.

CODE OF CONDUCT

Becoming a Habitat volunteer comes with great rewards and responsibilities. Volunteers like you are representatives of Habitat for Humanity and its ministry. When you accept a volunteer role with Habitat for Humanity, you are committing to act in a way that promotes Habitat's mission, respects the local community, and ensures the safety of all participants. In addition to complying with all laws, regulations and Habitat for Humanity policies, all volunteers are expected to follow the volunteer code of conduct outlined below.

1. **Promote a respectful community:** Treat all volunteers, employees and community members with respect, courtesy, and dignity. This includes avoiding the use of humiliating, demeaning, offensive, or otherwise insensitive language that fails to respect the dignity of the person. Volunteers are also expected to refrain from engaging in intimidation, physical, sexual, and/or emotional violence toward others. Help promote a welcoming, respectful environment by making efforts to understand and honor the local culture and by following all rules and policies set forth by a Habitat program staff member or supervising volunteer. Use of social media should be governed by the principles of respecting and protecting vulnerable populations while preserving their dignity and privacy. You are discouraged from posting anything on social media that permits beneficiaries from being identified and/or traced.
2. **Respect the human rights of all people and protect beneficiaries and community members from exploitation and abuse.** All Habitat volunteers must model behavior consistent with the Habitat for Humanity International Safeguarding Policy which protects staff, beneficiaries, and community members (especially vulnerable adults and children) from exploitation and abuse. Inappropriate physical or sexual relationships with other volunteers is prohibited. Under no circumstances, may volunteers engage in sexual activity with a child (a person under the

- age of 18, regardless of the legal age of consent and local laws), any Habitat staff or beneficiaries, or any community members. This includes not procuring commercial sex acts, even where such activities are permitted by local laws.
3. **Prioritize site safety:** Safety rules and guidelines on the volunteer site have been created to keep you and others safe as you volunteer and must be followed. Activities that pose a safety risk to yourself or others should be avoided. Report any unsafe working conditions to the onsite supervisor.
 4. **Uphold a zero-tolerance policy for alcohol, drugs and weapons:** The purchase or possession of drugs or weapons is strictly prohibited on Habitat for Humanity property and volunteer sites. The purchase or possession of alcohol is also strictly prohibited on Habitat for Humanity volunteer sites, even if permitted by local laws or by the laws of the volunteer's home country.
 5. **Follow the gift giving policy:** To avoid potential misunderstandings, embarrassment, injured feelings or jealousy, volunteers are asked not to exchange gifts with Habitat beneficiaries, staff members or community members without consulting Habitat staff. Volunteers may speak with a staff member about appropriate ways to exchange gifts and our staff is happy to suggest gifts that will benefit the entire community.
 6. **Protect ministry assets:** Use reasonable care to protect all Habitat for Humanity resources. Stealing, misappropriation or diversion of Habitat for Humanity funds, property, or other assets for personal benefit is not permitted, nor is otherwise engaging in fraudulent activity regarding Habitat for Humanity's assets, operations, or beneficiaries.
 7. **Maintain confidentiality:** Build trust with other volunteers and Habitat for Humanity by respecting the confidentiality of volunteers, staff, Habitat beneficiaries, and community members. Unless you receive prior written approval from HFHI, you will not disclose confidential HFHI information or confidential information given to you by others.

8. **Speak up!:** Habitat for Humanity embraces a “see something, say something” culture. If you become aware of potential misconduct, help reinforce our culture of courage and accountability by sharing your concerns with an appropriate Habitat staff or supervising volunteer. You can also anonymously report potential misconduct by reporting a claim to the confidential [Habitat Ethics and Accountability Line](#).

PERSONAL HEALTH AND DRUG AND ALCOHOL ABUSE

Volunteers are required to be medically capable of performing the required work, requiring sound physical, emotional, and mental ability.

Volunteers must be free from the presence of illegal drugs, alcohol, or other substances that diminish or impair their ability to perform the volunteer activity. Any volunteer found under the influence of alcohol or drugs will be subject to termination of their role with Habitat Choptank. Volunteers are prohibited from possession, distribution, sale, transfer, or use of alcohol or illegal drugs on Habitat Choptank property or while volunteering. Any volunteer found participating in these actions will also be subject to termination of their role with Habitat Choptank. Volunteers with a drug, alcohol, or other substance abuse problem are urged to seek professional treatment.

DISCRIMINATION AND HARASSMENT

Habitat Choptank is firmly committed to providing a positive work environment free of discrimination and bias. Each volunteer is personally responsible for maintaining such a work environment. Habitat Choptank prohibits any harassment in the form of actions, jokes, or comments based on an individual’s sex, sexual orientation, race, ethnic background, age, religion, physical condition or appearance, disability, marital or economic status, or other legally protected characteristic. Any conduct or action, whether overt or subtle,

which creates an offensive or hostile work environment is prohibited and will be grounds for immediate correctional action.

Any volunteer who feels that he or she is a victim of sexual or discriminatory harassment is encouraged to let the harasser know that their behavior is inappropriate and unwelcome. Volunteers who feel they have been harassed must immediately report the event to the Executive Director of Habitat for Humanity Choptank.

CONFLICT RESOLUTION

Habitat Choptank does recognize that conflicts, misunderstandings, and other problems can arise. These concerns develop between volunteers or between volunteers and staff. Although most misunderstandings can and should be solved easily, more formal provisions have been made in order to resolve difficult problems.

Any volunteer who feels a conflict arise should directly inform the person who is the source or cause of the problem that a problem does exist. Those involved should attempt to resolve the issue independently in an informal and courteous manner. If the volunteer does not wish to communicate directly with the person who is the source or cause of the issue, or if the volunteer fails to satisfactorily resolve the issue after discussing it with the other person, the volunteer should then report the issue to the immediate staff supervisor. If attempts to resolve the situation are unsuccessful, then the volunteer should report the issue directly to the Executive Director.

TRANSPORTATION

All volunteers are required to arrange for their own transportation to the scheduled volunteer site. Habitat Choptank does not provide transportation for volunteers.

PUNCTUALITY AND ATTENDANCE

In order to ensure smooth operation, Habitat Choptank asks that volunteers arrive on time and extend common courtesy in informing the organization of absences. Volunteers are essential to Habitat Choptank's operation; Habitat Choptank depends on volunteers and is at a loss when they are absent. Additionally, activities may be put on hold or not able to be completed if volunteers are late or absent. To cancel or reschedule a day of service, please contact the Volunteer Coordinator at Habitat Choptank's main office (410-476-3204) in a timely manner.

CANCELLATIONS

Habitat Choptank will let volunteers know as soon as possible of any changes in scheduling or cancellations due to weather. This information can be found by checking online for a Facebook status update.

LOGGING HOURS

Volunteers will sign in and out each time they volunteer with Habitat Choptank using the Charity Proud electronic sign in at each site. Tracking volunteer hours is significant for volunteer appreciation, receiving grant money, and insurance coverage requirements, and is also helpful for volunteers to track their own personal service hours.

MEDIA

Members of the media are occasionally present on Habitat Choptank properties and at Habitat Choptank special events. Please adhere to the following rules if you speak with members of the media:

- Keep all remarks limited to personal experiences.
- Volunteers at any level of the organization are not

entitled, empowered, or expected to speak to the media on the behalf of Habitat Choptank.

- Volunteers are prohibited from conducting business, meeting with the media or other organizations, and any other type of outreach on behalf of Habitat Choptank.

RECYCLING

Habitat Choptank is committed to sustainability and environmentally friendly practices. Both the office and the ReStore recycle, and Habitat Choptank makes every attempt to recycle material from jobsites. Volunteers are expected to participate in Habitat Choptank's recycling practices and encourage others to do the same. This includes using materials and resources wisely, and participating in the following:

- Separating garbage from recyclable materials.
- Placing glass, plastic, and paper in the appropriate recycling containers.
- Establishing and maintaining separate scrap piles for recycling on the job site and at the ReStore based on the type of materials such as cardboard packaging, untreated wood, plywood & OSB, metal scrap, plastics, insulation, etc.
- Assisting with the removal of materials to be recycled if needed.

SMOKING

Habitat Choptank is committed to providing a safe and healthy work environment. Smoking is prohibited on all Habitat Choptank property. To prevent or minimize exposure of building occupants, indoor surfaces, and ventilation air distribution systems to environmental tobacco smoke, smoking outside of Habitat Choptank property will occur at least 25 feet away from entries, outdoor air intakes, and operable windows. In recognition of federal law, any volunteer under the age of 18 is prohibited from smoking at any time.

DONATING

Becoming a donor is another way to support Habitat Choptank. As a nonprofit organization, Habitat Choptank relies on the generous contributions from individuals, corporations, faith based congregations, civic groups, and all other individuals in order to further the mission of eliminating poverty housing. Habitat Choptank's volunteers provide savings on labor; however other expenses for operations, materials, and land used to build homes are costly. Please consider making a financial contribution or in-kind donation to Habitat Choptank and encourage others to do so as well. Your support empowers hardworking low-income homebuyers to build a better future through homeownership.

TAX DEDUCTIONS

On their taxes, volunteers cannot deduct their service hours or the hourly value of the services they perform. They may be able to deduct any financial or in-kind donations that they have made but should retain all receipts and consult their tax preparation professional or accountant if doing so. Upon request, Habitat Choptank will provide written receipts or other required documentation needed for tax preparation for qualifying donations.

VOLUNTEER OPPORTUNITIES

Habitat Choptank values your support and involvement! It is our hope that in volunteering, your efforts with Habitat Choptank will be enjoyable and fulfilling. There are many opportunities to utilize your individual talents. Volunteers are also able to serve in multiple capacities if they wish. We are committed to pairing each volunteer with an appropriate activity based on their individual interests and skills.

Below is a list of available volunteer opportunities with Habitat Choptank. Each includes a short general description as well as sample tasks or duties, recommended skills or interests, and an estimated length of time commitment.

BUILDING & SAFETY COMMITTEE

The Building & Safety Committee is responsible for guiding the construction program at Habitat Choptank. This Committee is crucial to creating management systems to fulfill Habitat Choptank's unique needs as a nonprofit developer and contractor that utilizes volunteer labor. The committee addresses the quality control, and oversees the building schedule and house plans.

The Building & Safety Committee seeks volunteers with professional experience in construction management, purchasing, building inspections, architecture, engineering, or other disciplines related to the building industry. The committee meets once a month necessitating a regular commitment. Joining the Building & Safety Committee will help to expand Habitat Choptank's building and safety efforts.

CONSTRUCTION VOLUNTEERS

The most visible and most popular of Habitat Choptank's volunteer opportunities is construction. As Habitat Choptank is a home builder, the largest need is for Construction Volunteers. Construction Volunteers work on nearly every aspect of home building undertaking dozens of tasks such as flooring, painting, tiling, siding, insulating, framing, landscaping, renovating, and weatherization.

Hundreds of volunteers come together each year to help build homes nail by nail, and board by board. No construction experience is necessary and volunteers may participate as often or as little as they choose; the minimum length of commitment is one shift on a single day. Habitat Choptank's mission to

create opportunities for low income homebuyers to live in decent, affordable, and durable shelter is achieved with volunteers who help to build or renovate homes.

COOKIE CREW VOLUNTEERS

The Cookie Crew supports Habitat Choptank by providing cookies to construction volunteers on the jobsites or for other Habitat Choptank events. Cookie Crew Volunteers are asked to willingly donate cookies for a specific event or on one day for all of the construction volunteers working on the jobsite. Cookie Crew Volunteers are encouraged to personally prepare and deliver the cookies, or they may simply purchase and deliver the cookies. This donation of cookies is greatly appreciated and is a tax deductible donation. Joining the Cookie Crew is a significant way to support Habitat Choptank's staff and volunteers.

HOMEBUYER SELECTION COMMITTEE

The Homebuyer Selection Committee is responsible for identifying future Habitat Choptank homeowners. Members of the committee screen and interview potential partner homebuyers, provide help during the application process, and discuss the ability of the potential homeowners to be able to partner with Habitat Choptank. This committee also works with local residents, neighborhood associations, and community and faith based organizations to create support for Habitat Choptank and to identify future partner homebuyers.

The Homebuyer Selection Committee is comprised of volunteers with a background in social work, human services, or mortgage banking, as well as volunteers with an interest or skills in interviewing and recruitment. The committee meets once a month necessitating a regular commitment. Joining the Homebuyer Selection Committee is a way to contribute to Habitat Choptank's mission by helping to identify future homeowners.

HOME REPAIR VOLUNTEERS

Habitat Choptank's Home Repair program serves low income homeowners in need of health and safety repairs, weatherization, or exterior improvements. In addition to Habitat Choptank's existing construction program that completes home rehabs and new construction, the Home Repair program is another service offered by Habitat Choptank in order to enable more families to improve their housing condition.

Volunteers are needed to complete the repair projects that will include many different tasks such as painting, repairing windows and doors, repairing siding or roofing, or improving accessibility. Volunteers are also needed to identify and assist qualifying applicants. No home repair experience is necessary and volunteers may participate as often or as little as they choose. Habitat Choptank's mission to create decent, affordable, and durable shelter is achieved by volunteers who help to repair homes.

LUNCH BUNCH VOLUNTEERS

The Lunch Bunch supports Habitat Choptank by providing food for Habitat Choptank events and lunch to the construction volunteers on the jobsite. Lunch Bunch Volunteers are asked to willingly donate lunch for all of the construction volunteers working on the jobsite on one day or to provide refreshments for Habitat Choptank events. Lunch Bunch Volunteers may personally prepare and deliver food or may simply purchase it for delivery. This donation of food is greatly appreciated and is a tax deductible donation. Joining the Lunch Bunch is a significant way to contribute to Habitat Choptank's mission by supporting its staff and volunteers.

MORTGAGE SERVICING COMMITTEE

The Mortgage Servicing Committee manages Habitat Choptank's homeowner mortgages. The committee reviews mortgage related settlement costs, oversees monthly mortgage payments and escrow analysis, assists in the collection of past due accounts, and manages foreclosures when necessary.

The Mortgage Servicing Committee is composed of volunteers with professional experience as accountants, mortgage bankers, creditors, lawyers, or other disciplines related to the finance industry. The committee meets once a month necessitating a regular commitment. Joining the Mortgage Servicing Committee is a way to contribute to Habitat Choptank's mission by helping to oversee the success of the organization and its homeowners.

OFFICE VOLUNTEERS

Office Volunteers are needed to perform a wide range of administrative tasks in support of Habitat Choptank's business responsibilities. Duties include reception such as answering the phone and greeting visitors, filing, data entry, organization, and occasionally preparing bulk mailings. Office Volunteers work with Habitat Choptank staff to fulfill regular business and office duties.

Office Volunteers have an interest or experience in office operations or business. Volunteers may participate as often or as little as they choose based on their schedule. Volunteering in the Habitat Choptank office is a way to contribute to Habitat Choptank's daily affiliate operations.

PARTNERSHIP COMMITTEE

The Partnership Committee is responsible for assisting and guiding partner homebuyers through the process of becoming homeowners. The committee is responsible for the mentoring

and education of future homeowners, including topics such as budgeting, home repair and maintenance, utilizing community resources, and any other financial, legal, and personal duties required to become a successful homeowner. Members of the committee plan and facilitate the homeowner education classes which partner homebuyers attend in order to fulfill their partnership requirement.

The Partnership Committee is comprised of volunteers with interest or experience in teaching, social work, or human services. It is recommended that volunteers for the Partnership Committee have strong social skills. The committee meets once a month necessitating a regular commitment. Joining the Partnership Committee is a way to contribute to Habitat Choptank's mission by helping qualifying homebuyers to achieve their goal of home ownership.

PHILANTHROPY COMMITTEE

The Philanthropy Committee works with Habitat Choptank staff in developing fundraising plans, implementing strategies and tasks to generate funds, and soliciting financial support.

The Philanthropy Committee is composed of volunteers with interest or experience in fundraising, public relations, and marketing. The committee meets once a month necessitating a regular commitment. Joining the Philanthropy Committee is a way to help ensure Habitat Choptank's success and long-term stability, and to help make it possible for the affiliate to serve an increased number of homebuyers.

RESTORE VOLUNTEERS

ReStores are outlets that accept donated goods for resale. Items sold by the Habitat Choptank ReStore are donated by local retailers, contractors, and individuals, and include home improvement items such as furniture, home accessories, building materials, and appliances. These donated goods are

sold at a fraction of their retail price. The ReStore provides an environmentally and socially responsible way to divert reusable materials from the waste stream and simultaneously raise funds for the construction of Habitat Choptank homes.

ReStore Volunteers are needed to pick up or accept donations, organize, inventory, clean and/or repair donated items for resale, greet and assist customers, and other retail duties as assigned. ReStore Volunteers have an interest or experience in retail or sales, warehousing, or the home improvement industry. Additionally volunteers are recommended to have great organizational and social skills. Volunteers may participate as often or as little as they choose based on their schedule. Volunteering at the ReStore is a significant way to support Habitat Choptank's mission by helping to raise funds to continue building homes and serving homebuyers.

General ReStore policies include:

- Volunteers should discuss the schedule with their immediate supervisor and try to schedule according to store needs when possible.
- Always sign in when arriving and wear nametags when starting your shift
- Cell phones can be used on breaks, unless it is an emergency
- No headphones or earbuds during shift
- If you have limitations that may affect your work, please inform your immediate supervisor at the ReStore.
- Store safety and cleanliness is the responsibility of ALL STAFF and VOLUNTEERS

SITE SELECTION COMMITTEE

The Site Selection Committee's responsibilities include land acquisition, land planning, and identifying and solving environmental and community impact issues. The committee is crucial in the ongoing and challenging effort to locate

affordable land for Habitat Choptank homes in Talbot and Dorchester counties. The committee also works with potential sellers and regulatory agencies.

The Site Selection Committee is comprised of volunteers with interest or experience engineering, planning, real estate, planning, zoning, or land development. The committee meets once a month necessitating a regular commitment. Joining the Site Selection Committee is a way to contribute to Habitat Choptank's mission by helping to maintain a land bank of buildable properties.

TOOL TRAILER VOLUNTEERS

Habitat Choptank's Tool Trailer is stocked with the most commonly-used tools for large scale repairs and beautification projects for community groups like churches, nonprofits, and clubs to borrow. Volunteers for this program would help demonstrate how to do specific repair projects and to assist Habitat staff when a group has borrowed the trailer and its tools.

HANDBOOK REVISIONS AND AVAILABILITY

In order to retain necessary flexibility in volunteer management, Habitat Choptank reserves the right to amend any of the policies and procedures described in this handbook. Revisions to this handbook will occur on an annual basis at minimum.

This handbook is available online on the Habitat Choptank website on the Volunteer Orientation page. Paper copies will be available at group volunteer orientations.

HABITAT FOR HUMANITY CHOPTANK STAFF

29349 Maple Avenue, Suite 3, Trappe, MD 21673

Phone: 410 476 3204

Website: www.HabitatChoptank.org

Email: info@HabitatChoptank.org

Chief Executive Officer, JoAnn Hansen

Chief Finance Officer, Tracy Tracy

Chief Development Officer, Jenny Schmidt

Communications Coordinator, Madeline Turley

Client Services Manager, Pat Ingram

Director of Housing Counseling and Family Services, Tara Felts

Family Services Coordinator - Repairs, Tre'Shawn Todd

Director of Construction, Wayne Suggs

Construction Supervisor, Scott Baynard

Construction Supervisor, Jim Thomas

Critical Home Repair Manager, John Puposzar

HABITAT FOR HUMANITY CHOPTANK RESTORE STAFF

8610 Commerce Drive, Easton, MD 21601

Phone: 410 820 6186

Website: www.HabitatChoptank.org/ReStore

Email: ReStore@HabitatChoptank.org

ReStore Manager, Anne Davis

ReStore Sales Floor Manager, Kelly McKinney

Warehouse Manager, Keith Myers

Assistance Warehouse Manager, Michael Jenkins

HOURS OF OPERATION AND OBSERVED HOLIDAYS

Habitat Choptank Office business hours: Monday – Friday, 8:30 AM – 5:00 PM.

ReStore open to the public: Tuesday thru Saturday, 10:00 AM – 4:00 PM.

Construction Sites: Tuesday – Saturday, 9:00 AM – 3:00 PM. Fridays are reserved for group builds and may be scheduled by contacting the Habitat Choptank office.

Observed Holidays: Habitat Choptank Office, ReStore, and construction sites may observe these holidays, dates may vary yearly:

- New Year’s Day January 1st
- Good Friday
- Memorial Day
- Independence Day July 4th
- Labor Day
- Thanksgiving and the following day
- Christmas Day December 25th and either the day before or the following day



29349 Maple Avenue, Suite 3, Trappe, MD 21673

Phone: 410 476 3204

Website: www.HabitatChoptank.org

Email: info@HabitatChoptank.org

Like us on Facebook:

www.facebook.com/HabitatforHumanityChoptank

Follow us on Instagram:

[habitatchoptank](https://www.instagram.com/habitatchoptank)

Follow us on Twitter:

[ChoptankHFH](https://twitter.com/ChoptankHFH)



8610 Commerce Drive, Easton, MD 21601

Phone: 410 820 6186

Website: www.HabitatChoptank.org/ReStore

Email: ReStore@HabitatChoptank.org

Like us on Facebook:

www.facebook.com/HabitatChoptankReStore