“Together We Can Do Great Things.”
~ Mother Teresa

Volunteer Handbook

Cape Fear Habitat for Humanity & ReStore
Welcome!

Welcome and thank you for your interest in volunteering with Cape Fear Habitat for Humanity! As a volunteer with our organization, you are helping to provide safe, decent, and affordable housing to deserving families in our community. From our construction and Habitat ReStore operations, to our office, special events, and committee work, volunteers are a part of every facet of our organization.

This handbook will provide you with general policies and practices of Cape Fear Habitat, so we encourage you to familiarize yourself with its contents. It will answer many common questions about volunteering and provide you with a foundation for your volunteer work with us.

Volunteers are the heart of all that we do, so we are grateful that you are joining us to build hope and homes in our community. As you partner and serve with us, we will strive to make your volunteer experience rewarding, successful, and worthwhile.

Locations and Hours

Administrative Office
The JoAnn Carter Harrelson Center
20 North 4th Street, Suite 200
Wilmington, NC 28401

Phone: 910-762-4744
Fax: 910-762-0734
Email: info@capefearhabitat.org
Hours: Monday-Friday, 8:30 a.m.-5 p.m.

www.capefearhabitat.org

ReStore Locations
1208 South 3rd Street, Wilmington, NC 28401
Phone: 910-762-4793
Hours: Monday-Saturday, 9 a.m.-5 p.m.

7330 Market Street, Wilmington, NC 28411
Phone: 910-686-9800
Hours: Monday-Friday, 10 a.m.-6 p.m.
Saturday, 9 a.m.-5 p.m.

www.wilmingtonrestore.org
A Brief Introduction to Cape Fear Habitat for Humanity...

**Vision:**  A world where everyone has a decent place to live.

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

**Families and Home Ownership**

Cape Fear Habitat is a Christian non-profit housing organization that assists families of all faiths in the Cape Fear region towards the purchase of a Habitat home. We invest in the long-term success of our partner families and neighborhoods, because Habitat believes that homeownership transforms lives, promotes dignity and enhances self-esteem.

We provide simple, decent, and affordable housing, which we sell at no profit to our partner families. The average single-family home is 1,100 square feet, with an average cost of $90 per square foot (approximately $100,000 per house). We build 3 and 4-bedroom homes and it takes approximately 16 weeks to complete a house.

Our partner families earn from 35 to 60 percent of the area median household income and purchase their home through a zero-percent interest mortgage from Cape Fear Habitat for Humanity. The homeowners' monthly mortgage payments are then recycled back into the program to build more Habitat homes.

Habitat is not a giveaway program. In addition to closing costs and the monthly mortgage payments, homeowners invest hundreds of hours of their own labor – sweat equity - into building Habitat houses and working in various support areas. They also complete financial counseling and homeownership education, to provide a foundation for sustainable homeownership.

**Community Support**

We are funded by mortgage payments, house sponsors, business and corporate partnerships, community groups, grants, churches, civic and fraternal organizations, individuals, memorials, honorariums, fundraising events, and ReStore revenues. Community groups donate time, money, building materials, land and labor to our efforts. Proceeds from our ReStores support the administrative costs of Habitat, which means that nearly every dollar donated to Cape Fear Habitat goes directly to build a Habitat home. We are incredibly grateful for the community support we receive and are always looking for additional funding sources and donors!

**Our Habitat**

Since 1987, Cape Fear Habitat for Humanity has built safe, decent and affordable homes with more than 170 families in the Cape Fear Region. Our ministry continues to grow stronger through the support of our local community, and our affiliate currently serves New Hanover and Pender counties.

Habitat for Humanity International was founded in 1976 and has built or rehabilitated more than 1,000,000 homes in over 70 countries, providing more than 6.8 million people safe, decent shelter. The ministry is a growing social and spiritual movement, creating tangible results that affect people's lives every day.

For more information about Cape Fear Habitat for Humanity, visit our website: [www.CapeFearHabitat.org](http://www.CapeFearHabitat.org).
Cape Fear Habitat for Humanity provides opportunities for people and organizations to experience the power of working together to transform lives and improve the quality of life in our community through volunteering. Habitat offers numerous volunteer opportunities (outlined below), so that you can find what you love doing and have a meaningful, rewarding experience with us!

**Construction Volunteer**
Work side-by-side with fellow volunteers, future homeowners, and site supervisors to help build our homes. No specific skills are required except the willingness to work as a team! Training is given on site to all new volunteers. We build with volunteers on Wednesdays and Thursdays from 8 a.m.-noon; and on Saturdays from 8 a.m.-3 p.m.

Habitat also has the following specialized construction volunteer opportunities:

- **Construction House Leader**: Volunteer on a Saturday and greet volunteers at the construction site, help with volunteer sign-in and construction activities, assist with material or medical issues and help with lunch.
- **Crew Leader**: Volunteer on a Saturday and assist the site supervisor by leading small groups of volunteers in construction tasks. Training is provided prior to your designated Saturday(s).
- **Deconstruction**: Assist with removing reusable materials from houses scheduled for demolition. Typical deconstruction projects occur on a weekday and last several hours.
- **Critical Home Repair**: Help local homeowners with critical repairs, such as roofing, flooring, essential weatherizing and more. Typical repair projects occur on consecutive weekdays.

**ReStore Volunteer**
Volunteer at our ReStores and help price merchandise, organize the showroom, assist with moving donations, work in the warehouse, and much more! Our ReStores feature reusable building materials, furniture, appliances, and household items; and store proceeds help Habitat build homes in our community. Volunteers can choose scheduled or flexible volunteer activities at either of our two ReStores:

- **Downtown ReStore**: Monday-Saturday, 9 a.m.-5 p.m.
- **Ogden ReStore**: Monday-Friday, 10 a.m.-6 p.m. & Saturday, 9 a.m.-5 p.m.

**Family Supporter Volunteer**
The Family Supporter Program allows volunteers to encourage, mentor and share knowledge with a Habitat Family Partner as they go through the home ownership program. Supporters need to have six months of volunteer experience with Cape Fear Habitat.

**Lunch Bunch Volunteer**
Provide lunch for our hardworking construction volunteers on Saturdays. You can donate funds for a lunch, reach out to a local restaurant for donations, purchase lunch, or even make lunch for our volunteers. You can provide lunch on an on-going basis or just once!

**Clerical Volunteer**
Work in our administrative office assisting staff with various projects such as assembling newsletters and solicitation letters, assisting with data entry, and making phone calls. You can work with our volunteer coordination, family services, or development departments, and hours can vary to fit your schedule!
Habitat Committee Volunteer
Join a committee and help make a difference. We offer several committees to choose from: Event Planning Committee, Faith Relations Committee, Family Selection Committee, Family Support Committee, Land Acquisition Committee, Major Gifts Committee. Committees typically meet once a month, or as they are needed.

Volunteers are the heart of Habitat and are the most important resource we have!

Volunteer Process and Expectations

How to Start Volunteering
We welcome individuals and groups to volunteer with Cape Fear Habitat! Our Volunteer Coordinator will schedule you for an upcoming volunteer opportunity that fits your needs. If you see something in this handbook that interests you, let us know! To volunteer, contact Tim Synan at tim@capefearhabitat.org or 910-762-4744 ext. 105; or go online to Cape Fear Habitat’s volunteer website: capefearhabitat.volunteerhub.com. Register your account and once your account is activated, sign up for volunteer opportunities!
Community Service
Cape Fear Habitat welcomes community service volunteers from civic groups, schools, community assistance programs, and the judicial system. Community service volunteers must work at one of our ReStores. Please contact the Downtown ReStore (910-762-4793) or Ogden ReStore (910-686-9800) with your Community Service requirements to schedule service hours.

Prior to Volunteering
All volunteers must complete Cape Fear Habitat’s Liability Waiver (located at the end of this handbook). Any youth under the age of 18 will also need a parent or guardian to sign the waiver. Waivers should be brought with you on your first day of volunteering, or you can fax them to 910-762-0734 or email them to tim@capefearhabitat.org. If you sign up to volunteer through Volunteer Hub, you will complete an electronic waiver.

Construction Volunteers: Prior to volunteering, please watch this 13-minute Construction Safety video: http://www.youtube.com/watch?v=2_VH0Fh2I0o.

ReStore Volunteers: Prior to volunteering, please watch this 8-minute ReStore Safety video: http://www.youtube.com/watch?v=uJdTMx1rJ_s.

Volunteer Expectations
1. Know your own duties and stay on task.
2. Cooperate with staff and your fellow volunteers, and maintain a team attitude.
3. Voice your opinions and contribute your suggestions to improve Cape Fear Habitat’s work.
4. Sign in and out each time you arrive for a work assignment.
5. Be on time for scheduled meetings and work assignments.
6. Honor your commitment and come when scheduled.
7. Treat all volunteers, staff, and homebuyers with respect.

Remember, you help to create the pleasant and safe volunteering conditions that Cape Fear Habitat desires for all volunteers! So we need your help in making each volunteer day enjoyable and rewarding.

Age Limits
Due to liability reasons, there are age limits for our ReStore and construction sites. Volunteers must be at least 16-years-old to work at the ReStore and must be 14-years-old to work on a construction site. An adult must accompany any volunteer who is under 18. In addition, the following rules apply for youth on construction sites:
- Youth ages 14-15 are allowed to dig footings, paint, and do landscaping; but they CANNOT be on sites with power tools in use or be on ladders.
- Youth ages 16-17 are allowed to work on general construction sites; but they CANNOT use power tools, work on roofs, or be on ladders.

Habitat Construction Workday Information

Workday Schedule
7:45 a.m. – Arrive on site
8 a.m. – Site orientation and work begins
11:30 a.m. – Lunch
Our workday is typically from 8 a.m.-3 p.m., although we sometimes finish earlier depending on the crew size and task. We ask our volunteers to commit to staying the duration of the workday; otherwise the job might not be completed, which could delay our build schedule.

**Experience and Training**

Construction experience is not necessary to work on our build sites! Once you arrive on site, our construction staff will provide safety training and site orientation. Then you will be assigned a task, which will be led by the site supervisor or a trained volunteer. They will lead you in all construction tasks throughout the day, so you are in good hands! We want you to have a safe, meaningful experience with Habitat – so please ask questions or ask for help any time at the job site!

Prior to working on site, we request that all construction volunteers watch a [13-minute Construction Safety video](#) (see the “Volunteer Process and Expectations” page for video link).

**Tools and Attire**

We will provide all of the tools required for the jobs, although you are welcome to bring your own tool belt or hand tools, if you prefer. We will have gloves, goggles and other safety equipment, but require that all volunteers wear closed-toe shoes (sneakers work fine). Please wear comfortable clothing that is weather-appropriate and “sacrifice-able” (we can get pretty grungy!).

**Weather**

Although we don’t work in the pouring rain, we do try to work in a drizzle. So a light rain jacket can be helpful for pop-up showers. Hurricanes and deluges will stop work, but we work around weather systems as much as possible. We rarely cancel a workday!

**Food and Drinks**

Drinking water and small cups are provided on site, and we recommend that volunteers bring a snack and personal water bottle for the day. You will be notified the week before if lunch is being provided for your workday. We make every effort to have lunch donated, but there are some days when volunteers may have to bring a bag lunch to site.

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[Cape Fear Habitat for Humanity’s ReStores](#) are nonprofit home-improvement stores and donation centers that sell new and gently used furniture, home accessories, building materials, and appliances to the public at a fraction of the retail price. The ReStores also help protect the environment by recycling items in good condition that might
otherwise end up in the landfill. Proceeds from the ReStores are used to build Habitat homes in our community, and volunteers help make our ReStores a success!

Volunteers must be at least 16 years of age to work at the ReStore, and anyone under the age of 18 must be accompanied by a chaperone.

**Schedule**

We have two ReStore locations in Wilmington: 1208 South 3rd Street (hours are Monday-Saturday, 9 a.m.-5 p.m.) and 7330 Market Street (hours are Monday-Friday, 10 a.m.-6 p.m. and Saturday, 9 a.m.-5 p.m.).

Volunteers can help at either store and we recommend four-hour shifts, but we will work with you to schedule a shift that meets your needs. We ask that all ReStore volunteers arrive on time and remain at the ReStore for your allotted time. We rely on you to accomplish our work, so your commitment is necessary. Please remember to sign in and out at the beginning and end of each volunteer shift.

**Training and Expectations**

Prior to volunteering at the ReStore, we request that all volunteers watch an [8-minute ReStore Safety video](#) (see the “Volunteer Process and Expectations” page for video link).

Upon arriving at the ReStore, a Volunteer Waiver and Volunteer Expectations form will need to be completed. Then volunteers will receive direction and support from ReStore staff and Lead Volunteers. Volunteers need to complete all tasks in an efficient manner, and always wear a smile and be polite to customers! While volunteering, no explicit language or conversations are permitted; and we request that cell phones be used only for emergencies.

**Attire**

Volunteers must wear close-toed shoes (no sandals, flip-flops, ballet flats, or crocs). In addition, volunteers should not wear any offensive or inappropriate clothing, including short shorts, tank tops, hats, or clothing exposing a midriff or underwear.

**Volunteer Positions**

- Donation Ambassador: Receive, process, price and stock donated items. Act as Cape Fear Habitat’s ambassadors to the donating community! Need to be able to assist with loading and unloading of merchandise.
- Showroom Floor Clerks: Help keep the sales floor clean, neat and organized; assist with stocking and merchandising donated items; assist customers; and make sure aisles are clear and safe.
- Showroom Organizer: Assist in organizing merchandise and arranging items throughout the store; create displays on shelves and arrange furniture and items in the front showroom.
- ReStore Truck Driver: Must be at least 18 years old, have a valid N.C. driver’s license and a clean driving record. Need to be able to assist with loading and unloading of merchandise.

**Event Planning Committee**

The Event Planning Committee is a team of volunteers that help organize and participate in our fundraising events. Special events draw attention to the need for affordable housing in our community and raise awareness of Habitat’s
work, yet the ratio of work to return may be reversed. Leaders are needed to take ownership of fundraisers, including the annual Golden Hammer Breakfast.

**Faith Relations Committee**
The Faith Relations Committee acts as a liaison between Cape Fear Habitat and the local church community to encourage congregational participation with our affiliate. In addition, volunteers help solicit financial contributions from faith based groups and pursue partnerships with local congregations, synagogues, mosques, parishes and new bodies of faith. The committee helps keep faith groups engaged and connected to the mission of Habitat.

**Homeowner Services Committee**
The Homeowner Services Committee works to carry out the board's vision by defining for the community the population in need of decent, safe, affordable housing, and by developing processes and policies for selecting those in greatest need. Once the application process has been approved, this group will work with families who have applied, making sure that the applicant families meet the established criteria. Two Committee members volunteer to make the all-important Home Visit, one of the last steps in the application process. The committee meets monthly – currently on Thursday afternoons from 4:00 to 5:00 in the main office. The Homeowner Services Committee finds joy in making homeownership, a seemingly impossible dream for many applicant families, a reality.

**Land Acquisition Committee**
The Land Acquisition Committee is a team of volunteers who research potential land and/or rehab houses that could be purchased by our affiliate.

**Major Gifts Committee**
The Major Gifts Committee cultivates and solicits major and planned gifts. Major gifts are defined as a gift greater than $10,000, and committee volunteers work to keep past major donors engaged, connect with them and ask for continued support. Committee members also identify new prospects with the capacity to make a major gift, and communicate, connect and ask them for support.

**Speakers Bureau**
The Speakers Bureau volunteers are trained and given the tools needed to attend public events and speak on behalf of Habitat and its mission.
Release and Waiver of Liability

PLEASE READ CAREFULLY!
THIS IS A LEGAL DOCUMENT THAT AFFECTS YOUR LEGAL RIGHTS!

This Release and Waiver of Liability (the “Release”) is executed on this _____ day of ______________, 20___, by __________________________, (the “Volunteer”), in favor of Cape Fear Habitat for Humanity, Habitat for Humanity International, Inc., and any other Habitat for Humanity affiliated organization, and their respective directors, officers, trustees, employees, volunteers and agents (collectively, the “Released Parties”).

I, the Volunteer, desire to work as a volunteer for one or more of the Released Parties and engage in the activities related to being a volunteer (“Activities”). I understand that my Activities may include but are not limited to the following: working in Habitat for Humanity offices or Habitat for Humanity ReStore operations; traveling to and from work sites, towns, cities or countries; consuming food available or provided; living in housing provided for volunteers; constructing and rehabilitating residential buildings; and other construction-related activities.

I, the Volunteer, hereby freely, voluntarily and without duress execute this Release under the following terms:

Release and Waiver. I, the Volunteer, do hereby release and forever discharge and hold harmless the Released Parties and their successors and assigns from any and all liability, claims and demands which I or my heirs, assigns, next of kin or legal representatives may have or which may hereinafter accrue with respect to any bodily injury, personal injury, illness, death or property damage which arise or may hereafter arise from or is in any way related to my Activities with any of the Released Parties, whether caused wholly or in part by the simple negligence, fault or other misconduct, other than intentional or grossly negligent conduct, of any of the Released Parties or of other volunteers.

I understand and acknowledge that by this Release I knowingly assume the risk of injury, harm and loss associated with the Activities. I also understand that the Released Parties do not assume any responsibility for or obligation to provide financial assistance or other assistance, including but not limited to medical, health or disability insurance in the event of injury, illness, death or property damage.

It is the policy of Habitat for Humanity that children under the age of 16 are not allowed on Habitat for Humanity worksites while construction is in progress. It is further the policy of Habitat for Humanity that, while minors between the ages of 16 and 18 may be allowed to participate in construction work, using power tools, excavation, demolition, working on rooftops and similar activities are not permitted for anyone under the age of 18.

Medical Treatment. I, the Volunteer, do hereby release and forever discharge the Released Parties from any claim or action whatsoever which arises or may hereafter arise on account of any first aid, treatment or service rendered in connection with my Activities with any of the Released Parties.

If the Volunteer is less than 18 years of age, the Volunteer and the parents having legal custody and/or the legal guardians of the Volunteer (the “Guardians”) also hereby release and forever discharge the Released Parties from any claim whatsoever which arises or may hereafter arise on account of the decision by any representative or agent of the Released Parties to exercise the power to consent to medical or dental treatment.

Assumption of the Risk. I, the Volunteer, understand that my Activities may include work that may be hazardous to me, including, but not limited to, the following: construction; loading and unloading; travel to and from the work sites; and exposure to lead, asbestos, and mold, which may cause or worsen certain illnesses, especially if I do not wear protective equipment, am exposed for extended periods of time, or have a pre-existing immune system deficiency.
I hereby expressly and specifically assume the risk of injury or harm in the Activities and release the Released Parties from all liability for any loss, cost, expense, injury, illness, death or property damage resulting directly or indirectly from the Activities.

**Sex Offender and Criminal Background Check Policy.** I, the Volunteer, understand that Cape Fear Habitat for Humanity reserves the right to request criminal background and sex offender checks at any point during Volunteer Activities. All checks will be kept confidential. It is the policy of Habitat for Humanity International, Inc. that criminal background checks be conducted for all potential partner families, board members, employees, and key volunteers. “Key volunteers” generally refers to individuals who work eight or more hours each month and/or have contact with vulnerable populations such as children, the elderly or persons with disabilities.

In addition, it is the policy of Cape Fear Habitat for Humanity that sex offender checks be conducted for all potential partner families, board members, employees, and volunteers.

**Insurance.** I, the Volunteer, understand that, except as otherwise agreed to by the Released Parties in writing, the Released Parties are under no obligation to provide, carry or maintain health, medical, travel, disability or other insurance coverage for any Volunteer. Each Volunteer is expected and encouraged to obtain his or her own health, medical, travel, disability or other insurance coverage.

**Photographic Release.** I, the Volunteer, do hereby grant and convey unto Habitat for Humanity International, Inc., all right, title and interest in any and all photographs and video or audio recordings of or including my image or voice, made by any of the Released Parties during my Activities with the Released Parties, including, but not limited to, the right to use such photographs or recordings for any purpose and to any royalties, proceeds or other benefits derived from them.

**Other.** I, the Volunteer, expressly agree that this Release is intended to be as broad and inclusive as permitted by the laws of the state where the Activities take place. I further agree that in the event any clause or provision of this Release shall be held to be invalid by any court of competent jurisdiction, the invalidity of such clause or provision shall not otherwise affect the remaining clauses or provisions of this Release, which shall continue to be enforceable. Further, a waiver of a right under this Release does not prevent the exercise of any other right.

To express my understanding of and agreement with this Release, I sign here with a witness.

**Volunteer:**
Name (please print): ______________________________________ Signature: _________________________________
Address: _____________________________________________________________________________________________
Phone: (H) _________________________________ (C/W) ___________________________________________________
E-mail: ______________________________________ Date of Birth: _________________________
Place of Employment or Retired from: ___________________________________________________________________
If you are affiliated with a faith community and would like to share that affiliation: ______________________________

**EMERGENCY CONTACT INFORMATION**

Name (please print): ______________________________________ Relationship: ____________________________
Phone: (H) ______________________________________ (C/W) _________________________________
Release and Waiver of Liability for Minors

PLEASE READ CAREFULLY!

THIS IS A LEGAL DOCUMENT THAT AFFECTS YOUR LEGAL RIGHTS!

IMPORTANT: If the Volunteer is less than 18 years of age, all parents or guardians must also sign this Release and Waiver of Liability with a witness. If only one parent or guardian executes this Release on behalf of a Volunteer who is under 18 years of age, then the undersigned parent or guardian of the Volunteer hereby covenants, warrants, represents and agrees that he or she is executing this Release on behalf of, and as an agent for, any other individual who may be a parent or guardian of the Volunteer, and that by executing this Release, the undersigned is binding himself/herself, the Volunteer, and any other parent or guardian of the Volunteer, and all of their heirs, executors, personal representatives, assigns and estates to this Release.

Parent/Guardian: Name (please print): _______________________ Signature: _________________________
Address: _________________________________________________________________________________________

Parent/Guardian: Name (please print): _______________________ Signature: _________________________
Address: _________________________________________________________________________________________