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

Volunteer Policy Manual
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](http://www.capefearhabitat.org)

**ReStore Locations**

**1208 South 3rd Street, Wilmington, NC 28401**
Phone: 910-762-4793  
Hours: Monday-Saturday, 9 AM - 5 PM

**7330 Market Street, Wilmington, NC 28411**
Phone: 910-686-9800  
Hours: Monday-Saturday, 9 AM - 5 PM

**115 W Fremont St, Burgaw, NC 28425**
Phone: 910-300-6110  
Hours: Tuesday-Saturday, 9 AM - 5 PM
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 1,200 square feet (approximately $110,000 per house). We build 2-5 bedroom homes and it takes approximately 16 weeks to complete a house.

Our partner families earn from 30-80 percent of the area median household income and purchase their home through an affordable mortgage loan from Cape Fear Habitat for Humanity. The homeowners' monthly mortgage payments (no more than 30% of gross income) 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 200 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).
Volunteer Opportunities

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.-2 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-Saturday, 9 a.m.-5 p.m.
- Burgaw ReStore: Tuesday-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!

Admin 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, and Major Gifts Committee. Committees typically meet once a month, or as they are needed.
Fair Volunteer Practices

We do not discriminate against any person on the basis of race, color, religion, sex, national origin, gender identity, disability, age, or ability to pay for care to be provided for an emergency medical condition. This policy covers applicants for homeownership, homeowners, employees, volunteers, contractors, and other providers of services to the organization.

Promise to Volunteers for Service

- To properly utilize resources for recruiting, screening, training, supervising, and evaluating volunteers. Volunteers must be assigned to proper roles, physically able to carry out the tasks at hand and protected from unfair duties, excessive work hours, and unfair labor practices. Volunteer job description will be provided.
- Formal training shall be provided to Volunteers
  - Safety, Tool, & Building/Orientation
  - Expectations of the affiliate in terms of hours, behaviors, notification of when you may be absent, late or so forth.
  - Provide timely and adequate feedback on volunteer performance, especially if they are developing a job related skill
- Volunteers or Interns will NOT be paid under any circumstance, BUT, we will consider:
  - Reimbursing individual volunteers for particular amounts they can document having spent on the nonprofit
  - Provide lunches as required; uniforms and/or safety wear as required
  - Permissible to reward, motivate, and recognize volunteers through volunteer-only social events, awards, and newspaper articles or other vehicles of media.
- Keep volunteering safe, simple, convenient, fun, and positive
  - Promote the safety of our volunteers at all times
  - Allocate a limit on hours per week and/or month
  - Allow general commitments, but have volunteers confirm those commitments in advance
  - Consider recruiting heavily for one-time projects such as events
  - Make use of both skilled and unskilled labor
  - Volunteers will not be used as a replacement for staff roles, but may assist to enhance job related skills
  - Allow volunteers to bring new ideas and energy to the organization
  - Show appreciation to volunteers

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 Chris Teeter at chris@capefearhabitat.org or 910-769-3296 ext. 1; 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 (either court ordered or lawyer recommended). Community service volunteers must work at one of our ReStores. Please contact the Downtown ReStore (910-762-4793), Ogden ReStore (910-686-9800), or Burgaw ReStore (910-300-6110) with your Community Service requirements to schedule 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. If you sign up to volunteer through Volunteer Hub, you will complete an electronic waiver. Signed waivers for minors should be brought with you on your first day of volunteering or email them to chris@capefearhabitat.org.

**Construction Volunteers:** Prior to volunteering, please watch this 13-minute Construction Safety video: [http://www.youtube.com/watch?v=2_VH0Fh2I0o](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](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 higher than six feet.
Habitat Construction
Workday Information

Saturday Workday Schedule
7:45 a.m. – Arrive on site
8 a.m. – Site orientation and work begins
11:30 a.m. – Lunch
2 p.m. – Workday Ends

Our workday is typically from 8 a.m.-2 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 dirty!).

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 downpours 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.
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 three ReStore locations: 1208 South 3rd Street, 7330 Market Street, and 115 W Fremont St (Burgaw). Volunteers can help at any 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.

Online sign up can be done at [http://vhub.at/cfrestore](http://vhub.at/cfrestore).

**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).

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, 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.

Example Volunteer Committees

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 and special events, including the annual Golden Hammer Breakfast.

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.