



**Habitat
for Humanity[®]**
Las Vegas

Volunteer Manual



Prepared by Habitat for Humanity
Las Vegas, Inc.

TABLE OF CONTENTS

- Welcome.....2
- Habitat for Humanity International.....3
- Habitat for Humanity Las Vegas.....3
- Location and Hours.....4
- Volunteer Opportunities.....5
 - Construction.....5
 - ReStores.....5
 - Conventions and Tradeshows.....5
 - Special Events.....5
 - Office Support.....5
 - Committees.....6
 - Youth United.....6
- Other Service Opportunities.....7
 - Court-ordered Community Service.....7
 - Department of Welfare and Supportive Services.....7
- Volunteer Policies and Procedures.....8
 - Volunteer Eligibility.....8
 - Registration Process.....8
 - Reporting and Recording Hours.....8
 - Dress Code.....9
 - Safety Procedures.....9
 - Inclement Weather Policy.....9
 - Rest and Lunch Periods.....10
 - Media.....10
 - Retail Purchasing Procedure.....10
 - Gifts and Gratuities.....10
 - Gift Giving Policy Regarding Partner Families.....10
 - Harassment Policy.....10
 - Background Checks.....11
- Volunteering Responsibility Guidelines.....12
 - Termination/ Exit.....13
 - Grievance Policy.....13
- Volunteer Bill of Rights.....14
 - A Volunteer’s Rights.....14
 - A Volunteer’s Responsibility.....15
- Volunteer Recognition.....16
- Volunteer Leadership.....17

Welcome!

First and foremost, thank you for your interest in volunteering with Habitat for Humanity Las Vegas! We are delighted that you have taken this step to learn more about how you can support us as we partner with people from all walks of life to provide families in need with simple, decent, affordable housing.

The ultimate purpose of Habitat for Humanity Las Vegas is to make poverty housing become socially, politically, and religiously unacceptable in today's world. It is our hope that you will join us in this spirit of partnership and that your efforts with Habitat for Humanity Las Vegas will prove enjoyable and rewarding. Habitat for Humanity Las Vegas is a volunteer-driven organization that relies on volunteers like you to help families realize the dream of homeownership. From working on the construction sites and helping in the ReStores, to assisting with special events and serving on committees or the Board of Directors, or helping in the office and supporting fundraising efforts—volunteers greatly impact every facet of our organization.

This manual will provide information on policies and practices of Habitat for Humanity Las Vegas (Habitat Las Vegas). You are encouraged to familiarize yourself with the contents of this manual, as it will answer many questions concerning our organization and outline how you can become involved.

In order to retain necessary flexibility in the administration of policies and procedures, Habitat Las Vegas reserves the right to amend any of the policies and/or benefits described in this manual.

Habitat for Humanity International

Habitat for Humanity International (HFHI) is a nonprofit, ecumenical Christian housing ministry. HFHI's vision is a world where everyone has a decent place to live and its mission is to put God's love into action by bringing people together to build homes, communities and hope. HFHI seeks to eliminate poverty housing and to make decent shelter a matter of conscience and action. Through volunteer labor and donations of money and materials, Habitat builds and rehabilitates simple, decent houses with the help of partner families.

Founded in 1976 by Millard and Linda Fuller, HFHI has built/repared more than 800,000 houses worldwide, providing more than 4 million people with safe, decent, affordable shelter. HFHI, has headquarters in Americus and Atlanta, Georgia, and now has 1,500 local affiliates in the United States and more than 70 national organizations around the world.

Habitat for Humanity Las Vegas

Established in Clark County in 1991, Habitat for Humanity Las Vegas (Habitat Las Vegas) is a not-for-profit organization that builds simple, decent, affordable housing with the help of volunteer labor, donated funds, time and materials. Habitat Las Vegas is an affiliate, in good standing, of HFHI and is governed by a local board of directors. Habitat provides a hand up, not a hand-out. Each home is sold at no profit and with a no-interest mortgage to local families who otherwise might be forced to live in substandard housing. These families contribute 300 hours of "sweat equity" by helping in the construction of their own homes and the homes of other partner families alongside Habitat staff and volunteers.

Living in a new home with an affordable mortgage payment calculated at less than 30% of gross monthly income allows low-income families the resources to properly provide for themselves. The change from renter to owner transforms the mind-set of the adults who helped build their own home and establishes new, more hopeful expectations for the children who grow up in a stable environment.

Family selection committees choose homeowners based on their level of need, their willingness to become partners in the program, and their ability to repay the no-interest loan. Every Habitat for Humanity affiliate follows a nondiscriminatory policy of family selection, meaning neither race nor religion is a factor in choosing the families who receive Habitat houses. To help ensure partner families' success, Habitat for Humanity Las Vegas works very closely with homeowners and provides training in household budgeting, home ownership, and home maintenance. To date, Habitat Las Vegas has built 105 homes in Clark County and served 200 partner families.

Hours Location and Hours

Habitat for Humanity Las Vegas Administrative Offices and Sahara ReStore

4580 W. Sahara Ave. #120
Las Vegas, NV 89108

Office hours:

Monday – Friday, 8:30am – 5pm

Sahara ReStore hours:

Monday – Friday, 8am – 6pm
Saturday, 9am – 4pm

Flamingo ReStore

3455 E. Flamingo Rd. #135
Las Vegas, NV 89121

Flamingo ReStore hours:

Monday – Friday, 8am – 6pm
Saturday, 9am – 4pm

Contact Information

Main office: 702-638-6477

Sahara ReStore: 702-638-6477 x201

Flamingo ReStore: 702-458-1640

Volunteer Services Manager:

Kelli Kristo

702-638-6477 x111

kelli@lasvegashabitat.org

Website: www.lasvegashabitat.org

Facebook: www.facebook.com/HabitatLasVegas

Volunteer Opportunities

Construction

Construction is the most popular of Habitat Las Vegas' volunteer opportunities. Volunteers assist with all stages of home construction, including; framing, hanging drywall, painting, and landscaping. No construction experience or skills are required and volunteers are supervised by Habitat Las Vegas Staff. In most cases, you won't know the specific scope of work until you arrive on the worksite.

When: Tuesday- Saturday; 7:30am-2:30pm

Location: Varies



ReStores

Habitat Las Vegas has two ReStores that sell donated materials to help raise revenue to support Habitat's mission of affordable housing. Volunteers help clean and repair donated materials, stock shelves, load and unload materials from vehicles, and ride along with our driver's to pick up donations.

Sahara ReStore:

4580 W. Sahara Ave.

Monday – Friday 8am-6pm; Saturday 9am-4pm

Flamingo ReStore:

3455 E. Flamingo

Monday – Friday 8am-6pm; Saturday 9am-4pm



Conventions and Tradeshows

Throughout the year volunteers help gather and package donated items, such as furniture and building materials, to be sold in the ReStores.

Locations and times vary.



Special Events

Volunteers are needed at various times throughout the year to assist with special events and fundraisers. Locations and times vary.

Office Support

There are occasional opportunities for volunteers to provide administrative support for Habitat Las Vegas staff.

When: Monday-Friday, 9am-5pm

Locations: 4580 W. Sahara Ave.



Committees

Volunteers with relevant experience can serve on Habitat Las Vegas committees, including:

- Family Services
- Finance
- Homebuilders
- Resource Development
- Special Events
- Youth United



If you are interested in serving on a committee, please send a letter of interest citing your relevant experience and background to the Volunteer Services Manager, Kelli Kristo at kelli@lasvegashabitat.org or mail to 4580 W. Sahara Ave., Suite #120, Las Vegas, NV 89102.

Youth United

Youth United is run by and for youth in the local community. The youth are the leaders, planners, fundraisers, public relations specialists and builders. Volunteers ages 5 to 25 work together to raise money and awareness, while youth ages 16 to 25 can work on the construction site and the ReStores. Youth United also encourages children of Habitat homeowners to take a more active role in Habitat's work and helps to teach young people to become leaders and to work in partnership with people who are from different ages, backgrounds, faiths and organizations.



When: Second Saturday of every month at 12pm

Locations: 4580 W. Sahara Ave.

Other Service Opportunities

Court-Ordered Community Service

Individuals interested in serving court-ordered community service must be at least 18 years old. Individuals are required to register with the Volunteer Services Manager before beginning volunteer work. Habitat Las Vegas **CANNOT** accept court-ordered community service for any of the following:

- Any form of theft, i.e. burglary, larceny, petty theft, coercion, fraud, forgery, etc.
- Any violent crime, i.e. assault, domestic violence, etc.
- Illegal Drugs

This is not an exhaustive list and Habitat Las Vegas reserves the right to refuse any charges that conflict with the organization's mission and vision. If the Volunteer Services Manager determines that an individual's charges don't conflict with the above criteria, the volunteer will need to register at the Sahara offices and provide their court paperwork and a valid form of photo identification.

Volunteers will track their hours either on the Habitat Las Vegas' tracking sheets or those issued by the court. Habitat staff must sign off on the volunteer's hours at the end of each of their shifts. *Any hours not verified by staff or lost tracking sheets will result in the volunteer not getting credit for those hours.* Upon completion of their required hours, the volunteer must submit their time tracking sheets to the Volunteer Services Manager who will provide a letter verifying the completion of the required hours. Requests for letters should be made 72 hours in advance.

Department of Welfare and Supportive Services

Habitat Las Vegas welcomes individuals from the Department of Welfare and Supportive Services. Volunteers should contact the Volunteer Services Manager and bring all referral paperwork to the Sahara offices along with a valid form of identification. The Volunteer Services Manager will determine whether the volunteer can be accommodated under and assign them to either the Sahara or Flamingo ReStore and coordinate the volunteer's work plan with ReStore Manager. The volunteer will be required to attend a safety orientation led by the Volunteer Services Manager either the second or fourth Thursday of every month.

Volunteers will complete weekly timecards (Monday-Saturday), which the Volunteer Services Manager will submit to the caseworkers every Monday. If a volunteer is a no-shows their case manager will be informed, and depending on the circumstance, the volunteer may be asked not to return.

Volunteer Policies and Procedures

Volunteer Eligibility

All volunteers must be at least 16 years old to work on the construction site and ReStores, and 18 years old to volunteer at conventions. Volunteers under the age of 18 years old must be accompanied by a parent or legal guardian on the worksite at all times. In addition, volunteers under 18 must have a liability waiver signed by a parent or legal guardian. Individuals under the age of 16 years old can join Youth United and work on off-site projects, such as A Brush With Kindness or lot clean-ups.

Registration Process

All individual volunteers are required to register online prior to volunteering. To register, please visit www.lasvegashabitat.org and click the VolunteerUP button, which will take you to the online registration and scheduling system. Click on the Organizations button, locate Habitat for Humanity Las Vegas in the list and click the link to view volunteer opportunities. To sign up for available opportunities you will need to register and create a profile.



All volunteers must sign a liability waiver once a year. This form is available on Volunteer Up, on www.lasvegashabitat.org, and at the worksites. Volunteers between the ages of 16 and 18 must have their waiver signed by a parent or legal guardian.

For group volunteer days the designated point of contact should contact the Volunteer Services Manager to reserve a day with the following information: group size, desired date(s), and age range of participants. Please contact the Volunteer Services Manager well in advance of your desired date as the calendar fills up quickly.

Those who are referred to Habitat for Humanity Las Vegas through the Division of Nevada Welfare and Supportive Services or wish to complete court-ordered community service must register in person at the Sahara office prior to volunteering.

Reporting and Recording Hours

Individual volunteers' hours are tracked through VolunteerUp. At the end of each month the Volunteer Services Manager confirms on-site sign-in sheets against online shift sign-ups. Volunteers can get their hours reports from VolunteerUp or request official verification from the Volunteer Services Manager with 72 hours advance notice.



Staff can sign off on hours at the end of the shift for volunteers who need verification of hours for school or church via their own paperwork.

Individuals serving court-ordered community service must have their tracking sheet signed by a Habitat staff member at the end of their shift.

Only individuals through the Department of Welfare and Supportive Services are required to use timecards to record their time.

Dress Code

The following guidelines are provided to assist you in projecting an appropriate appearance, and to afford safety and health on the job:

- ***Closed-toe, sturdy shoes are mandatory!***
- Volunteers should wear clean, weather appropriate apparel that is appropriate for their specific work area. Jeans and t-shirts are acceptable at the construction site and the ReStores.
- Construction volunteers can wear shorts, but they must be a modest length.
- ReStore volunteers must wear long pants—no sweatpants, leggings, or athletic gear.
- ReStore volunteers cannot wear tank tops.
- ReStore volunteers will be provided with an apron.
- When necessary, volunteers must wear personal protective equipment.
- No loose jewelry or clothing. Clothing should be clean, and not be ragged, stained or torn.
- Clothing should not be too short, too low-cut, or sheer, no tube tops or bare midriff.
- Undergarments should be covered with clothing.
- Any clothing with disturbing messages or provocative in nature, which could be viewed by others as offensive or suggestive, is prohibited.



Safety Procedures

At Habitat for Humanity Las Vegas, the safety of volunteers, team members, clients and customers is the highest priority. This is achieved by:

1. Safety inspections done daily on at the stores and construction sites.
2. Volunteers will follow the Safe Way to Lift guidelines.
3. Volunteers should immediately report unsafe working conditions and health hazards to the area supervisor.
4. In case of emergency (gas leak, bomb threat, fire, etc.), it is mandatory that everyone evacuate the building immediately.
5. Injuries should be reported immediately to the area supervisor and incident report form must be completed.
6. Habitat for Humanity Las Vegas is not responsible for theft or damage of any kind related to motorized vehicles, bikes, trailer or similar items or contents.
7. Habitat for Humanity Las Vegas facilities, entrances to facilities and vehicles are smoke-free. Designated smoking areas are identified; smoking is prohibited in all other areas.

Habitat Las Vegas volunteers are encouraged to complete Lockton's free online safety course: <http://hfhaffiliateinsurance.com/volunteers/>

Inclement Weather Policy

Habitat Las Vegas reserves the right to close the worksites during periods of inclement weather. In extreme heat, the construction site may close early to protect the safety of staff and volunteers.

Rest and Lunch Periods

Breaks throughout the day are encouraged as workflow allows. In addition to breaks, any volunteer working 5 hours or more is required to take a 30 minute lunch.

Media

All requests for information from representatives of any new media or publication must be referred to your direct supervisor. Your supervisor will then forward the request to Habitat's Executive Director. Please refrain from commenting to the media on behalf of Habitat Las Vegas.

Retail Purchasing Procedure

All volunteers of Habitat for Humanity Las Vegas are allowed to shop at the ReStores. Purchases should be made before or after their volunteer shift. ReStore volunteers will receive a 20% discount on days they volunteer. Items must have been on the ReStore floors for two full business days before they can be purchased and items can only be held for one hour.

Gifts & Gratuities

To ensure the integrity of Habitat Las Vegas and the unbiased actions and decision making of Habitat volunteers, the acceptance of gifts and gratuities from customers, suppliers, partners or anyone Habitat Las Vegas is in a business relationship with is strictly prohibited. Any honoraria received by any Habitat Las Vegas volunteer for speaking on behalf of Habitat must promptly be remitted to Habitat Las Vegas.

Gift Giving Policy Regarding Partner Families

Volunteers often want to give gifts or money for the families and community. This is strongly discouraged as it often goes against the principle of "giving a hand up, not a hand out." Giving individual gifts sets a precedent and falsely raises expectations among the families or individuals involved in the project(s) as to what future volunteers might provide. Individual gifting also has the potential to create jealousy, competition and feelings of ill will among the families or individuals as well as within the community, depending on what type of gift is given and to whom. Volunteers who want to further support Habitat for Humanity Las Vegas should speak with the Volunteer Services Manager, who will connect you to the appropriate staff person.

Harassment Policy

Habitat for Humanity Las Vegas is committed to maintaining a work environment that is free from discrimination and prohibited actions, and where team members, volunteers and clients at all levels are free to devote full attention and best efforts to the job. Harassment, either intentional or unintentional, has no place in the work environment. Habitat for Humanity Las Vegas WILL NOT tolerate any form of harassment of or by a team member, client or volunteer based on race, sex, religion, color, national origin, age, disability, sexual orientation or any other protected status. The term "harassment" includes, but is not limited to, offensive language, jokes or other verbal, graphic or physical conduct relating to a team member's race, sex, religion, color, national origin, age, disability or sexual orientation which would make the reasonable person experiencing such harassment uncomfortable in the work environment, or which could interfere with the person's job performance. Habitat for Humanity Las Vegas' prohibition against engaging in any form of harassment and protection from being the victim of harassment applies equally to team members, volunteers, clients, vendors, contractors and customers.

Reporting Instances of Harassment

It is the desire of Habitat Las Vegas to maintain an atmosphere of mutual respect. Therefore, you have the responsibility and opportunity to explain to your fellow volunteers and Habitat Las Vegas staff members that you find a particular language or action offensive, or to report any such behavior that you may witness.

Habitat Las Vegas cannot correct harassment problems of which it is unaware. Therefore, if you believe that you have been harassed by a volunteer, co-worker, supervisor, manager or other individual at the workplace (whether employed by Habitat Las Vegas or not), or believe that your volunteer experience is being adversely affected by such conduct, you should immediately report such concerns, in writing to:

Kelli Kristo, Volunteer Services Manager
Phone: 702-638-6477 x111
Email: kelli@lasvegashabitat.org

In the event that the complaint is regarding the Volunteer Services Manager or if the individual is not comfortable bringing it to the Volunteer Services Manager please report to:

Meg Delor, Executive Director
Phone: 702-638-6477 x104
Email: meg@lasvegashabitat.org

Or

Mike Borden, Chairman of the Board
Phone: 702-724-9999
Email: mborden@sandbags.com

Complaints of harassment should be made in writing and be signed. A copy of your complaint will be signed by the person to whom the complaint is made.

Background Checks

Habitat for Humanity Las Vegas reserves the right to conduct background checks.

1. In order to ensure weapons, illegal drugs, unauthorized or illegal substances or materials or such items to be used for illegal purposes do not enter the organization works sites or facilities, including the personal packages, containers, etc. of any person on the premises of the organization, Habitat reserves the right, in its discretion, to question, inspect and search any volunteer, team member or other person as they enter or leave any work site or facility.
2. This policy applies to any volunteer or other person at a worksite or facility of the organization to ensure that files, tools, equipment, products, materials and other property of Habitat or under Habitat's control are not removed without authorization of the Executive Director. All vehicles, briefcases, lockers, containers, handbags and personal belongings are subject to inspection and search by Habitat staff member. Submission to and compliance with these rules is a condition of continued volunteering.

Volunteer Expectations and Responsibilities

It is Habitat for Humanity Las Vegas' aim to encourage people to work together to achieve Habitat's mission by creating an environment that supports the diversity of people and their ideas. Habitat Las Vegas is committed to supporting high standards of business ethics in every aspect of its operation. Habitat Las Vegas recognizes that people work best when they know what is expected of them and, in turn, expect volunteers to follow rules of conduct that will protect the interests and safety of all Habitat Las Vegas employees and volunteers.

- Volunteers are expected to fully support the mission of Habitat for Humanity Las Vegas and embrace the core values.
- Volunteers must abide by all Habitat for Humanity Las Vegas volunteer guidelines.
- Volunteer must remain respectful, courteous and professional at all times when interacting with the public, Habitat staff, fellow volunteers, and partner families.
- Volunteers must register on VolunteerUp and complete the liability waiver once a year.
- Volunteers must be on time for their shift – if you are going to be late or unable to volunteer for your shift, contact the point person or Volunteer Services Manager as soon as possible.
- Volunteers must sign in and out on the appropriate sign-in sheet at the volunteer location. This is your responsibility. Volunteers completing hours for community service (school, church, or court-ordered) must record their hours as advised, or they may not be counted.
- Volunteers must practice professional ethics; do not divulge confidential information to which you may have access.
- Volunteers must follow the dress code for their volunteer assignment. Closed-toed shoes are required at all times.
- Habitat for Humanity Las Vegas is not responsible for any lost or stolen items. Please keep your valuables safe. A safe location will be offered for your valuables upon request.
- Volunteers must not promote any commercial products, religious doctrines or beliefs, or political candidates/parties during their volunteer assignment.
- If at any time you encounter a problem or have a question during your volunteer assignment please:
 - Notify the supervisor overseeing the particular project that you are involved with. They will take the necessary steps to correct the issue/problem.
 - If you still have further questions, please contact the Volunteer Services Manager.
- Volunteers needing a letter to document their hours, please allow 72 hours' notice. Letters can be obtained from the Volunteer Services Manager.
- Volunteers wishing to terminate their assignments at Habitat must notify their supervisor as soon as possible.



Habitat for Humanity Las Vegas commits to the following:

- To do the very best to make your volunteer experience productive and rewarding.
- To provide adequate information, training and assistance for each volunteer to be able to meet the responsibilities of their commitment.
- To ensure diligent supervisory aid to the volunteer and provide feedback on performance.
- To respect the skills, dignity and individual needs of the volunteer.
- To be receptive to any comments from the volunteer regarding way we can better accomplish our respective tasks.
- To treat the volunteer as an integral member of the Habitat team, jointly responsible for the completion of the Habitat mission while upholding our core values.

Termination/Exit

Any conduct that is not in line with the mission and core values of Habitat Las Vegas or the above stated expectations and responsibilities may result in the volunteer being asked not to return.

Grievance Policy

While Habitat Las Vegas desires every volunteer to receive fair and impartial treatment, it does recognize that conflicts, misunderstandings, and problems arise from time to time. Problems or concerns may arise among volunteers or between volunteers and Habitat Las Vegas staff. Although most misunderstandings can and should be solved on an informal basis, more formal provisions have been made in order to resolve difficult problems. The procedure for raising a problem or concern is as follows:

1. The volunteer should directly inform the person who is the source or cause of the problem/concern that a problem/concern exists. Those involved should attempt to resolve the issue informally and independently.
2. If the volunteer does not wish to communicate directly with the person who is the source or cause of the issue or fails to satisfactorily resolve the issue after discussing it with the other party, the volunteer should then contact the project supervisor or the Volunteer Services Manager.

The Volunteer's Bill of Rights & Responsibilities

The popular image of a volunteer is the selfless, giving, altruistic individual who's willing to take on any task that comes their way. While this is perhaps a noble idea, there are actually very real rights and responsibilities to volunteering. Here are some of our suggestions of rights and responsibilities for you to keep in mind as well as discuss with your volunteer manager:

A Volunteer's Rights:

1. The right to feel safe

One of the benefits of volunteering is that we can decide to intentionally leave our comfort zones in order to experience new and challenging situations, environments, or roles. However, there is a big difference between feeling off-center or uncomfortable and feeling at risk or unsafe. As a volunteer, you have the right to be apprised of any potential risks as well as have precautionary measures and safety procedures in place to ensure your physical and emotional well-being.

2. The right to information about your volunteer role or project

Whether it's questions about the application process (why do I need to have a background check? when will I find out if I've been accepted?) or the volunteer role or project itself (who will I be working with? how will my efforts make a difference?), you have the right to know the who, what, when, why, and how of your volunteer position.

3. The right to feel valued

Volunteering—whether for two hours or two years—is a significant commitment that you choose to make. In return, you have the right to feel that your time and contribution—however long you've volunteered and whatever your task—is valued. Similarly, you have the right to feel that an organization or volunteer effort is using your skills and talents well (keeping in mind that they may not always have the capacity to take on some or all of your ideas or proposed projects) and that the work you do has meaning and makes a difference.

4. The right to negotiate your volunteer role

Find yourself in a volunteer position that just isn't working for you? You have the right to talk to your volunteer manager to discuss ways you might be able to shift your role or take on another project or position. And if you still can't find a good fit...

5. The right to leave

...you have the right to leave. This isn't a decision that should be made hastily but, if after talking to and working with your volunteer manager, you still feel unhappy, unappreciated, or unsatisfied with your volunteer experience, you do have the right to do something, or go somewhere, else.

A Volunteer's Responsibilities

1. The responsibility to communicate your needs

Feel like your work isn't meaningful? Not what you thought you'd signed up for? Or just bored and ready for something else? Talk to your volunteer manager, providing specifics about your dissatisfaction and at least a few suggestions of ways to make it better. If you don't let them know that you're not getting from the experience what you'd hoped, they can't work with you to improve things. Similarly, don't hesitate to let them know if you feel you need additional tools, training, or support; if they can't provide it directly, they should at least be able to point you in the right direction.

2. The responsibility to follow through on your obligations

There's a pervasive myth that volunteers are unreliable. While of course this isn't true across the board, there are plenty of flaky volunteers who reinforce such negative perceptions. Help improve the reputation of volunteers worldwide by doing what you say you'll do, whether it's honoring the volunteer role and schedule you'd agreed to, providing ample notice if you're unable to perform your tasks or responsibilities, saying no or stepping away from volunteering when necessary, or simply serving as a good representative of the organization in the community.

3. The responsibility to not promise what you can't deliver

This is especially important to avoid if you are working with a vulnerable population. An example: say you've promised to take a young person whom you're mentoring to a concert. You then forget or get busy and are unable to go. By not following through with your promise, not only can you potentially hurt the reputation of the organization and undermine its work but, more importantly, you could unintentionally do harm by giving the young person a reason not to trust you—or possibly even others.

4. The responsibility to honor the organization's investment in you

Another pervasive myth about volunteering is that volunteers are free. In fact, organizations invest quite a bit in their volunteers via staff time, tools, training, and so on. This is why it's important to research your volunteer position first to determine if it's a good fit for you, and, once you're in the role, to always first try negotiating your volunteer role if you're unsatisfied, rather than just suddenly leaving.

5. The responsibility to take care of yourself

Last but most certainly not least, you have the responsibility to make sure that you aren't overextending yourself, burning out, or causing yourself physical, mental, or emotional harm by taking on roles that aren't a good fit or that you aren't prepared for. While some stress and burnout may be inevitable depending on the project—for example, anyone volunteering in a hospice is likely to have some difficult moments—you can significantly limit it by seeking out support (talk to your volunteer manager and fellow volunteers), taking a break (either as you're volunteering or stepping away from volunteering altogether for a while), injecting some fun into your service portfolio (even if it's just a one day gig on the side), and having realistic expectations about what can be accomplished and when.

Volunteer Recognition

Volunteers are integral to Habitat Las Vegas' ability to achieve its mission. Habitat Las Vegas will take every opportunity to recognize and appreciate its volunteers and their contributions. This includes:

- 20% discount at both ReStores on days individuals volunteer
- Written and verbal recognition
- Acknowledgment at home dedications
- Recognition items for achieving hours benchmarks or contributing to special projects
- Events held in honor of volunteers
- National Volunteer Appreciation week celebrations



Subject to availability, volunteers will be offered opportunities to take part in trainings relevant to their activities with Habitat Las Vegas. Trainings include:

- OSHA certification
- First Aid/CPR/AED certification
- Team Leader Academy
- ReStore Safety Orientation—offered twice a month

Volunteer Hours Benchmarks

As volunteers achieve these hour benchmarks they will receive the recognition item.*

- | | |
|-------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| 50 Hours | Habitat Las Vegas T-shirt
Invitation to annual Volunteer Appreciation event
Lapel pin or patch (awarded for every 50 hours) |
| 100 Hours | Baseball cap with Habitat Las Vegas logo
Eligibility for Team Leader Academy
Eligibility for trainings
Spotlight on social media |
| 200 Hours | Long sleeved habitat T-shirt
Nomination for Governor's Volunteer Recognition Certificate |
| 500 Hours | Hooded sweatshirt with Habitat Las Vegas logo |
| 1000 Hours | Photo on Habitat Las Vegas Volunteer recognition wall |

**Court-ordered community service and DWSS volunteers are not eligible, but will receive a t-shirt once they've volunteered 100 hours.*

Volunteer Leadership

Team Leader Academy

Volunteers wishing to take on a leadership role with Habitat Las Vegas will have the opportunity to “earn their Red Shirt” and become an official Habitat Las Vegas Team Leader through Team Leader Academy. In the beginning, this training will be held annually, with a potential transition to semi-annually based on the amount of qualified and motivated volunteers. To qualify individuals must:

- Have volunteered a minimum of 100 hours within that past 12 months,
- Pass a background check,
- Demonstrate commitment to, and willingness to be an ambassador for, Habitat Las Vegas’ mission,
- Agree to provide leadership on worksites (construction, conventions, and/or ReStores),
- Agree to volunteer twice a month (or 100 hours within a calendar year),
- Agree to lead 2-3 special projects within a calendar year, i.e. A Brush With Kindness, a Youth United volunteer day, teaching a clinic at a ReStore, etc.
- Participate in and/or support fundraising efforts.

Team Leader Academy is a one-day training that will have interactive sessions on Habitat 101, expectations for conduct on the worksite, safety, and “taking the extra step” through fundraising and recruitment. The overall goal of Team Leader Academy is to ensure that all team leaders are ready and willing to provide substantial leadership for Habitat Las Vegas on and off the worksite.

Welcome to the Habitat for Humanity Las Vegas family, we look forward to working in partnership with you to build homes, hope, and community!