



Habitat
for Humanity[®]
of East Polk County



volunteer handbook

FY 2023-2024

table of contents

General Information	2
Welcome	3
About Us	4
Becoming a Habitat East Polk Volunteer	5
Individual Volunteer Opportunities	6
Construction	6
ReStores	6
Program support	7
Executive committees	7
Youth volunteers	8
Court-ordered community service	8
Skilled volunteers	8
Group Volunteer Opportunities	9
Orientation and Training	10
Your Volunteer Experience	11
Respect	11
Accountability	12
Safety	14
Appendix A: Volunteer Code of Conduct	16
Appendix B: Safeguarding Behavior Commitments	17

general information

Habitat for Humanity of East Polk County

3550 Recker Highway, Winter Haven, FL 33880

www.habitateastpolk.org | volunteer@habitateastpolk.org

(863) 292-2256; *by appointment only Monday – Friday, 9am – 5pm*

Habitat East Polk ReStores

3550 Recker Hwy, Winter Haven FL 33880

27985 US Hwy 27, Dundee FL 33838

Store hours: Tuesday – Saturday, 9am - 5pm

We hope that your time with us will prove enjoyable and fulfilling. From construction to ReStores, from special events to committees, volunteers are the center of our organization.

This handbook will provide general policies and practices for volunteers at Habitat East Polk. You should familiarize yourself with the contents of this handbook, as it will answer many questions regarding our volunteer opportunities and outline the expectations of volunteers. If you have questions about the materials in this handbook, please feel free to contact us.

To retain the necessary flexibility in the administration of policies and procedures, Habitat East Polk reserves the right to amend, revise, or supplement any of the policies and/or benefits described in this handbook as needed.

welcome to habitat for humanity of east polk county

Dear volunteers:

In 1987, a small group of volunteers came together in Winter Haven, Florida with the goal of helping people in need of decent, affordable housing. Since then, Habitat East Polk has built, renovated, or repaired nearly 200 homes in partnership with our homebuyers and the community. So much has changed in the last 36 years – a church volunteer group grew into a nonprofit organization with two secondhand retail locations and a steadfast base of supporters held together by a common cause.

Envisioning a community where everyone has a decent place to live, Habitat East Polk empowers individuals through shelter, promotes affordable housing policy, and brings people together to create affordable homes while upholding dignity, hope, and justice.

Habitat for Humanity is a global network united by mission principles that have remained largely unchanged over our nearly 50-year history. The East Polk team recognizes these principles as an important aspirational guide, and we have chosen to restate them in this way:

Believing that everyone should have a decent place to live,

Habitat East Polk will...

Demonstrate love and grace in our world

Create opportunities for decent, affordable housing

Advocate for shelter as a basic human right

Promote equitable, accountable partnerships

Support positive and lasting social change

When I arrived at Habitat East Polk in late 2021, I was excited to join an organization that is focused on addressing systemic inequality in housing in such a practical and tangible way. Today, I am even more excited for what the future holds for our local Habitat. The need for decent, affordable housing is more pressing today than at any other time since our founding.

Thanks to volunteers and supporters like you, we will continue to advocate and build, advancing closer each day to a world where everyone has a decent place to live.



-Mark A Ferreira (he/they)

Executive Director, Habitat East Polk

about us

Habitat for Humanity International

Driven by the vision that everyone should have a decent place to live, Habitat for Humanity found its earliest inspirations as a grassroots movement on an interracial community farm in southern Georgia. People in need of decent, affordable housing partner with Habitat for Humanity to build or improve a place they can call home. Through financial support, volunteering, or adding a voice to support affordable housing, everyone can help people achieve the strength, stability, and self-reliance they need to build better lives for themselves. To learn more, visit [habitat.org](https://www.habitat.org).

Habitat for Humanity of East Polk County

Habitat East Polk, established in 1987, has built over 178 affordable homes in partnership with qualified homebuyers and with the support of volunteers and sponsors. Two ReStore locations, in Winter Haven and Dundee, help fund our efforts to positively impact communities as we strive for a world where everyone has a decent place to live.



Homebuying Program

Families and individuals may find themselves in need of decent shelter due to a variety of circumstances – unpredictable rent increases, overcrowded living conditions, damaged or dilapidated structures, unsafe neighborhoods, or lack of access to land and affordable financing.

When homebuyers partner with Habitat, they start down a new path – one with far fewer barriers to a better, healthier, more financially stable life. Habitat and those who partner with us understand that a

home is a far-reaching investment. A home is a strong foundation on which Habitat homebuyers can grow and thrive.

ReStores

Habitat ReStores are home improvement stores that accept donations and sell a constantly changing inventory of diverse, high-quality merchandise to the public at a fraction of the retail price while diverting reusable household items and building materials from area landfills. Habitat ReStore is locally owned and operated, and proceeds help build strength, stability, and self-reliance in your local community.



becoming a habitat east polk volunteer

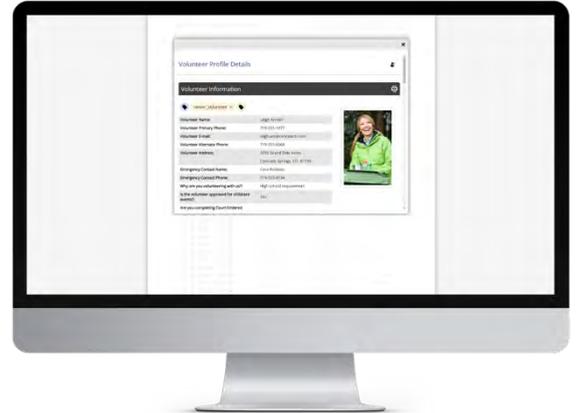
Habitat East Polk welcomes supporters and volunteers from all backgrounds, regardless of race, religion, age, gender, sexual orientation, or political views.

All individuals at Habitat East Polk worksites must be registered and approved volunteers.

Volunteer Portal (CERVIS)

We use an [online volunteer management portal \(CERVIS\)](#) for onboarding, scheduling, and recordkeeping. Use of CERVIS is required to volunteer at Habitat East Polk.

Potential volunteers submit a profile on the portal and digitally sign the liability waiver and volunteer terms (called “Terms & Conditions” in CERVIS). A legal guardian must also sign for anyone under the age of 18.



Screening

For the safety of our staff and community partners, Habitat East Polk requires a criminal background and sex offender registry check for all individual volunteers. Any person who does not consent to these checks will not be permitted to volunteer with us. We reserve the right to weigh disqualification criteria on a case-by-case basis and to make selection decisions in our sole discretion.

Background checks will be completed by Backgrounds Online; make sure you watch your email for details on completing your background check.

Onboarding Process

Onboarding can take a few days to a few weeks, depending on the specifics of each individual situation. We reserve the right to complete interviews and/or request additional information as needed.

Accommodations

We believe that everyone should be able to volunteer and are committed to removing barriers to full participation. Email us at volunteer@habitateastpolk.org if you require an accommodation.

Former Employees

Previous employees in good standing may return as a volunteer, with approval of the Executive Director. Ninety days must elapse after separation of employment before former employees can submit their profile.

Conflict of Interest

If you have an affiliation or financial interest with an organization that may present a conflict of interest with your support of Habitat East Polk, you must disclose it to us.

individual volunteer opportunities

Volunteers are welcome to participate in as many as they would like. Our opportunities are listed on CERVIS – make sure you browse both our event registrations and service projects to see all the below opportunities!

Key Volunteers

Volunteers who have completed over 30 hours of lifetime volunteer service with Habitat East Polk receive the status of “Key Volunteer” and are eligible for a 20% discount in the ReStores each year they are an active volunteer, special merch, and other volunteer incentive programs.

construction

Construction Volunteer

Hundreds of volunteers come together each year to help Habitat build homes. Volunteers work on nearly every facet of home construction, helping with tasks from painting and tiling to landscaping and insulating. No experience is required to volunteer on a Habitat build site!



Construction Crew Leader

A crucial member of our construction leadership team, construction crew leaders support site organization, safety, education, and create a positive culture. Crew leaders have some construction experience and may volunteer outside of scheduled shifts at the discretion of management.

restores

ReStore Volunteer

Volunteers keep inventory current, brighten up the store, and provide customers with a quality experience. Tasks may include cleaning, stocking, customer service, donation processing, merchandising, and much more.

ReStore Crew Leader

ReStore crew leaders support ReStore leadership tasks, mentor new volunteers, and create a positive culture. Crew leaders support donation receiving and/or pick-ups, answer phones, support register operations, and may volunteer outside of scheduled shifts at the discretion of management.



program support

Office Support Volunteer

These volunteers assist in the program office by checking in visitors, filing, answering phones, and data entry. They may also help with specific projects, such as scrapbooking, website updates, or photography.

Fundraising

You can support us without being an official volunteer by helping us raise funds! Email us about our Fundraising Toolkit to learn more.

Special Events

Special events are incredible ways to raise our visibility in the community and funds for the program. Look out for opportunities to be part of these meaningful moments or [email us](#) to host an event!

Community Builders

As Habitat East Polk builds more homes, we need to educate neighbors, businesses, and governmental organizations about our work and the benefits a Habitat home brings the local area. Community Builders are specially trained to bring local communities and Habitat together to work in partnership.

executive committees

Committees drive and support our work. Qualified volunteers sit on committees with leadership approval.

Homeowner Services Committee

Through a lens of social justice and loving kindness, this committee assesses and recommends program applicants to the board of directors for approval. They also provide support and mentoring to prospective homebuyers and current Habitat homeowners. They empower the households and community we serve to break the poverty cycle and strive for a world where everyone has a decent place to live.

Finance Committee

This committee oversees policies and procedures for handling and accounting for finances. A major task of the committee is preparing and monitoring the annual budget, and when necessary, making recommendations to the board regarding budget adjustments.

Fundraising and Development Committee

This committee supports fundraising, including annual giving, major gifts, planned giving, corporate and foundation grants, and special events. The committee also develops an annual roster of community engagement events, in collaboration with the Community Engagement Manager.

ReStore Committee

This committee supports ReStore operations. They may organize special events, recruit volunteers, and promote the ReStores in community for both donors and shoppers. This committee provides input to the Business Manager in creating an annual strategic plan for our ReStore operations.

Board of Directors

The Board of Directors is a specialized group of long-term volunteers who oversee Habitat East Polk. Appointment to the board is by invitation and approval of the Board of Directors; those who are interested typically begin their service on a committee or worksite.

youth volunteers

We welcome volunteers of all ages! The following criteria apply to those under the age of 18:

Apprentice Builders - volunteers aged 16-17

Legal guardians are highly encouraged to volunteer with the youth volunteer, but staff and trained volunteers may supervise at both the ReStore and construction sites.

Trainee Builders – ages 14-15

14-15 year olds may volunteer in the ReStore with a legal guardian; the guardian must be a registered volunteer and participate during the shift.

Future Builders – volunteers under the age of 14

Our youngest volunteers may not be able to build homes just yet... but we still have fun service project options available! Special projects may include rock painting, playhouse construction, LEGO builds and more!

Campus Chapters

A student-led, student-initiated organization on a high school or college campus, each campus chapter is a group of students who are passionate about helping people build better lives for themselves and are ready to take the next step to lead the charge at their school to help fulfill Habitat's mission.

Campus chapters may engage in volunteer opportunities, educate their school and community around issues related to housing and Habitat, fundraising, and speaking with community officials to prioritize shelter. Email us to learn more or start your chapter!

court-ordered community service

Habitat East Polk offers mandated community service opportunities in our ReStores for those over the age of 16, subject to approval at the discretion of the Executive Director. Community service volunteers must provide court paperwork stating the charge(s) and required hours, along with a valid photo ID for approval via CERVIS before acceptance for onboarding.

Due to additional background check requirements, it is the community service volunteer's responsibility to pay for a background check. The cost for a community service background check is \$20. You will receive a link to our payment portal after your court paperwork has been reviewed.

skilled volunteers

If you are looking to volunteer by using professional skills that you would typically charge for, please consider donating your services and email us at volunteer@habitateastpolk.org for more information.

group volunteer opportunities

Volunteering together offers groups a powerful opportunity to positively impact the community while having fun, learning new skills, bonding, and breaking a sweat! Businesses, student groups, faith-based groups, and more are welcomed to contact us to coordinate your custom volunteer experience.

We can accommodate groups of 5+, although large organizations may be split into smaller groups across multiple worksites.

Please send in your request by filling out [this form](#). Once we have your group opportunity set up, you will receive a private registration link to share with your group members. Please allow adequate time for us to coordinate your group; last minute requests may not be possible.



Screening

Habitat East Polk waives our criminal background check requirement for group participants, as the group holds shared liability for participants.

We conduct sex offender registry checks for all group volunteers. Any person who does not consent to these checks will not be permitted to volunteer with us.

If a group volunteer wishes to continue volunteering with us after their group event, they

will need to complete a criminal background check and should [email us](#) to begin the process.

build backers

For community groups who would also like to make a financial contribution to support our continued mission of a world where everyone has a decent place to live, in addition to volunteering, please consider becoming a Build Backer and offering a donation towards our program.

We offer various levels of recognition (including website, social media, newsletter and build site signage) and other materials for Build Backers, including the ability to host your group on our construction sites on Saturdays. Please [email us](#) for more information.

orientation and training

Orientation

To prepare for your volunteer position, we require that you read this volunteer handbook, our volunteer code of conduct (Appendix A), and the commitment to safeguarding (Appendix B). Your site supervisor will provide orientation specific to your location and/or role when you arrive for your first shift.

We highly recommend reviewing the following video resources from Habitat for Humanity International prior to your first shift:

[What is the value of volunteering?](#)

[Be the change](#)

[Safety basics for Habitat build sites](#)

[How a donated doorknob helps Habitat do more](#)

[Safeguarding volunteer orientation](#)

CERVIS volunteer toolkit

Need additional support with your volunteer portal? CERVIS has a playlist of videos to help you navigate the portal and complete common tasks. [Click here to view!](#)

Training

We offer the following free training resources to anyone who is interested:

Training documentation

When you have completed any training, make sure to upload your completion certificate and/or completion confirmation email to your CERVIS portal to receive credit!

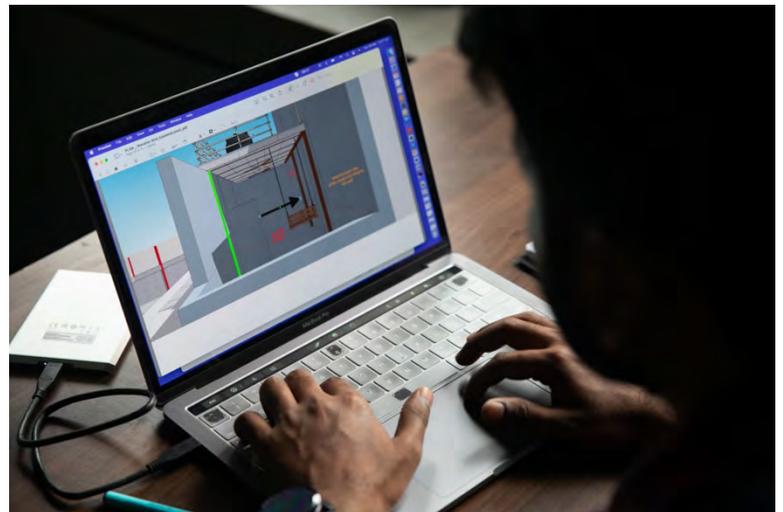
[Lockton Affinity trainings](#) – click on **Begin Now** and use code **W8NAEBTG** to access. The following courses are recommended for all volunteers:

- You are Exposed: General Affiliate Safety
- Fall Safety
- ReStore Safety & Loss Control
- Volunteering on a Habitat for Humanity Job Site

[MyHabitat](#) – click on Affiliates and partners and register an account. From here, you can access materials provided by Habitat for Humanity International and gain access to courses and training via HabitatLearns.

Certain roles may require completion of specific training as directed by staff; you will receive instructions if you are required to complete training for your volunteer role.

Volunteers are welcomed to contact us if they would like additional training or coaching for any role at any time.



your volunteer experience

This handbook and its appendices should guide volunteers in their actions and decision-making during their time with Habitat East Polk and establish our expectations for volunteers.



respect

We believe in a world where everyone – no matter who we are or where we come from – deserves a decent place to live.

Inclusion

Habitat East Polk is a place of welcome. We are proactively committed to anti-oppressive practices and policies, procedures, and actions that invite all to join our mission. We seek to eliminate systemic barriers to participation and promote positive relations among those of different race, religion, age, gender, sexual orientation, political stances, or any other distinction. Discriminatory behavior will not be tolerated.

Rights of Volunteers

Habitat East Polk volunteers have the right to:

- ... be treated with respect
- ... a safe volunteer environment
- ... receive information about the volunteer role
- ... provide feedback on their experience
- ... discontinue volunteer service
- ... be engaged in meaningful work
- ... ask staff questions about our work
- ... be told what impact your work made in the community
- ... be actively included regardless of any limitations
- ... receive a copy of our annual report upon request

Non-Proselytization

Habitat for Humanity serves people in need of decent housing regardless of race, religion, age, gender, sexual orientation, or political views. Habitat does not proselytize, nor will Habitat work with those who insist on proselytizing as part of their work with Habitat. Habitat will not offer assistance on the expressed or implied condition that people must adhere to or convert to a particular faith. We will not require participants to listen and respond to messaging designed to induce conversion to a particular faith.

Alternative Assignments

If a volunteer declines to perform an assigned task, supervisors will seek a reasonable alternative assignment; there may, however, be times where an alternative assignment is not available:

- If the refusal is discriminatory in nature, we reserve the right to not provide an alternative assignment
- Assignments are based on current needs; at any given time, alternatives may not be available
- Refusal to perform all available tasks may result in being marked as a no-show for your shift

Retaliation

Habitat East Polk will not retaliate against any volunteer who, in good faith, has made a protest or raised a complaint against some practice of Habitat East Polk or another individual or entity with whom we have a business relationship, on the basis of a reasonable belief that the practice is in violation of law, a clear mandate, or public policy.

accountability

We depend on volunteers to be reliable so that we can serve the community reliably. Thank you for donating your time and energy to our mission.

Scheduling Volunteer Shifts

Shifts must be scheduled in advance via CERVIS unless otherwise instructed. Registration closes 48 hours before a shift. Availability is limited; waitlists may not be available.



If you register for a shift and do not attend, our ability to serve our community to the best of our ability is negatively impacted. As such, volunteers must cancel via CERVIS *at least* 24 hours ahead of a shift; failure to do so may be considered a no-show. If an emergent situation occurs and you can no longer cancel via the portal (i.e. within 24 hours of your shift), email us immediately at volunteer@habitateastpolk.org.

Attendance and Punctuality

Volunteers should arrive on-time and ready to work, and stay for their entire shift (unless they have prior approval). No-shows and excessive tardiness and/or cancellations may result in dismissal.

Volunteer Performance

If you violate any of our volunteer policies, or need additional support to perform your volunteer role, we reserve the right to coach volunteers (which may include probation or suspension) or remove you from a specific location and/or role.

Our staff may ask volunteers to leave for the day if necessary; if asked to leave, volunteers should watch for an email from staff regarding resumption of volunteer duties.

Transportation

Transportation is the sole responsibility of the volunteer. Our staff cannot remain on-site to accommodate pick-up and drop-off schedules, arrange transportation, or provide transportation. Carpooling is recommended for groups, as parking at our stores and construction sites may be limited.

Personal Information Changes

Volunteers must update their profile in CERVIS to reflect changes in personal information (mailing address, phone number, email address, emergency contact, etc.) in a timely manner.

Homebuyer Program

Volunteering at Habitat East Polk does not influence future selection for our homebuyer program.

Service Records

Volunteers can print service records independently via the volunteer portal; these print-outs contain two methods for independent verification. Any additional documentation needed must be uploaded via your volunteer portal. We will complete your documentation and upload the completed file for you.

To print your service record:

1. Click **View or Print Volunteer Activity History**
2. Adjust the date range near the top of the page if necessary
3. Select all visible activities using the checkbox in the “Event Registration Information” heading or choose certain activities using the individual checkboxes next to them
4. Click **Print Summary (Adobe PDF)**

To upload a file:

1. Login to your CERVIS volunteer portal
2. Click **Upload File Attachments** near the bottom of the page
3. Click **Choose File** to select the file from your computer that you would like to upload
 - Files should be a clear scan of a PDF only
4. Click **Upload New File Attachment** to upload the file to your profile

Please allow adequate time for completion; last-minute document requests may not be possible.

Letters of Recommendation and External Performance Evaluations

Key volunteers may submit requests for letters of recommendation to volunteer@habitateastpolk.org with at least two weeks’ notice for completion.

Our site supervisors cannot complete any external performance evaluations without prior approval. Please email us regarding any performance evaluation form.

Hiring Volunteers

Volunteers are eligible for employment with Habitat East Polk; however, volunteering does not influence hiring. A period of two weeks must elapse from the final volunteer service date to start of employment to create a clear separation between volunteer and employee status.

safety

We prioritize people as Habitat's most valuable asset, encouraging and empowering everyone to work safe every day and speak up for the safety of those around them.

Cell Phone Usage

To protect the privacy of our partners and to minimize distractions, volunteers may not use their cell phone during shifts, with the exception of any social media posting and/or as directed by your site supervisor.

Ongoing Screening

We reserve the right to recheck sex offender registry status at any time during your volunteer service. Criminal background checks via Backgrounds Online will be run annually with the beginning of each fiscal year in July; if your last background check fell during the final quarter of the previous year, you will not need to update your background check until the following year.

Dress Code

Volunteers should arrive to the worksite dressed appropriately:

- Closed-toe shoes are mandatory; a non-slip sole is highly recommended
 - Foam shoes (such as Crocs), sandals and flip-flops are not allowed
- Long pants are recommended for safety
- Volunteers must wear provided personal protective equipment, uniform, and/or nametags
- No loose jewelry or clothing
- Offensive imagery or messaging on clothing or accessories is prohibited
- Clothing should well-fitting and of appropriate length; undergarments should not be visible
- Habitat East Polk is not responsible for clothing damaged or soiled during volunteering

Any volunteer arriving to the worksite wearing inappropriate clothing may be dismissed for the day.

Weather

If inclement weather is severe enough to close our sites for the day, we will email notifications as soon as possible; volunteers should check their email prior to their shift.

Volunteers should be prepared to work in Florida heat and humidity, and be aware of heat safety:

- Drink water often. Please bring a water bottle; we will provide jugs to refill your bottle
- Wear a hat and sunscreen
- Wear clothing designed for sun and heat exposure to prevent overheating and sunburn
- Take breaks and rest in a cool and/or shaded area as needed
- If you start to feel ill, say something to your site supervisor immediately



Working Conditions

You will have access to the materials necessary to fulfill your duties, and receive training in the operation of any equipment. Each volunteer at a Habitat East Polk work site should:

- Comply with all safety rules and regulations
- Report all accidents and injuries immediately
- Obtain the proper tools and personal protective equipment for the job at hand
- Report all unsafe conditions to their supervisor
- Know what emergency telephone number to call in case of fire or an accident
- Help maintain a safe and clean work area
- Receive on-site safety training

Media

Keep the following things in mind if you work with members of the media:

- Keep remarks limited to your personal experiences or opinions
- You do not have to answer any questions you are uncomfortable answering
- Don't be afraid to say "I don't know" – provide accurate information only
- Do not speak on behalf of Habitat without prior authorization from the Executive Director

Authorized Representatives

Volunteers are authorized to act as representatives of Habitat East Polk only as specifically indicated within their volunteer position, unless explicitly determined by the Executive Director.

Do not discuss the specifics of our homebuying program with interested parties to avoid initiating a verbal credit application – instead, direct interested parties to our Program Manager and other program staff.

Social media

We welcome you to share selfies from your volunteer shifts! Please ask other volunteers and staff if they consent to being in your social media posts. Be sure to follow our Facebook and Instagram so that we can reshare your posts!

Our hashtags are #BeTheChange #HabitatForHumanity #HabitatEastPolk #ThroughShelterWeEmpower

Appendix A: Volunteer Code of Conduct



Being a volunteer comes with great rewards and responsibilities. When you accept a volunteer role with Habitat for Humanity of East Polk County (Habitat East Polk), you commit to act in a way that promotes our mission, respects the community, and ensures the safety of all participants. In addition to complying with all laws, regulations and Habitat policies, volunteers follow the volunteer code of conduct 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, degrading or otherwise insensitive language that fails to respect the dignity of the person. Volunteers are expected to refrain from engaging in intimidation, discrimination, physical, sexual, and/or emotional violence toward others. Volunteers will not engage in any abuse of authority, position or influence by withholding/restricting access to support/support services, manipulating selection or targeting processes for those we intend to serve. You may not post anything on social media that permits beneficiaries being identified and/or traced.
- 2. Respect the human rights of all people and protect beneficiaries and community members from exploitation and abuse.** All 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.
- 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 East Polk property and volunteer sites. The purchase or possession of alcohol is also strictly prohibited on Habitat volunteer sites.
- 5. Follow the gift giving policy:** To avoid potential misunderstandings and the perception of favoritism or discrimination, should not exchange gifts with Habitat beneficiaries without consulting Habitat staff.
- 6. Protect Habitat assets:** Use reasonable care to protect all Habitat for Humanity resources. Stealing, misappropriating, or diverting funds, property, or other assets for personal benefit is not permitted, nor is otherwise engaging in fraudulent activity regarding Habitat'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.
- 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 member. You can also anonymously report potential misconduct by reporting a claim to the confidential [Habitat Ethics and Accountability Line](#).

By volunteering with Habitat East Polk:

- I acknowledge that I have read, understand and agree to uphold this code of conduct.
- I commit to safeguard the rights and dignities of all people I encounter during my volunteer service.
- I understand that I have a responsibility to report any potential misconduct to an appropriate Habitat staff member, or through the [Habitat Ethics and Accountability Line](#).
- I understand that Habitat has the right to release me from my volunteer position at its discretion. I also understand that I am responsible for any costs that I may incur due to violating the code of conduct.

Appendix B: Safeguarding Behavior Commitments



Habitat for Humanity is opposed to any form of discrimination, exploitation and abuse, including slavery, coerced conscription, prostitution, trafficking of persons for any purpose, vulnerable adult or child abuse, and dangerous or exploitative child labor. In the design and implementation of programs and policies, we seek always to work without bias, to do no harm and to reduce (rather than contribute to) the consequences of discrimination, exploitation and abuse.

All Habitat for Humanity representatives commit to respecting and safeguarding the rights and dignities of all people, and protecting our staff members, volunteers, partners, beneficiaries, research participants, and community members (especially vulnerable adults and children) from exploitation and abuse. This includes the following general standards of behavior:

- Habitat representatives will respect, promote and safeguard the rights and dignities of all people (with particular attention to those we intend to serve, vulnerable adults and children) without discrimination or bullying of any kind.
- Habitat representatives will treat all intended and actual individuals we serve with respect, courtesy and dignity.
- Habitat representatives will not engage in any form of humiliating, degrading or exploitative behavior toward those we intend to serve in any circumstances.
- Habitat representatives will not engage in any abuse of authority, position or influence by withholding humanitarian assistance or manipulating selection or targeting processes for those we intend to serve.
- Habitat representatives will help to create and maintain an environment that prevents sexual exploitation and abuse and that safeguards the rights of those we intend to serve, research participants, and community members (especially vulnerable adults and children).
- Habitat representatives will never engage in sexual exploitation or abuse.
- Habitat representatives will never engage in sexual activity with a child (anyone who is not yet 18 years old) regardless of the age of majority or age of consent locally. Mistaken belief in the age of a child is not a defense.
- Habitat representatives will never exchange money, employment, goods or services (including assistance that is due to those we intend to serve) for sex, sexual favors or other forms of humiliating, degrading or exploitative behavior.
- Habitat representatives will not engage in a sexual relationship with those we intend to serve, since it is based on inherently unequal power dynamics and undermines the credibility and integrity of Habitat for Humanity's charitable mission.

By volunteering with Habitat East Polk, I acknowledge that I have read, understand, and agree to be guided by Habitat for Humanity's Safeguarding Behavior Commitments.