



Columbia County
Habitat
for Humanity®



Volunteer Handbook



Volunteer Handbook

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Columbia County Habitat for Humanity®

P.O. Box 921, St. Helens, Oregon 97051

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welcome to the team

Welcome & thank you

Thank you for choosing to volunteer at Columbia County Habitat for Humanity (CCHFH)! We want to welcome you to our team. Without volunteers like you, the work we do to support hard-working families, seniors, veterans and other disadvantaged people in Columbia County would not be possible. Thank you for your support.

This handbook is designed to help you understand your role as a volunteer and help you throughout your time with the organization. It is not intended to

be exhaustive and we encourage volunteers to consult with staff regarding specific questions.

At this point, you should have already completed the volunteer onboarding and orientation process which, at the time this handbook was updated, includes safeguarding and basic safety training, a signed code of conduct and safety waiver, a general tour of the work site, and a basic criminal background check for ReStore volunteers. .

Our Organization

CCHFH is an affiliate organization of Habitat for Humanity International. Many people have heard about Habitat for Humanity International from its work building affordable homes and aiding in natural disaster relief across the globe.

The birthplace of Habitat for Humanity is Koinonia Farm in Georgia which was founded in 1942 as a

Christian community where members worshiped, worked and ate together regardless of race.

With the arrival of Millard and Linda Fuller in the early '70s, the stage was set for the launch of partnership housing. The Fullers officially founded Habitat for Humanity in 1976. We recognize and honor the organization's roots.



Habitat for Humanity brings people together to build homes, communities and hope.

HISTORY of CCHFH

Back in 1998, a group of community members from towns across Columbia County got together to establish our organization. Their grassroots efforts helped us get recognized as an affiliate by Habitat International.

As an affiliate organization, we promote Habitat's mission here in Columbia County. That means that the money we raise is primarily invested in projects that help families here in Columbia County.

OUR MISSION

Habitat brings people together to build homes, communities and hope. We envision a world where everyone has a decent place to live.

We select Habitat homeowners, or partner families, based on three criteria: the family's need, their ability to pay, and their willingness to partner.

Need. Families applying for a Habitat home must be living in substandard or overcrowded housing without the financial means to improve their situation. Homeownership helps families make a lasting change in a family's life by empowering them and helping them grow generational wealth.

Ability to Pay. Contrary to popular belief, Habitat does not give away houses for free. Families pay an affordable mortgage on their house (no more than 30% of their income). This helps expand our mission and help even more families. We offer people a hand up, not a hand out.

Willingness to Partner. Our partner families contribute the creation of their home by investing 400 hours of "sweat equity" to the project. This work connects our partner families to the broader community and provides a sense of ownership in their home.

Our Impact

When we partner with a family to build an affordable home, the impact reaches far beyond homeownership, it strengthens the entire community. In addition to building homes, we support local residents by installing accessibility ramps, performing critical home repairs, and providing financial education resources. Our work also diverts hundreds of tons of reusable materials from landfills, creates opportunities for community service, and provides job training for seniors, youth, and individuals with disabilities; fostering long-term community sustainability.

We partner with local companies on construction projects, creating meaningful economic opportunities and helping families build lasting financial stability through homeownership. A safe, affordable home provides more than shelter. It creates the stability families need to improve their children's education and health while building generational wealth. As families gain financial stability, they are better able to invest in their neighborhoods and local communities—creating a stronger, more prosperous community for everyone.

By volunteering your time, you are a part of that work. Thank you!





To date, we have built 14 homes, constructed and installed 40 access ramps, made 25 critical home repairs and provided financial education resources through savings programs and down-payment assistance to individuals across Columbia County.

Contact Information

Contact Info

Columbia County Habitat

Office Phone: (971) 203-0020

Executive Director: (971) 374-7788

Email: info@habitatcolumbiacounty.org

St. Helens ReStore

Main Phone: (503) 366-1400 ext.1

ReStore Manager: (971) 363-5527

Donations Phone/Asst. Manager: (971) 472-1688

Email: donations@habitatcolumbiacounty.org

Volunteer Coordinator

Phone: (971) 374-7787

Email: volunteer@habitatcolumbiacounty.org

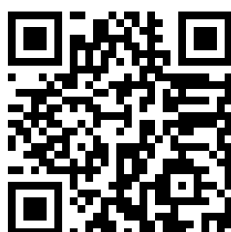
Project Coordinator

Phone: (971) 374-7789

Email: construction@habitatcolumbiacounty.org

Please note: This contact information does not include the current names of the individuals in each given role or staff position. For names and a brief bio of staff and key CCHFH leaders, please visit our website using the following link or by scanning the QR code below:

<https://habitatcolumbiacounty.org/ourteam/>



Phone: (971) 203-0020

Mail: PO Box 921, St. Helens, OR 97051

Offices: 164 Little Street, St. Helens, OR 97051

Website: habitatcolumbiacounty.org



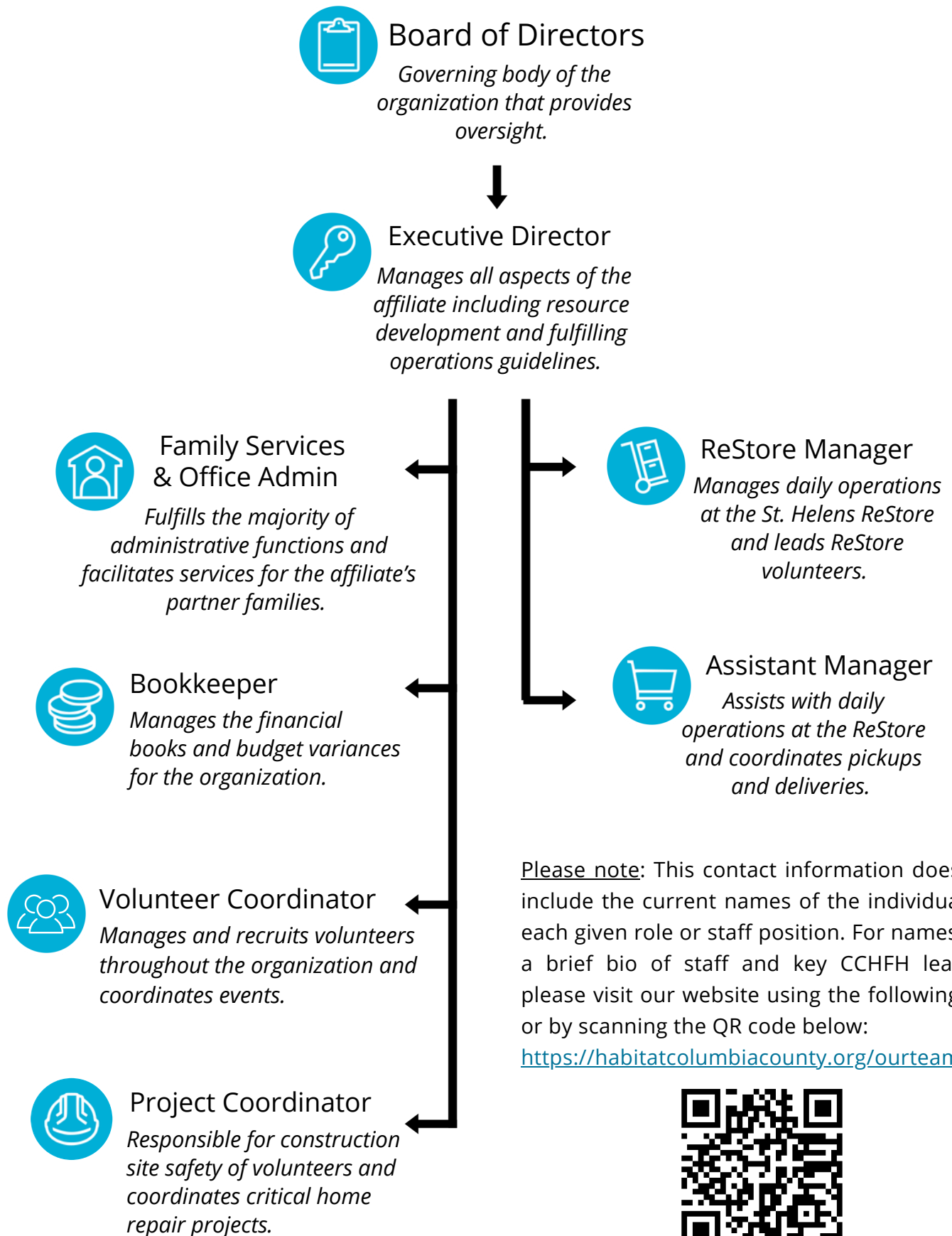
Phone: (503) 366-1400 ext. 1

Donations: (971) 203-0021

Mail: PO Box 921, St. Helens, OR 97051

Address: 164 Little Street, St. Helens, OR 97051

Organizational Chart



volunteer safety

We want every volunteer to have a safe and positive experience. While we have guidelines in place to keep you and other volunteers safe at Habitat, your wellbeing can best be protected by maintaining an awareness of your actions and work environment and only taking on tasks you feel comfortable performing. If you notice something that could be a safety hazard, please inform your supervisor.

Personal Safety

FIRST AID

First-aid kits can be found throughout the ReStore (see page 14). The main kits are located by the cash register and in the Processing Room. The Processing Room is also home to the ReStore's eyewash station. On a construction site, first-aid kits are typically kept in a designated location and/or in CCHF's construction vehicle.

In the event of an injury, the injury should receive immediate attention and you should inform your site supervisor about what occurred. Doing so alerts us to any potential dangers, gives us a heads up in case the injury worsens and allows us to report the injury appropriately.

PERSONAL PROTECTIVE EQUIPMENT

Personal protective equipment (PPE) is protective clothing or gear that is designed to keep you safe while you work. As a volunteer, there are times when you may be exposed airborne debris, harsh chemicals, sharp objects, loud noises and other



hazards. Knowing how to use appropriate PPE is a necessity. Habitat staff can provide instructions for proper use.

Inspect PPE before using. If you see any damage, report it and replace the PPE immediately. For ReStore volunteers, PPE can be found in the Processing Room, and for construction volunteers, it will be distributed by the site supervisor.

You may wish to bring your own PPE, such as safety glasses, hearing protection, or gloves. If you are encouraged to bring PPE that you do not have, let Habitat staff know and we will be happy to supply it.

Please dress appropriately for the weather. Construction volunteers can be outside for up to six hours, and may need to bring rain gear or sunscreen. Similarly, ReStore volunteers are often exposed to the elements while they are accepting donations or assisting customers.

SAFE LIFTING

Improper lifting is a major source of injury. If you feel comfortable lifting an object, make sure you are doing so safely. Keep your back straight and lift using your legs. If the object is heavier than you can comfortably lift, get assistance or use a hand truck or dolly cart.

POWER TOOLS

When using power tools, or when you are near someone using power tools, you will likely be exposed to a number of hazards. Make sure that you are using proper PPE; safety goggles, protective footwear, earplugs and facemasks are often required.

Inspect the tool for any signs of damage and make sure you are in a clean and uncluttered area. As always, be aware of your surroundings. If you have any questions or concerns, ask your supervisor right away. Do not use power tools if you are uncomfortable doing so.



Environmental & Site Safety

SLIPS, TRIPS AND FALLS

Ladders. The risks associated with ladder use are easily overlooked, yet ladder accidents remain one of the leading causes of severe workplace and home injuries.

To improve safety, volunteers are required to complete ladder safety training before utilizing them in a ReStore or construction environment. Never climb a ladder if you are distracted or carrying something in your hands.

People taking blood thinners are particularly susceptible to serious fall injuries. Volunteers should not be more than 6 feet off the ground.

Scaffolding. Volunteers, particularly those on construction sites, may need to utilize scaffolding as part of their tasks. Ensure that the scaffolding has been erected by a qualified individual and that it is not supporting excessive weight. Do not use scaffolding during a storm, high winds or while it is icy. Scaffolding must have safety rails. Anyone working near scaffolding must wear protective headgear.

Walkways and Trip Hazards. A loose extension cord, broken glass, a frayed carpet, a spilled liquid, or misplaced tools and supplies can cause someone to trip and hurt themselves. Be aware of your surroundings and fix problems as they arise; don't wait for someone else to do it. Yellow A-frame caution signs are located around the ReStore and should be used appropriately in these instances.

HEAT ILLNESS

Volunteering in hot environments can increase your risk of developing heat illness. These potentially life-threatening disorders result from the body's inability to cope with depleted levels of water and salt.

It is important to listen to your body, wear breathable clothing, drink plenty of water, avoid overexerting yourself and take several rest breaks throughout the day.

Construction volunteers should stop working if the heat index reaches 85°F. ReStore warehouse volunteers should stop when the heat index is 90°F. Volunteers who are expected to complete any tasks outside during hot weather are required to complete heat safety training.

COLD STRESS

Cold stress, or the body's response to overexposure to cold conditions, can increase a person's risk of developing cold-related illnesses. To protect yourself, avoid prolonged exposure to freezing temperatures and wear warm clothing if you are going to be volunteering outside in winter months. Waterproof boots might be necessary, particularly for construction volunteers working in wet or muddy environments.

DONATION SAFETY

ReStore volunteers accept a number of items from the public and when handling unknown items, there can be a number of risks involved. Items might be made of hazardous material, have sharp corners, contain unknown chemicals, or be too heavy to lift.

Apart from following product donation acceptance guidelines, there are a few things you can do to minimize potential safety hazards.

1. **Wear proper PPE**, such as gloves for handling sharp objects.
2. **Use lifting devices**, such as dollies and handtrucks to protect your back.
2. **Inspect items** before accepting— check for quality, and ask questions.
3. Accept cleaning products and chemicals with extreme caution.



Key point:

As a volunteer, you are not required to do anything you do not want to do. Make sure that you are comfortable doing a task and be aware of your surroundings.

what to expect as a volunteer

Volunteer Rights

As a part of our team at Habitat, we want our volunteers to feel safe and respected. To that end, we want to briefly go over some rights that you, as a volunteer, can expect.

As a volunteer, you are not required to do anything that you do not want to do. Not only is this a matter of respecting your preferences, but it is also a safety concern. If you do not think that you can do a job safely, don't do it! Let us know and we can find you a different job.

Ask for additional training if you don't feel capable of a task. You should receive a complete orientation before starting, along with some basic safety information. Do not hesitate to ask questions or seek further explanation.

We also believe that everyone deserves to be respected regardless of race, ethnicity, national origin, disability, sex, gender identity, sexual orientation, religion, health, age or marital status.

Habitat aims to be "radically inclusive" and we welcome everyone's input. Volunteers of all abilities and experiences are capable of contributing to our mission and reasonable accommodations can be made as needed.

Lastly, you should feel proud about volunteering here and the work you are doing to help hard-working families across Columbia County. Your work is helping people build better lives which ultimately strengthens the entire community.





Volunteer Conduct

When you begin volunteering, you must read and sign the Habitat for Humanity Volunteer Code of Conduct; attached to the Policy section at the end of this handbook. Within that document is a set of standards to which volunteers are expected to adhere. The following are some of the key points:

1. Be respectful of those around you and treat everyone how you would like to be treated. This includes not only other volunteers, but also staff, clients, and members of the public.
2. Maintain an apolitical volunteer environment: Habitat for Humanity is a nonpartisan organization. Volunteers are asked not to wear clothing or accessories that reference political candidates, campaigns or political parties while volunteering.
3. Maintain respectful and professional communication. Comments that are seen as disparaging or discriminating, particularly those against marginalized groups, are strictly prohibited.
4. While you are volunteering, you may be involved in tasks that pose some level of risk, such as lifting furniture, working on a construction site or climbing a ladder. Always ensure that you are following common-sense safety rules and that you are aware of your surroundings.
5. Drugs, alcohol and weapons are strictly prohibited on Habitat property. Volunteers possessing or under the influence of drugs or alcohol on Habitat property, during volunteer shifts, or at Habitat events will be sent home and face potential dismissal.
6. If you learn sensitive or personal information—be it about Habitat or an individual—you are expected to keep that information confidential.
7. If you witness or experience misconduct, you must speak up and report it. You can report concerns to any Habitat staff member; however, if you feel your concerns cannot be addressed by staff or you wish to file a report anonymously, you can contact the Habitat Ethics and Accountability Line at heal.habitat.org, or by calling 1-800-461-9330.

ReStore volunteers

The St. Helens ReStore provides customers with low prices on used furniture, building materials, and hardware. Our inventory comes from public donations, and our team is almost entirely comprised of volunteers. This allows us to dedicate more funds to our mission. While ReStore volunteers might not be out on build sites swinging hammers, pouring concrete or laying flooring, they are, nevertheless, vital to our operation.



Store Information

Hours: Tuesday - Saturday 9am-5pm

Closed major holidays

Address: 164 Little St, Saint Helens, OR 97051

Phone: (503) 366-1400

ReStore Policies

ReStore volunteers are asked to follow a set of rules that are meant to keep everyone safe and keep the store running efficiently. Prior to beginning their first shift, volunteers should attend an orientation and watch a ReStore safety and a Safeguarding video.

More videos and trainings may be required as you gain more responsibilities; however, much of your training will likely take place on the job. Ask questions, be present and do not do anything you are uncomfortable doing.

ABSENCES

If a volunteer is unable to make a scheduled shift for a planned absence, they should provide reasonable notice (preferably at least 24 hours in advance) to the Volunteer Coordinator in order to find a replacement. Volunteers can swap shifts with each other if they are trained in the same areas; they should notify staff when doing so.

If a last-minute emergency occurs—such as illness, family emergency, transportation complications, etc.—and you are unable to provide 24-hours' notice, call the ReStore phone and ask to speak to management or leave a message.

RECORDING HOURS

Volunteers are asked to sign in when they arrive for shifts and sign out when they leave. The ReStore utilizes a digital sign-in system similar to a punch clock. If you forget to sign in or out, don't panic. Write your name and time on the backup sign in sheet or inform the Volunteer Coordinator as soon as you can.

DRESS CODE

While the ReStore does not require a uniform or specific dress code, volunteers should appear respectable. You are representing Habitat to the public. Avoid wearing anything that could be offensive or revealing. Clothing with political slogans, hate speech, swearing or any graphic content is not acceptable.

Make sure that your clothes are comfortable and appropriate for physical activity, as you may need to move furniture, clean merchandise, use power tools and help customers, among other tasks. Closed-toed shoes and long pants are required for volunteering at the ReStore.

Our volunteers are not required to wear Habitat shirts, vests or aprons; however, we do ask volunteers to wear a nametag that identifies them as a Habitat volunteer to the public. Nametags are given to volunteers on their first day and may be kept by the sign-in stations when they are not on shift.



Key point:

While volunteering at the ReStore, you might get dirty. Dress accordingly! Wear comfortable clothes, long pants and closed-toed shoes that you can move around in.

PRICING

Pricing is done by staff or by lead volunteers. If you want to learn more about pricing, you are encouraged to speak with ReStore management.

In order to prevent unethical business practices, volunteers interested in purchasing unpriced product should inquire with ReStore management. It is inappropriate to price an item for yourself. If you are trained to price merchandise and you wish to purchase an item that you have priced, that item must be properly displayed in the ReStore for at least a day. Please review our Volunteer Pricing and Discount policy attached to the Policy section at the end of this handbook.



VOLUNTEER DISCOUNTS

As a volunteer at CCHFH, you earn a 25% discount when buying from the ReStore. Your volunteer discount is only applicable to you. Your discount cannot be claimed by close friends or family members. Please review our Volunteer Pricing and Discount Policy attached to the end of this handbook.



Did you know...

Every year, the ReStore diverts hundreds of tons of material from the landfill? That's heavier than the Statue of Liberty! Reusing and recycling has a big impact on the planet!

DIFFICULT CUSTOMERS & DONORS

The vast majority of ReStore customers and donors are good-hearted people who appreciate the value we offer. However, there are some exceptions.

If you notice that a customer or donor becomes agitated or aggressive, get a Habitat staff member immediately and they will handle the situation. If no staff members are around, provide the person with a ReStore staff member's contact information.

Volunteers should never get into physical or verbal altercations with members of the public. Our volunteers are representatives of Columbia County Habitat for Humanity. Representing Habitat's respected mission and brand comes with a level of responsibility that you must uphold.

If a customer is threatening violence or physically assaulting you or anyone else, call 911 and inform a Habitat staff member immediately.



Key point:

Never get into a physical altercation with a customer or donor. If you notice a customer who is misbehaving or becoming agitated, immediately find Habitat staff.

DONATION ACCEPTANCE

Volunteers helping in the donations drop-off area often have to make judgement calls about what donations to accept. We have lists and guides around the store outlining acceptable and unacceptable donations. In essence, we only accept items that we sell (for example, we do not sell clothing). Beyond that, there are three primary factors that go into whether we can accept a potential donation: quality, compliance and space.

Quality. Our ReStore is proud of the quality of items we sell for a fraction of the cost. As such, we must decline donations that are significantly damaged and/or nonfunctional, as we would not be able to sell those items. Recyclable items may be an exception.

Compliance. As time passes, certain products are banned or recalled either because they were not engineered to meet contemporary safety standards or because they contain hazardous materials.

Space. Our ReStore sees a lot of donations. At times, we have too much inventory to sell. As such, we may have to reject donations due to lack of sales space.

On occasion, customers will call in advance to see whether or not we accept an item. If you answer the phone and you are not sure, get the person's name and number and tell a ReStore staff member. All donations are only accepted upon approval. We cannot accept a donation over the phone.

If you need to reject a donation, it is best to do so gently. Be sincere and thoughtful. A piece of furniture, for example, might have belonged to someone's deceased relative. Rejection of the item could be painful for the donor. Thank them for considering our ReStore and, if applicable, suggest an alternative (i.e. TopNotch, Goodwill, Facebook Marketplace).

WEATHER

In the event of inclement weather, the ReStore Manager will decide, often on the morning of a given business day, if conditions are safe to open the ReStore. Management will inform all volunteers affected by this closure as soon as reasonably possible and will update affected volunteers as frequently as is practicable.

Space and Layout

AISLES AND EXITS

Keep aisles and exits clear of obstacles and debris. Walk around the store from time to time to put misplaced products back in their proper spot. Make sure that walkways are wheelchair accessible, with roughly 3-feet of clearance.

Exits can be found throughout both store buildings. In the event of an emergency, remain calm and proceed to the nearest exit. Be aware that some exits are barred by gates. See page 14 for the store layout.

If you notice any safety hazards, address them immediately. If for some reason you cannot address a hazard, block off the area to prevent others from injuring themselves. This can be done with cones, caution tape, or wet floor signs.

PROCESSING ROOM

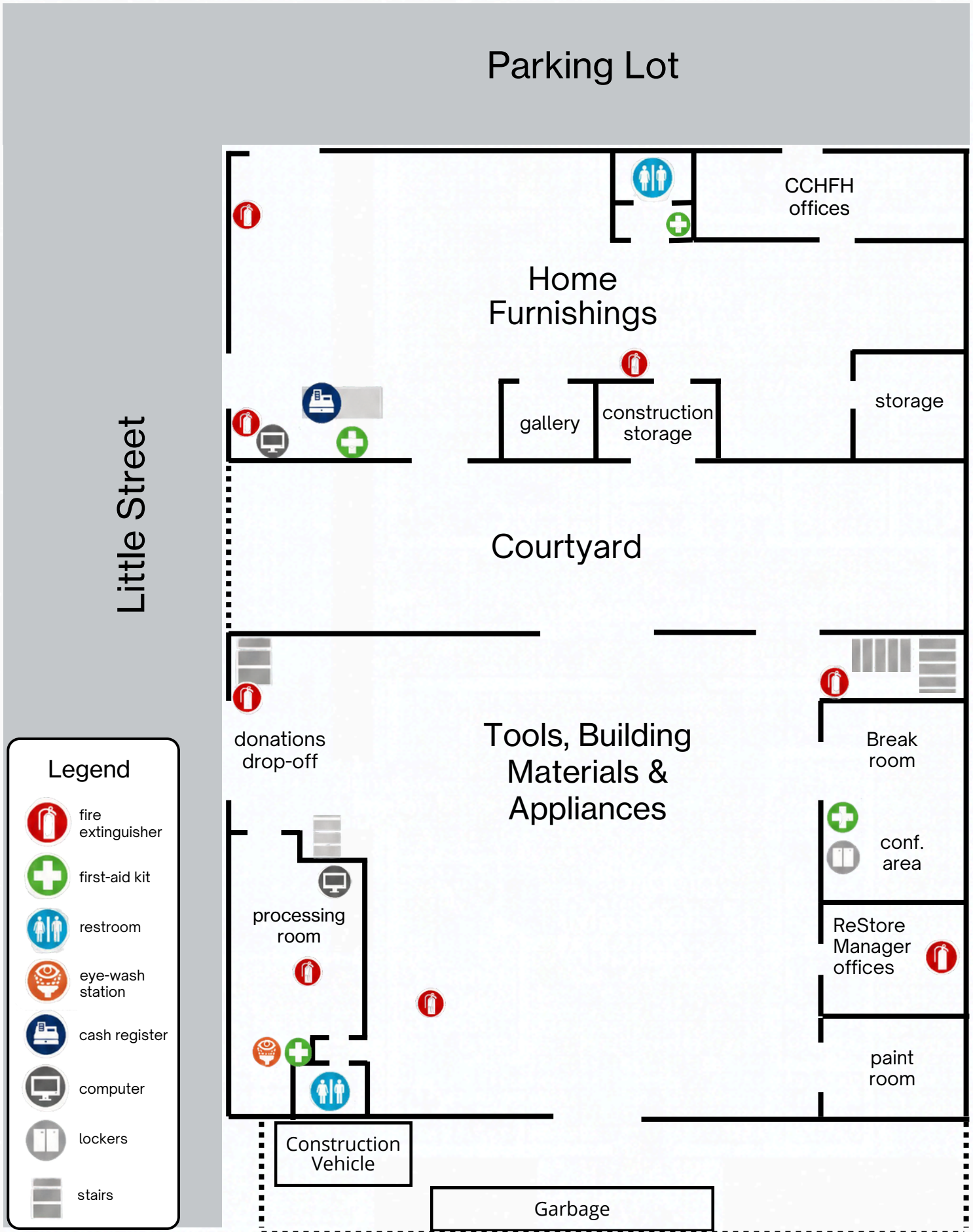
The processing room in the intake area of the ReStore is where products are cleaned and tested before they are put out for sale. This room contains cleaning products, tools and hardware for store use, PPE, the eye wash station and a computer to access Safety Data Sheets (MSDS).

The room is climate controlled and serves as a space for volunteers to rest during inclement weather. This room can become cluttered, and you should always be careful in this area.



Key point:

We want our ReStore to be safe and accessible. Keep exits and aisles clear and wheelchair accessible. If you see a safety issue, do something about it.



construction volunteers

Construction volunteers make Habitat's mission a reality. These volunteers are often seen in photographs pouring concrete, swinging hammers and raising walls on new homes. Construction volunteers, however, are not just responsible for new home construction. Their expertise is invaluable for a number of smaller projects—such as installing access ramps and helping with critical home repairs across the county.



Volunteer Opportunities

Because our affiliate generally works on one construction project at a time, the number of construction volunteer opportunities varies considerably depending on how far along we are in the building process, the availability of experienced volunteers, and weather conditions.

Because of this, volunteers who prefer consistency may want to volunteer at the ReStore, or may prefer to supplement their construction volunteering with ReStore volunteering as well. Volunteers with carpentry experience will often find the ReStore to be a good fit for their skills as many customers will require assistance or knowledge from someone with a background in the trades.

Construction volunteers agree to be on an email list and are notified by Habitat staff when new construction opportunities arise.

New opportunities are typically scheduled two days to one week in advance.

Prospective volunteers should respond to these emails if they are interested in participating. Doing so helps us plan what tools and materials to bring for the day and gives us an opportunity to provide additional details that might have been left out of a general email invite.

If you are interested in joining the email list, please contact the Volunteer Coordinator by emailing volunteer@habitatcolumbiacounty.org.



Did you know... children of homeowners are exponentially more likely to graduate from college? Our work has a lasting impact on future generations.

Orientation and Safety Trainings

Most construction orientations are virtual and self-guided. However, if you prefer, an in-person orientation can be arranged with Habitat staff.

SAFETY TRAININGS

Before a new construction volunteer can step foot on a Habitat work site, they are required to watch a safety video which covers the basics of construction safety and sign our volunteer safety waiver.

Further safety videos and trainings may be required as needed. For instance, volunteers who are working outside during the summer months can expect safety training related to heat stress, and volunteers who need to use ladders and scaffolding can expect related safety training.

BEFORE YOU GO

Before going to a work site, make sure you know basic information about the project at hand, including:

- What the job entails and if your experience level matches
- Expected weather conditions
- Any tools or equipment you might bring
- How long the job should take



What to Expect on a Construction Site

ARRIVING AT THE SITE

The schedule for construction volunteer days can vary, although they typically start at 9:00am at the jobsite. It is important for volunteers to be on site at the beginning of the shift. New volunteers who have not yet signed a waiver will be required to do so upon arrival. A sign-in sheet will be available for everyone to record the time they started.

After signing in and confirming waivers have been signed, Habitat staff will welcome volunteers and provide orientation for the day's project. Staff will cover daily objectives, review essential safety guidelines, and distribute necessary tools and PPE. Please use this time to ask any questions—volunteer safety is our top priority.



standard and we encourage volunteers to bring lunch if necessary. On occasions when lunch is provided, please inform Habitat staff ahead of time if you have any allergies or dietary restrictions.



Key point:

Remember to pay attention during the discussion of project objectives. Wear appropriate PPE. Be present and be aware of those around you.

AMENITIES & ACCOMODATIONS

Portable toilets or restrooms are available on site for volunteers to use. On hot days, a pop-up tent might be set up to provide shade.

Construction shifts typically finish at around 2:00pm; however, this can vary. Volunteers may be asked to stay later to finish a task. Water and light snacks are provided on-site as needed. Lunch may occasionally be provided, although this is not the

DRESS CODE & SAFETY

Volunteering on a construction site requires a lot of physical activity. Please dress accordingly. Manual lifting, operating power tools and working in mud are common occurrences. Dress appropriately for the weather. If it is cold, make sure you wear suitable layers and waterproof gear as necessary. If it is hot, wear light, protective fabrics.

Avoid wearing loose clothing as this can pose a safety risk when operating power tools. Work boots are recommended, and closed-toed shoes and pants must be worn at a bare minimum. At times, steel-toed shoes may be required. Hardhats and other PPE will be provided, or you may bring your own.

Other Ways to Help

Our construction volunteers have a range of experience levels. Some are professional carpenters with decades of industry experience. Others offer a driven willingness to help.

Some opportunities require more experience than others or may require a certain ratio of skilled construction volunteers to lesser-skilled volunteers. Any prerequisite skills or experiences will be noted ahead of time via email. If you have questions about whether your skills fit the task, please ask by responding to the contact information in the email.

Some volunteers who want to contribute to Habitat construction projects, but are unable to be on an active construction site (those under 16 years of age, for example) can still participate in unique and creative ways.

Whether it's supplying lunches or taking photos for social media, CCHFH welcomes everyone who wants to help. If you want to help, but feel that there are obstacles to doing so, you are encouraged to speak with the Volunteer Coordinator to discuss options.



Did you know...

The foreclosure rate on Habitat houses in the US is less than 2% on an annualized basis? Our screening process promotes self-reliance and independence.



types of volunteers

Community Service Workers



Guided by a belief in personal growth and second chances, CCHFH allows eligible community service workers (CSWs) to fulfill court-mandated hours at the St. Helens ReStore or on an affiliate construction site.

To ensure the safety and wellbeing of other volunteers, staff, ReStore customers, and community members, CCHFH has adopted a thorough CSW policy, attached to the Policy section at the end of this handbook. Importantly, a CSW's offense in question cannot be directly related to violence, discrimination, sexual misconduct, theft or fraud. CSWs must arrange their screening, orientation and start date with the Volunteer Coordinator.

Although CSWs are classified as volunteers, the expectations for their contributions are higher than typical volunteers. CSWs should provide their court

paperwork, a picture ID and, like all other volunteers, will need to complete a background check.

If a CSW cannot make a scheduled shift, they must notify Habitat staff by phone or email. Failure to do so, especially on a repeated basis, could result in dismissal and/or a call notifying their community service authority.

CSWs are not allowed to visit or enter the home of a donor or client nor operate the cash register.

Finally, CSWs are entitled to the same level of respect and dignity as any other volunteer, and they are not required to disclose their status to other volunteers.

Once a CSW has completed their required hours, they are welcome—and encouraged—to inquire about continuing to volunteer with CCHFH.

Youth Volunteers

Building communities and supporting families is a mission that people of all ages can support. To that end, CCHFH welcomes volunteers under the age of 18; however, there are certain legal and safety concerns that must be addressed.

- Volunteers under 18 will need to attend orientation and co-sign a volunteer waiver with a parent or guardian.
- Prior to starting, youth volunteers are required to provide proof of age (driver's license, birth certificate, passport, etc.).
- Volunteers under 18 cannot drive in a CCHFH motor vehicle or ride along on donation or pick up runs with only one other adult present.
- Youth volunteers are not allowed to be on a construction site when power tools are in use.
- And, volunteers under 18 cannot work above six feet in height.

When on a job site, youth volunteers must be supervised and respect the aforementioned list of limitations.

Volunteers age 16 to 17 are allowed to participate on a site with power tools as part of a school group, so long as the school's insurance covers the volunteers and they are supervised by a school employee who is qualified to provide instruction for the task at hand.

Volunteers of this age are allowed to volunteer at the ReStore without parental or instructor supervision, and their tasks could include:

- Helping unload the ReStore truck
- Using appliances and tools such as vacuum cleaners, hand saws, hammers, lawn mowers, and screw drivers.
- Providing general customer service.
- On occasion, operating the cash register.

Volunteers under age 16 are encouraged to contact the Volunteer Coordinator to discuss suitable opportunities and projects.

Young people are the future. CCHFH encourages volunteer participation by local youth and strives to maintain a positive place for youth engagement.



Job training programs

Some volunteers are referred to CCHFH from job training programs such as Easterseals Oregon or Worksource Oregon. Such programs may be sponsored by other nonprofits or through the government, and provide a vital resource for income and job preparation for eligible participants.

Partnerships with such organizations not only provide participants with an opportunity to earn needed income through the program and gain valuable work experience, but also provide local nonprofits, like CCHFH, with hard-working volunteers who can give several hours of volunteer service each week.

Due, in part, to the fact that this is a job-training program, the expectations for such volunteers are higher than for regular volunteers.

In addition to signing in via the ReStore time log, such volunteers are required to record their hours in their program's time log system and have Habitat staff verify those hours. Those who are interested in such programs are encouraged to inquire about available opportunities.



Volunteer Groups

On occasion, groups from local churches, organizations, schools, and businesses request to volunteer with us. Some groups will work on special projects in the ReStore, while others might help with home construction and repairs.

Volunteer groups provide win-win opportunities for everyone. Community members get to build relationships with one another and gain valuable skills and experiences, and organizations get to show how they are giving back to the local community. For us, these group partnerships provide the hands and the passion that advances our mission.

Groups that want to volunteer or are interested in learning more, should reach out to CCHFH staff to discuss volunteer options. Please let us know if

there is a corporate-giving program or grant associated with your employer. In order to provide the best volunteer experience, it is recommended that groups provide two weeks' notice of interest to volunteer.



Incidents

Response and reporting

As an organization, CCHFH prioritizes the safety of staff, volunteers, and community members. And, while the best way to manage an incident is to prevent it from happening, the truth is that unexpected events happen. So, whether you are working on a Habitat build site, walking through the ReStore, or driving a Habitat vehicle, it is important to know how to respond in the event someone (a volunteer, community member, or staff) gets injured, or someone's property gets damaged.

Responding to an Incident

Follow these steps if you are in the position to respond to an incident.

1. **Remain calm.** As a representative of Habitat, people might look to you as a leader. Remaining calm can prevent further escalation of an issue.
2. **Notify the site manager.** If Habitat staff are not around and the Site Supervisor is not present, inform the most senior volunteer.
3. **Do not admit liability.** Do not admit liability or promise to award damages or insurance costs.
4. **Contact authorities.** If you need emergency assistance, call 911 immediately.
5. **Provide care.** During a medical emergency, contacting 911 should be the top priority. If someone is injured, and you feel comfortable doing so, provide any care that the injured person might need.
6. **Contain the incident.** Contain any hazards by blocking off the area. If someone is injured, keep people away to ensure the person has breathing space and privacy.
7. **Gather the facts of the incident.** Ask staff for an incident report and begin collecting facts about the incident. Take pictures and record information including witness statements. Gather relevant names and contact information.

See the following page for instructions on filling out an incident report.



Key point:

If someone is having a medical emergency, call 911. Contacting emergency services is more important than providing first aid.



Filling Out an Incident Report

Incident reports are important for insurance claims and for preventing future incidents. Reports should be written for any incident where property was damaged or someone (this includes Habitat staff and volunteers) was injured. Below, we will cover each section and briefly explain how to fill them out.

1. INCIDENT INFORMATION

In the first section, write your contact information and provide some basic information about the incident. Then write a description of what you observed. Use a separate sheet of paper if needed.

2. INJURED PARTY

This section is dedicated to the person who was injured. If the incident was solely about property damage, skip this section.

Gather the individual's information (it might be helpful to ask for a driver's license) and describe their injuries.

3. PROPERTY DAMAGE

If there was no property damage, you may skip this section.

Explain what was damaged and get the contact information of the property owner. If our property was damaged (i.e. the ReStore truck), get the information of the person who was involved.

For apartments and rental units, get the leasing company's information. If a car was damaged, get the VIN or serial number and write down the

license plate number. Ask the owner for their driver's license and contact information.

In the last portion of this section, provide a description of the damages. Note size, severity and location.

4. WITNESSES

The last section asks for names and contact information of witnesses. A witness is an individual who saw what happened (this could be another volunteer). Get their name and contact info and have them write about what they observed on another sheet of paper.

Finally, sign your name at the bottom, attach any relevant documents and give it to a Habitat staff member as soon as possible.

FINAL POINTS

- Don't forget to take photos. A picture really is worth a thousand words!
- Do not admit liability.
- Fill out the report to the best of your ability. If someone refuses to provide their information, write "refused." If you were unable to get someone's name (maybe they were rushed to the hospital), fill it out for John/Jane Doe. Do not make or distribute copies of your report to anyone.
- These reports are for internal purposes only.

Core Policies



The following section contains key Columbia County Habitat for Humanity policies that apply to your work as a volunteer. Because these guidelines may be updated periodically, we encourage you to review them carefully. Understanding these policies ensures you know how you are supported and protected as an essential part of our team and mission.



Thank you for sharing your time, skills, and heart with us. Every home built and every life touched begins with dedicated volunteers like you. We are deeply grateful to have you on our team to help us build strength, stability and shelter in our community.

Volunteer Code of Conduct

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

1. Promote a respectful community: Treat all volunteers, employees and community members with respect, courtesy, and dignity. This includes avoiding the use of humiliating, demeaning, offensive, or otherwise insensitive language that fails to respect the dignity of the person. Volunteers are also expected to refrain from engaging in intimidation, physical, sexual, and/or emotional violence toward others. Help promote a welcoming, respectful environment by making efforts to understand and honor the local culture and by following all rules and policies set forth by a Habitat program staff member or supervising volunteer. Use of social media should be governed by the principles of respecting and protecting vulnerable populations while preserving their dignity and privacy. You are discouraged from posting anything on social media that permits beneficiaries from being identified and/or traced.

2. Maintain an apolitical volunteer environment: Habitat for Humanity is a nonpartisan organization. Volunteers are asked not to wear clothing or accessories that reference political candidates, campaigns or political parties while volunteering. This policy ensures compliance with nonprofit regulations and allows all volunteers and community members to focus on Habitat's mission.

3. Respect the human rights of all people and protect beneficiaries and community members from exploitation and abuse. All Habitat volunteers must model behavior consistent with the Habitat for Humanity International Safeguarding Policy which protects staff, beneficiaries, and community members (especially vulnerable adults and children) from exploitation and abuse. Inappropriate physical or sexual relationships with other volunteers is prohibited. Under no circumstances, may volunteers engage in sexual activity with a child (a person under the age of 18, regardless of the legal age of consent and local laws), any Habitat staff or beneficiaries, or any community members. This includes not procuring commercial sex acts, even where such activities are permitted by local laws.

4. 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.

5. Uphold a zero-tolerance policy for alcohol, drugs and weapons: The purchase or possession of drugs or weapons is strictly prohibited on Habitat for Humanity property and volunteer sites. The purchase or possession of alcohol is also strictly prohibited on Habitat for Humanity volunteer sites, even if permitted by local laws or by the laws of the volunteer's home country.

6. Protect ministry assets: Use reasonable care to protect all Habitat for Humanity resources. Stealing, misappropriation or diversion of Habitat for Humanity funds, property, or other assets for personal benefit is not permitted, nor is otherwise engaging in fraudulent activity regarding Habitat for Humanity's assets, operations, or beneficiaries.

7. Maintain confidentiality: Build trust with other volunteers and Habitat for Humanity by respecting the confidentiality of volunteers, staff, Habitat beneficiaries, and community members. Unless you receive prior written approval from HFHI, you will not disclose confidential HFHI information or confidential information given to you by others.

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

I acknowledge that I have read, understand and agree to be guided by this volunteer code of conduct. I commit to help safeguard the rights and dignities of all people I encounter during my volunteer service with Habitat.

I understand that I have a responsibility to report any potential misconduct to an appropriate Habitat staff or through the [Habitat Ethics and Accountability Line](#). I understand that HFHI 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 a violation of the code of conduct.

Signature: _____ Date: _____

Name (print): _____

If a minor volunteer:

Signature of parent/guardian: _____ Date: _____

Name of parent/guardian (print): _____

ReStore Pricing & Discount Policy

We appreciate all the help and support you bring. Thank you!

DISCOUNTS are as follows:

- **Priced Items:** Volunteers and employees receive a 25% discount on items already priced on the sales floor.
- **Unpriced Items:** Must be priced by a manager or experienced volunteer before purchase and will be sold at full price (no discount).
- Discounts are only applicable to volunteers. Volunteers may not extend their discounts to friends or family members if it is the friend or family member who is making the purchase.

We will run our standard markdown schedule for donated items:

- **Month 1:** Regular Price
- **Month 2:** 25% Off
- **Month 3:** 50% Off
- **Month 4:** 75% Off

Following the 75% discount period, items are pulled from the sales shelves and floor, any remaining items will be evaluated to either be placed in the "FREE" section or disposed of/thrown away. Therefore, there will no longer be a week-long period during which the 75% off items are marked to 95% off before becoming free.

FREE ITEMS

- **Donations:** All donated goods received at intake—even items we don't typically sell on the sales floor—remain store property until reviewed.
- **Manager Approval Required:** To keep our inventory system organized, free items must be reviewed and approved by a manager before they can be taken home or set out in front of the store.
- **Personal Use:** Volunteers and employees may not self-designate intake items as free or claim donated items for personal use without prior manager sign-off.

Thank you for everything you do to help our store and mission thrive! If you have any questions, please feel free to let us know.

Thank you,
Management
Fall 2026

Volunteer Purchase Policy

To ensure a fair and consistent shopping experience for all customers, volunteers and employees must follow the following guidelines when making purchases at the ReStore:

1. Purchases During Shifts

- Volunteers and employees may not make purchases while actively working their shift.
- Volunteers and employees may shop and make purchases during their break or after their shift has ended.

2. Sale Pending for Large Items

- A Sale Pending tag may be used to hold larger items that a volunteer intends to purchase.
- Sale Pending items must be handled according to standard ReStore procedures and may not interfere with the availability of merchandise to other customers.

3. Purchases by Cashiers

- Cashiers may shop and select items for purchase during their scheduled break or after their shift has ended.
- To keep the checkout area clear, organized, and available for customers, cashiers may not store personal purchase items at or around the checkout counter.
- Smaller items a cashier intends to purchase may be placed in the designated volunteer purchase area or container identified by ReStore management.
- A cashier's items may not exceed the capacity of the designated area or container during a given shift. Items that do not fit must remain in the sales area until the cashier is off duty.
- Cashiers are expected to remain focused on cashiering and helping customers during their shift. Shopping for, organizing, or setting aside personal purchase items should not interfere with cashier responsibilities or customer service.

4. Checkout

- All volunteer purchases must be processed through the register according to standard store procedures.
- Volunteers may not ring up, discount, or otherwise process their own purchases unless specifically authorized by ReStore management.

5. General Expectations

- These guidelines apply to all volunteers and staff equally and are intended to maintain transparency, fairness, and a positive shopping environment for customers, volunteers, and staff.
- Questions or exceptions should be directed to ReStore management before a purchase is made.
- Management may address situations where personal purchases interfere with store operations, customer service, or the proper use of designated storage areas.

Columbia County Habitat for Humanity (CCHFH)

Policy on Community Service Volunteers



- Those mandated to serve community service time are responsible for initiating contact with CCHFH to inquire about and/or arrange the fulfillment of their requirements. CCHFH cannot guarantee volunteer placement at our organization nor is it our responsibility to ensure that required hours are completed in a timely manner as is necessary for an individual's court proceeding. These duties remain the exclusive responsibility of the court-mandated volunteer.
- Those mandated to serve community service time as a result of shoplifting, identity theft, fraud, violence or sexual abuse and misconduct charges are determined inappropriate for volunteer work at CCHFH. Any exceptions to these terms may be made by a CCHFH staff member based on thorough considerations.
- Upon establishing communication with the Volunteer Coordinator, a community service worker must provide copies of all relevant court or administrative documentation, including but not limited to their charges, community service mandate, judgment, court order, or any other documentation describing their offense and outlining the terms and requirements of their community service obligation. These documents may be submitted as a single document, if possible, or as multiple separate documents as necessary.
- All prospective volunteers are to be screened using the National Sex Offender Registry as well as by completing a basic criminal background check with CCHFH's screening service before their volunteer orientation can be scheduled and, particularly, before their first shift with CCHFH.
- The minimum amount of community service volunteer hours that CCHFH can accommodate is 20. If a mandate specifies a lower total of hours, when deciding to fulfill those hours with CCHFH, please be prepared to volunteer the 20-hour minimum with our organization.
- When completing the volunteer orientation, be prepared to provide the contact information of your lawyer, parole officer, or the respective responsible party in your case.
- We will not share your case-specific information with other volunteers or staff unless it is necessary to do so.
- Treat this like a job. Follow instructions and be on time for scheduled shifts. If it is not possible to be present for a shift, notify staff in advance. If it is the day of the shift, contact the ReStore at (503) 366-1400. CCHFH will make reasonable best-effort attempts to resolve scheduling, attendance or other issues. If such efforts cannot be reasonably resolved, termination of community service work may be initiated at CCHFH's discretion.
- If assisting with off-site tasks involving the use of a CCHFH vehicle, community service volunteers may only ride as passengers in the vehicle. Their participation is limited to trips to the local transfer station and does not include work performed in private homes, businesses, schools, or any other locations designated by CCHFH staff.
- It is important to sign in and sign out for each shift on one of the computers on site. This ensures that service hours are being tracked and recorded accurately.