



# Volunteer Policies and Conduct

These guidelines are in place to make volunteer experiences as productive, meaningful, and successful as possible.

## ALL VOLUNTEERS SHOULD:

- Follow all applicable Twin Cities Habitat for Humanity policies and procedures
- Follow all instructions given by staff.
- Arrive on time and stay through the duration of the scheduled shift (except in case of emergency or medical necessity).
- Take breaks as approved by your supervisor.
- Keep the workplace smoke-free.
- Accurately complete any paperwork prior to and/or after your service.
- Behave responsibly, adhere to all safety regulations, training and alleviate hazards as needed.
- Read, understand, and comply with [Respectful Workplace](#) policy to ensure a good experience for everyone on site.

## ALL VOLUNTEERS SHOULD NOT:

- Steal or inappropriately use, remove, or possess Twin Cities Habitat property.
- Leave or abandon any personal property at work sites or in Twin Cities Habitat facilities.
- Possess, distribute, sell, transfer, or use alcohol or illegal drugs.
- Fight, argue, or threaten anyone.
- Possess dangerous or unauthorized materials, such as explosives or firearms.
- Perform any service that is (or may be perceived to be) a conflict of interest.
- Show up on site under the influence of any substance that might lead to an unsafe volunteer experience.
- Solicit goods, services or distribute non-Habitat literature during service commitments.

- Exhibit inappropriate behavior, actions, or words that are, or could be perceived as discriminatory or disrespectful. Twin Cities Habitat does not discriminate on the basis of race, color, creed, religion, gender, ancestry, national origin, age, disability, sexual orientation, marital status, status with regard to public assistance, citizenship status, pregnancy, childbirth or familial status or any other legally protected status, and expects everyone to be treated respectfully.
- Disclose confidential information on Twin Cities Habitat business, staff, or homebuyers.
- Take any action which harms Habitat's image, employees, volunteers, and/or clients.
- Participate in sexual or other unlawful or unwelcome harassment, including use of language or jokes that are demeaning or sexually suggestive.
- Enter into inappropriate relationships with employees (unless disclosed to the employee's supervisor)

## HANDLING UNACCEPTABLE BEHAVIOR

**1<sup>st</sup> Occurrence:** Remind. Volunteer will receive a verbal warning.

**2<sup>nd</sup> Occurrence:** Remove. Volunteer will be asked to leave their service position and/or site assignment immediately and indefinitely. Written notification will be given to the Volunteer Program Manager.

## DISCIPLINARY APPEALS

Volunteers may appeal a disciplinary step by forwarding their concerns (in writing) to the Volunteer Program Manager. The issue will be addressed and the volunteer will be informed of any final decision/resolution.