



# Habitat for Humanity

## North Bay and Blue Sky Region

# 2009

# Volunteer Manual

*Building Homes ~ Building Hope.*

*La fierté, ça se construit.*



## 2009

Letter to our Build Volunteers,

As you may be aware, Habitat for Humanity is featured all around the world as an organization of the local community's volunteers working together to build homes for families who could not otherwise own their home. Habitat for Humanity has built over 180,000 homes in more than 100 countries. And over 750,000 people of the world live in a home built by Habitat for Humanity volunteers. Ten percent of all our funds go toward the world-wide goal of building homes in third world countries.

*Need in our area:* The City of North Bay has discovered that 1,600 families in our area have a pressing need for an affordable home. This study has determined that number will increase if nothing is done. Our Affiliate's goal is at least 2 homes per year. As we progress we are determine surpass our goal as we build our Affiliate, sustainable for years to come.

Habitat for Humanity has historically shown that when a family is empowered to own their home these families develop a sense of responsible community pride. Prior to title the family must contribute 500 "sweat equity hours", then the family pays an interest free mortgage on the value of the house. Habitat for Humanity homes are not a hand out but a hand up. Our Affiliate, licensed as a charity by the Canada Revenue Agency, is steered by a capable

Board of 12 directors, actively working on committees, most as chairpersons. Many of our directors and leaders are professionals in construction related fields. Our auditor is a Chartered Accountant and our sound legal counsel is with two law firms. All these are volunteers joining hand in hand with our great Build work force of over 100 volunteers.

It is my privilege to address our volunteers after our first Build on 620 First Ave. E., North Bay because those who were able built a great house. Habitat for Humanity homes are made possible through the giving hearts of our volunteers who enthusiastically give of their time, talent, and resources to enable more families to have hope of a safer place to live.

May your experience on this our 2009 Build be safe, productive and meaningful as you discover and work with your community of other giving people.

See you there in steel toes! *(with the green patch)*

Sincerely,

Kenneth Hollington, Chair of the Board  
 Habitat for Humanity North Bay and Blue Sky Region

**Habitat for Humanity International founded 1976 ~ Habitat for Humanity Canada founded 1985**

**Our Affiliate, Habitat for Humanity North Bay and Blue Sky Region, founded 2006**

**Board of Directors:**

Kenneth Hollington, Chair / Co-Chair Building	Eduardo Barron Chair, Family Partnering	
Sandra Lloyd, Vice Chair /Chair Family Selection	John Best, Co-Chair Building	Rev. Terry O'Connor, Chair Faith Relations
Jerry Brock, Treasurer	Murray Byer	Lise Roy, Volunteer Manager
Cheryl Paquette, Secretary Director	Ellen Faulkner	Laura Sewell Standen, Chair Site Selection

***Building Homes. Building Hope.***

***La fierté, ça se construit.***

*Prelude:* Letter from the Chair of the Board to our Build Volunteers

## Table of Contents

Habitat for Humanity North Bay & Blue Sky Region	2
Building on Faith	2
Current Builds	3
Habitat Partner Families	3
Volunteer Information	3
Registration	3
Valuables	4
First Aid	4
Toilets	4
Site Waste Removal	4
Tool Control Procedures	4
Day Overview	5
What to Bring	5
Parking	5
Meals and Snacks	5
Team Members: Who's Who on the Site	6
Code of Conduct	6
Expectations, Attitudes and Attributes	8
Media	9
Home Dedication Ceremony	9
Why Volunteer?	10

**Please note that all construction volunteers must attend a mandatory safety training session.**

In order that builds run efficiently and safely, we ask that you read this manual carefully.

Please follow the registration and safety guidelines, and familiarize yourself with the site and your responsibilities while volunteering.

As a volunteer, you are making a valuable contribution to the development of these homes... they could not be built without you!

# Habitat for Humanity North Bay and Blue Sky Region

Habitat for Humanity North Bay and Blue Sky Region is a non-profit, non-government, charitable organization dedicated to improving the lives of economically disadvantaged persons through home ownership and to the belief that decent, affordable housing is a basic human need. It is our mission to eliminate poverty housing in the North Bay and Blue Sky Region in partnership with volunteers, donors, and the homeowners themselves.

With volunteers and donors of money and materials, we build homes in partnership with families in need of simple, decent, affordable homes.

Our homes are sold at 75% of fair market value to partner families who are low-income. There is also a second mortgage, without payment and forgivable after twenty years, for the remaining 25% of the value of the home. Partner families pay for their homes in two ways:

- By contributing a minimum of 500 volunteer hours “**sweat equity**” on their home or another Habitat home.
- By making monthly payments on an **interest-free first mortgage**.

Mortgage monies are then contributed back into our “Fund for Humanity”, which is used to build more homes with new families. Many of our donors appreciate that a donation to Habitat for Humanity is recycled to benefit more than one family.

Habitat for Humanity International was founded in 1976, and has built more than 225,000 homes in over 100 countries. Construction on a Habitat home commences every 20 minutes somewhere in the world, making Habitat for Humanity the largest not-for-profit homebuilder world-wide!

## Building on Faith

Habitat for Humanity North Bay and Blue Sky Region believes that eliminating poverty housing is a task that people of faith can accomplish.

On our builds we have the support of many of North Bay faith communities. These faith groups provide prayer support, financial support, devotion leaders, and meals as well as volunteer help during the year.

Working with Habitat for Humanity provides a tangible opportunity to “live out” your faith. What a wonderful and meaningful way to share with your community - faith in action.

If you are a member of a faith community and want to get them involved with Habitat for Humanity North Bay and Blue Sky Region please contact our Habitat office at 495-6244 or email us [info@habitatnorthbay.com](mailto:info@habitatnorthbay.com)

## Current Builds

Our homes at 520 and 530 Dane Avenue in North Bay will be semi-detached, housing two selected families. Construction will start in the spring of 2009. Keep an eye on your emails and our website for the start date.

Our Affiliate's minimum goal is 2 homes per year for 5 years.

We need your help. Please register to build.

## Habitat Partner Families

Applicant families go through a very stringent and thorough process to be selected. In fact, we ask for more information and documentation than standard lenders. If a family has qualified for Habitat housing, they have worked long and hard in the approval process even before the start of their 500 hours of volunteer service.

In order to qualify, Habitat Partner Families must be low-income, living in sub standard housing, be willing to volunteer 500 hours of their time and still be able to afford the cost of owning their home. When the Family Selection Committee checks on references of approved families, we find hard working, generous spirits and all are willing to work to help Habitat accomplish our mission. Many Habitat families continue to volunteer well above the 500 hours required.

## Volunteer Information

*To ensure that the build runs efficiently and safely, we ask that volunteers read this section carefully.*

### Registration

**Each volunteer must submit a waiver before beginning their first shift and sign in at the registration desk at the start of this and every subsequent shift.** Volunteers will receive one build t-shirt and we ask that it be worn each day so that each volunteer is easily identified.

CREW LEADER: ORANGE VEST  
VOLUNTEER DEPARTMENT: BLUE T-SHIRT

Volunteers will not be permitted on the site without CSA approved construction boots with the green triangle patch on them (steel toe & steel sole). Volunteers will also be provided with a CSA approved hardhat, which must be worn while on the construction site.

## Valuables

Habitat accepts no responsibility for lost or stolen articles. We recommend that you do not bring items of high monetary or sentimental value and that you exercise appropriate care with what you do bring. No storage facilities are provided.

## First Aid

There is a first aid kit and trained first aid staff on site each day. If you have a first aid certificate, you can bring the original and we will make a copy to have on file and when you are on site it will be posted on the board.

## Toilets

Portables are available on the build site.

## Site Waste Removal

Habitat asks for your assistance in keeping the site tidy. Construction waste bins are provided at the build site.

Garbage and recycling bins in the volunteer services area are for food waste, personal garbage, bottles and can recycling. Please ensure that pop cans are separated out for our **Aluminum Recycling** program.

## Tool Control Procedures

Habitat's tools and equipment are essential to the success of this and future building projects. Please help to ensure that all our tools are cared for during the build.

- ▶ Please do not bring your own power tools to the site as Habitat cannot be responsible for personal tools.
- ▶ Take care of the tools as if they were your own - but please don't take them home!
- ▶ During the build, a system will be in place to keep track of Habitat's construction tools and equipment used by volunteers. Please be aware of this system and follow it accordingly.
- ▶ Keep track of the tools while they are being used and ensure that they are returned when you are done with them, when you are changing jobs, and when your shift is over.
- ▶ Keep your crew leader informed when blades are broken, bits are lost, or anything is used up that needs to be replaced so those items can be ready for the next day.

**Please empty your tool belt of any tools, bits, nails, screws, etc. that belong to Habitat at the end of each shift.** Do not take them home with the intention of bringing them back the next day for your shift (so that an accurate inventory can be done each evening).

## Day Overview (daily Monday through Saturday)

Day Shift: 9:00 am – 5:00 pm. When we have more daylight hours we will be holding evening sessions (6:00 pm – 8:00 pm), keep an eye on our website [www.habitatnorthbay.com](http://www.habitatnorthbay.com) for the schedule

- ▶ Crew Leaders arrive onsite at 8:00 am for a briefing with the Site Superintendent.
- ▶ Build Volunteers arrive on site by 8:30 am for registration and introductions. Build volunteers are organized in crews and receive instruction as to the day's tasks. Please plan to arrive no later than 8:30 for a "tailgate" safety meeting before the beginning work.

## What to Bring

The Ministry of Labour requires that everyone on any build site must wear CSA approved safety footwear. This does not apply to registration and refreshment volunteers who remain outside of the construction portion of the site.

We suggest build volunteers bring the following items to the site, if they have them:

- **CSA approved footwear (with green triangle indicating steel toe & steel sole)**
- Habitat T-shirt – received at first shift
- Work gloves (leather palms are best)
- Sunscreen
- Appropriate clothing – rain gear and old clothes you don't mind getting torn or stained.

Although Habitat can provide the following, it is helpful if volunteers can bring their own:

- Dust mask
- Eye and ear protection
- Hammer
- Tape measure
- Utility knife
- Tool belt
- Pencil

Habitat is not responsible for volunteer possessions on site. Please be careful with what you bring to the build - **label everything to prevent losses!**

## Parking

Parking on Dane Avenue is very limited. Please bike or carpool to the site whenever possible; be respectful of our neighbours when selecting a parking spot on the street.

## Meals and Snacks

Water and coffee are usually available on-site. Sometimes we are lucky enough to have some great cooks drop off snacks for coffee break.

Please bring a brown bag lunch and your own reusable water bottle and/or coffee mug.

If you know of a group that would like to get involved with providing refreshments for volunteers, please contact Lise Roy, Volunteer Coordinator at [info@habitatnorthbay.com](mailto:info@habitatnorthbay.com)

## **Team Members: Who's Who on the Site**

### **Project Design**

The semi-detached was designed by the Building Committee and drawings were provided by **Bryan Stuart**, M.A.T.O. of Simply Stylish by Design. Bryan is a Ministry Registered Designer.

### **Construction Project Manager**

The Construction Project Manager is responsible for setting and managing the project schedule to ensure that impacts on the schedule are promptly identified and addressed. The Construction Project Manager is also responsible for tracking the project budget to ensure the most efficient use of resources. John Best will be the Construction Project Manager for Habitat for Humanity North Bay and Blue Sky Region unless otherwise indicated by the Site Supervisor.

### **Site Supervisors**

The Site Supervisor is the direct link between the Project Manager and the Crew Leaders. The Site Supervisor tracks daily progress and identifies issues to the Project Manager.

Our Site Supervisors for this project are Ken Hollington, and/or Sandra Lloyd

### **Crew Leaders**

Crew Leaders are assigned to lead groups of about six crew members through the completion of an assigned task. Crew Leaders are skilled volunteers who also possess the ability to successfully lead both skilled and "willing to learn" volunteers.

## **Code of Conduct**

Habitat for Humanity North Bay and Blue Sky Region supports the Ontario Human Rights Code; that everyone has a right to freedom from harassment in the workplace, on the basis of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, gender, age, record of offences, marital status, family status, handicap, or sexual orientation.

It is the Habitat for Humanity North Bay and Blue Sky Region vision to create an environment that encourages people to work together to achieve Habitat for Humanity North Bay and Blue Sky Region mission and one which supports the diversity of people and their ideas.

Habitat for Humanity is committed to supporting high standards of business ethics in every aspect of its operation. We recognize that people work best when they know what is expected of them. For this reason, we have developed the following volunteer conduct guidelines:

Habitat for Humanity North Bay and Blue Sky Region expects that harmonious working and interpersonal relationships will be the standard for all volunteers. However, conflict and inappropriate conduct occur occasionally in the workplace. Habitat for Humanity North Bay and Blue Sky Region expects volunteers to follow rules of conduct that will protect the interests and safety of all employees, volunteers, and Habitat for Humanity North Bay and Blue Sky Region. It is not possible to list all of the forms of behaviour / conduct that are unacceptable in the workplace. The following list illustrates some examples that may result in disciplinary action up to and including suspension or immediate termination of volunteer activity.

Depending on the specifics of the situation and the severity of the offence, any of the levels of discipline may be bypassed and the volunteer placement may be terminated without prior warnings or suspensions. This list is not all-inclusive:

- theft or inappropriate removal or possession of Habitat for Humanity property
- falsification of documents
- volunteering under the influence of alcohol or illegal drugs
- possession, distribution, sale, or use of alcohol or illegal drugs in the work place
- fighting or threatening violence in the workplace
- negligence or improper conduct leading to damage of persons or property
- disrespectful conduct
- failure to follow a supervisor's reasonable job assignment
- violation of safety or health rules
- smoking in Habitat for Humanity buildings or construction workplace
- sexual or other harassment or discrimination
- possession of dangerous or unauthorized materials, such as explosives or firearms
- inappropriate conduct / behaviour which brings discredit upon HFH's mission and goals

The following procedures are generally used with respect to conduct and discipline. It is Habitat for Humanity policy that any conduct that, in its view, interferes with or adversely affects work is sufficient grounds for disciplinary action. Such action can range from warnings to immediate discharge. Depending on the conduct, disciplinary steps may be enforced by the following methods:

- verbal warning(s)
- written warning(s)
- suspension
- termination

Factors that may be considered in determining the appropriate disciplinary action can include:

- seriousness of conduct
- volunteer record
- volunteer's willingness / ability to correct their conduct
- action taken with respect to similar conduct by other volunteers
- other surrounding circumstances

Volunteer dress and grooming should be appropriate to the work environment. However, basic hygiene applies to all volunteer positions.

# Expectations, Attitudes and Attributes

## What is Expected of a Volunteer

As a volunteer, you will be expected to...

- be punctual and reliable in the fulfilment of your volunteer assignment
- consider as confidential all information that you hear directly or indirectly concerning a donor, volunteer or partner family; to avoid seeking information concerning any of these and above all respect the right to privacy
- accept direction from supervisors willingly and show initiative, yet still observe the guidelines / limitations of the role of volunteer
- inform the Volunteer Coordinator if you require a change in shift or service area so that this can be arranged; it is important that you are satisfied with your placement
- take any problems, criticisms, or suggestions to the Volunteer Coordinator
- uphold the policies of Habitat for Humanity North Bay and Blue Sky Region

## Attitudes & Attributes

In order to have a successful build, a good attitude is critical.

Here are a few attitudes and attributes that we are depending on you to bring...

### **FLEXIBILITY**

The only thing that is for sure is that things will not always go according to plan. In addition, you may be scheduled for one task but we need you to switch to something else.

Flexibility is critical to the success of the build.

### **HOPEFULNESS / POSITIVE ATTITUDE**

Please note that not everyone will do things the way YOU will do them and that not everyone will share the same skill set.

It's important that everyone be positive, cheerful, accepting of others and committed to making things work, by doing so we will overcome the challenges that are bound to arise.

### **WILLINGNESS TO SERVE**

Regardless of the task you are scheduled for, in most cases you will be taking direction from someone. Your commitment to work with us is appreciated. Your willingness to take direction, which at some times may go against what you'd like to do, will be necessary.

Working as a team is a rewarding experience. We appreciate your understanding and willingness to do whatever is required.

### **ENTHUSIASM**

Enthusiasm can make the difference between a project being a success and a failure. We have no doubt that our project will be a success. We request that everyone be enthusiastic. It will make an enormous difference.

### **PATIENCE**

At times we will have stoppages in work. This will happen for a variety of reasons. See it as an opportunity to have a break, to think about what we are here to accomplish, to enjoy the surroundings and get to know your co-workers. Lags in workload are not scheduled but will occur. We request that you accept them and be patient.

## SENSE OF HUMOUR

Everything is better and more successful when a sense of humour accompanies us – please remember to bring yours!

## Media

During the build, there will be a designated site for the media to get information about Habitat for Humanity, the current build, the partner family, volunteers, and the future plans of our organization. After individuals from the media obtain a media kit, they will be escorted onto the site and introduced to people for interviews and photographs. **Please note that by being on the Habitat site, you are consenting to being photographed and/or videotaped and that your image or voice may be published by the media and/or by Habitat for Humanity.**

Things to remember when speaking with the media:

- ☺ Remember when talking to the media, if you choose to do so, you do not have to answer any questions you are uncomfortable answering.
- ☺ If you are asked a question and don't know the answer or are unsure, then say so. Do not provide any information that may be inaccurate.
- ☺ Keep in mind that Habitat for Humanity is a non-political organization.
- ☺ ***Please refrain from commenting to the media on behalf of the organization Habitat for Humanity North Bay Blue Sky Region; speak only about your personal experiences.***

If you have any questions concerning the above, please speak with a Habitat representative.

### Note:

When referring to our Partner Families, Volunteers and Donors, it is important to remember the **theme of partnership**. Our donors are working with Habitat volunteers and community members to build a home in partnership with Habitat families. When speaking about our families, we ask that you keep in mind that they are partnering with us to build a home that they will then purchase by paying a regular, monthly mortgage. Please remember this also when speaking with other volunteers and with friends, family or co-workers when sharing your experience with Habitat for Humanity North Bay and Blue Sky Region.

## Home Dedication Ceremony

Habitat for Humanity North Bay and Blue Sky Region will celebrate the success of the build and a new chapter in the lives of Partner Families receiving the “key” to their new home at a dedication when the home is finished. All volunteers are encouraged to attend!

Please check regularly at [www.habitatnorthbay.com](http://www.habitatnorthbay.com) for the date of our upcoming dedication!

## **Why Volunteer?**

- ▶ Helping homeowners and others sharing a common vision makes partners out of strangers.
- ▶ You'll meet new people and develop new friendships.
- ▶ You may develop leadership abilities.
- ▶ You are making a contribution of time, energy, talent and prayer. That always feels great!
- ▶ You'll learn new skills and discover your own gifts – some may be surprising even to you.

**Volunteering with Habitat is energizing and it's fun!!!!**

# **Habitat for Humanity**

## **North Bay and Blue Sky Region**

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