

# Welcome!

Thank you for your interest in volunteering! Habitat for Humanity of Missoula relies on volunteers like you to help families in need realize their dream of owning a home. Volunteers are vital to our organization's success and provide expertise, leadership, labor, and support on our construction sites, in our office, and at The ReStore. Partner Families, sponsor groups, and many talented and generous individuals work together, providing low-income households with new hope in the form of safe, energy efficient, affordable housing. Habitat has built over 60 homes in the last 30+ years!

This manual was designed to help you learn about our organization, what volunteer opportunities are available, and our policies and procedures regarding volunteering. Let's get started!



## our staff

Executive Director: Heather Harp  
Deputy Director/ReStore Manager:  
Todd Franicevich  
ReStore Asst. Manager: Ben Coe  
Build Site Supervisor:  
Kelly Wynn, Steve Rosbarsky  
Development Director: Nevin Graves  
Volunteer Coordinator: Will Bates  
Office Manager: Jessie Peek  
Program Director: Tor Gudmundsson  
Master Tinkerer: Lloyd Mehr  
AmeriCops VISTA: Peter Martin

## important phone numbers:

Office: (406) 549-8210    Build Site Staff:  
ReStore: (406) 549-8215    Volunteer Coordinator:  
(406) 899-0328

# A Little About Us



Since 1991, Habitat for Humanity Missoula has helped our community build strength, stability, and self-reliance through shelter. We sell homes to partner families at cost through a low-interest mortgage program, with payments structured to stay within each family's means. Our model helps ensure Missoula's working families can afford a place to call home. With the help of our partners, our volunteers, and community members like you, Team Habitat is ready to build more, serve more, and be the change our community needs.



Habitat for Humanity of Missoula's ReStore sells new and gently used furniture, building materials, tools, and appliances to the public at a fraction of the retail price. Proceeds from sales are used to fund the construction of homes. The ReStore also helps ensure Missoulians have access to affordable materials for maintaining and improving their homes and diverts three dumpsters a week of usable materials from the landfill. Volunteers support ReStore operations both in the store and around Missoula through donation pick-up services.



# General Volunteer Guidelines



## age requirements

You must be at least 16 years of age to volunteer on an active construction job-site (with limitations)

You must be 18 years of age for the majority of our volunteer opportunities

## waivers

All volunteers must complete a Volunteer Registration Form and Liability Waiver prior to volunteering.

If the volunteer is between the ages of 16 and 17, a parent or legal guardian must also sign the liability waiver. Volunteers that work with Habitat on an ongoing basis must sign their liability waiver annually and update the Volunteer Team of any changes (such as mailing address, phone number, email, emergency contact person, etc.).

## transportation

All volunteers are responsible for their own transportation to their scheduled volunteer site. We are happy to provide rides when we can; please contact us to see what we can do for you.

## parking

Please be aware that we work within neighborhoods and communities. The construction site address will be e-mailed to you before your shift starts.

Be mindful to not park in front of any driveways, mailboxes, and do not block other cars.

Do not leave valuables in your vehicles. Please leave them at home.

## dress code

Everyone is expected to dress appropriately for the job they are performing. Basic hygiene applies to all volunteer positions, and the following general clothing guidelines apply:

Clothing should be laundered and not ragged or torn.

Must wear closed toe shoes.

## sign in/sign out

All volunteers must sign-in as soon as they arrive at their scheduled volunteer experience. A daily sign-in sheet or kiosk is available at all home building sites and at the ReStore.



# Construction Site

## a day at the construction site

Arrive at your assigned site no later than 8:30am OR 12:00pm for an afternoon shift.

- Check in with Site Leader or Host to sign-in and ensure that all Volunteer Registration Forms and Liability Waivers are completed and turned in prior to the workday beginning
- A brief safety orientation is given
- Tasks are divided out and instructions are given
- Lunch is scheduled for 12:00pm
- Second shift continues after lunch
- Material clean-up, and loading begins around 4:00pm
- Day concludes by 4:30pm

## tasks

Volunteers participate in many projects including, but not limited to: rough and finish carpentry, drywall hanging, insulating, painting, landscaping, and hanging siding, etc. Volunteers do not need any prior experience in construction. We do our best to communicate what tasks are scheduled for a workday so volunteers may plan accordingly. Since our projects are dependent upon weather, availability of skilled leadership, and progress of ongoing volunteer crews, a specific day's task schedule may fluctuate. We deeply appreciate your flexibility in helping us with our various needs.



## direction/parking

Directions to the construction site you will work on will be provided via email prior to the day. Please remember we work in neighborhoods. Don't park in front of driveways or mailboxes. Carpooling is strongly recommended whenever possible.

## weather permitting

Depending on the nature of the work scheduled, workdays may or may not be "weather permitting." The Volunteer Team will inform volunteers if the day is contingent upon weather. If a workday is "weather permitting" and there is any uncertainty, volunteers should still arrive at their scheduled site unless otherwise informed. Decisions to cancel a workday are typically made at the site by the construction leaders that day. Though it is rare, if a workday is cancelled, you are encouraged to contact the Volunteer Team to reschedule.

## toilets

Construction sites are equipped with portable or installed toilets.

# Construction Cont.



## safety

Be aware of your surroundings  
Ask questions, work steadily, but don't rush.  
Know your limitations and don't do anything you're not comfortable with. Take proper precautions. Leave valuables at home.  
Safety will be addressed at the beginning of every workday

## tools

We will provide the necessary tools for all projects. Though not required, volunteers are welcome to bring their own basic tools along with them. Please sign your name on any personal items you may bring to the site. Volunteers are encouraged to bring work gloves.

## power tools

All volunteers at a Missoula Habitat construction site must have approval and proper instruction from a Project or Site Leader before using any type of power tool. By adhering to this guideline, we can help ensure a safe construction site for everyone.

## additional dress code

In addition to the general dress code requirements the following guidelines apply to volunteers working in construction:  
Wear comfortable, old clothing that can get dirty. It is mandatory that volunteers wear closed-toe shoes (Work boots are preferable). Sandals, high heels and open toe shoes are not permitted.  
Weather-Gear: Follow the weather report and bring items that would be appropriate for the day such as rain gear, sunscreen, insect repellent, hats, or extra layers of clothing.

## lunch

Food: Volunteers are responsible for bringing their own lunch, snacks, and drinks unless otherwise informed. A lunch break is taken each day from roughly 12:00 pm – 12:30 pm.

## before you go!

Before you go home after a hard, rewarding day helping with the construction of Missoula Habitat homes, you must sign out from your volunteer shift. Make sure you have not left anything behind. In the event that you realize later that you may have left something on the site, please contact the Habitat Office at 406-549-8210



# The ReStore

## arrival

There are various shifts available for ReStore volunteers. It is always important for volunteers to arrive on time to get signed in, create a name tag, and have a brief orientation to their assigned task for the day.

## directions/parking

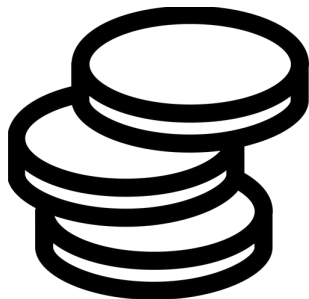
ReStore volunteers should park in the parking lot in the rear of the building, behind the donation drive through. Volunteers are responsible for providing their own transportation, however, in some cases we may be able to help. Please contact us if you need a ride and we will see what we can put together.

## safety

ReStore volunteers share the responsibility for establishing and maintaining a safe work environment and are expected to follow safety rules and to exercise caution in all activities. There are several first aid kits located in various areas. Please see the ReStore Staff for exact locations.

## tools

will provide all the necessary tools required for ReStore work.



## staff

Habitat for Humanity ReStore Staff includes a ReStore Manager, Restore Assistant Manager, ReStore Donation Ambassador, and multiple regular volunteers. They are there to make your volunteering experience productive and rewarding. They will address any concerns you may have.

## lunch

ReStore volunteers are responsible for bringing their own lunch, snacks, and drinks unless otherwise informed. There will be an opportunity to take a break during the volunteer shift.

## before you go!

Before you go home, you must sign out of your shift! Give yourself a pat on the back, you have been a part of something big and we're excited to see you next time.

# 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. 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 are 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.

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 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.

5. Follow the gift giving policy: To avoid potential misunderstandings, embarrassment, injured feelings or jealousy, volunteers are asked not to exchange gifts with Habitat beneficiaries, staff members or community members without consulting Habitat staff. Volunteers may speak with a staff member about appropriate ways to exchange gifts and our staff is happy to suggest gifts that will benefit the entire community.

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.



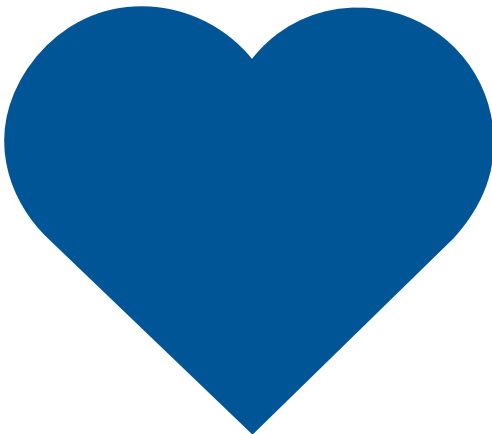
# Our Vision, Mission, and Goals

## our vision

Missoula is in a housing crisis. Everyone knows it and everyone feels it. Affordable homeownership helps to alleviate the cost burden of housing and raises the educational achievement of children, improves health, encourages greater civic engagement, and generates significant economic activity. Habitat for Humanity of Missoula works with families earning 40%-80% of Area Median Income who would not otherwise be able to afford a home. We partner with families in need and help them build affordable homes for themselves and their families at no interest and no profit. Habitat for Humanity does not offer handouts; we offer a hand-up to our neighbors. We are constantly seeking out a more equitable Missoula where all families can access the transformational power of homeownership and every member of our community has housing that meets their needs.

## our mission

We build strength, stability, and self-reliance through shelter. Since our founding in 1991, Habitat for Humanity of Missoula has built affordable housing in communities throughout the city. We believe that everyone deserves a stable way of living and an affordable place to call home. We build community by providing working families the opportunity to purchase a home so they can find stability and build a safe and secure foundation for their future. We believe housing is a human right and we dedicate ourselves to building more, serving more, and be the change our community needs.



# Our Future Goals

## 2023

Build and deliver 4 homes in 2023

Construction innovation in multi-family units; research new methods and multifamily units

Restructure the Family selection process so that all costs can be accounted for in each home

Land acquisition; Work with a multi-faceted approach to secure necessary land for achieving the goals for 2023-2025

Increase organization partners for all programs

## 2024

Build and deliver 6 homes in 2024

Construction innovation in mixed-income and mixed-use land use

Partner with private sector partners to design, develop and build our projects land acquisition; work with a multi-faceted approach to secure necessary land for achieving the goals for 2024-2025

## 2025

Build and deliver 8 homes in 2025

Construction innovation in cross laminated timber and 3D concrete printing

Advocate for housing policy that promotes sustainable affordability in our communities

## thank you

We hope this orientation answered any questions you might have and created more we are happy to answer in person. We are very grateful that you've decided to participate in volunteer work with us and we're excited to see you again.

