



Community Service Volunteer Policy and Guidelines

NOAHH welcomes volunteers who are required by a court to do community service for offenses other than theft or violent crimes. All Community Service volunteers will complete their hours at our ReStore (2900 Elysian Fields).

If, at any time, the applicant fails to comply with all of the terms outlined in the policy, the relationship between Habitat and the applicant may be dissolved.

EXPECTATIONS

The success of Habitat is tied directly to the reliability, dependability and work ethic of our volunteers. Supervision of CSV participants will be provided by the ReStore Volunteer Manager.

QUALIFICATIONS

- We will accept volunteers who need to complete any number of hours. There is no minimum or maximum requirement, assuming it is possible to complete the assigned hours on the timeline mandated by the court. All hours must be completed during Habitat's normal business hours: ***Tuesday – Saturday 8:30am-6pm (shifts of at least 4 hours at a time being preferable)***
- **We do not accept those that have been charged with burglary, shoplifting, assault, domestic violence, or animal cruelty**
- Under 18 years of age, must have parent, guardian or other responsible adult accompany CSV to complete paperwork and personally supervise the minor

REQUIREMENTS

Scheduling volunteer time, Rescheduling/canceling time

- Each CSV should have an intake meeting with NOAHH's Volunteer Services Associate before they are able to begin service hours. This meeting will be to go over the following: Habitat Volunteer Waiver, ReStore expectations, dress code, hours
- Each CSV should come to this meeting prepared with the following: photo identification and any court documentation detailing charges and the community service requirement
- Must call the Volunteer Services Associate at least 24 hours in advance of the time you would like to work to schedule hours
- 24 hours' notice BEFORE the scheduled shift must be given in order to cancel or reschedule
- If there is a need for a confirmation letter to be supplied to the court, CSV must turn in completed and signed timesheet to NOAHH's Volunteer Services Associate no less than 48 hours before the letter needs to be completed. CSV will be able to pick up their letter, on NOAHH Letterhead and in a sealed NOAHH envelope at the front desk of our offices during normal business hours
- If there is a need for NOAHH to provide documentation directly to a court, lawyer, or probation officer, please let us know in advance



Attendance

- Must arrive on-time and stay until end of assigned shift
- Must check in with ReStore Volunteer Manager and sign in/out upon arrival and departure
- Must complete Habitat's volunteer forms before starting first shift
- Must let supervisor know when taking a break
- Must have a ReStore staff member sign off on completed hours at the end of every shift
- There should be NO cell-phone usage during a shift unless on a management approved break

Purchasing

- Volunteers are not permitted to purchase from the ReStore unless an item has been on the floor for **more than 3 business days**
- Unauthorized price changes on items a volunteer hopes to purchase will result in termination of the relationship between Habitat and the volunteer

Appearance

- Must be clean, neat and dressed appropriately, in well-fitting clothing and sturdy shoes (no sandals or clogs)
- All attire should be appropriate for working in a retail location

Attitude

- Must treat Habitat staff, volunteers, ReStore customers and others with respect and courtesy at all times
- Must use polite and appropriate language
- Use of tobacco products, alcoholic beverages or drugs are prohibited in the ReStore, although outdoor "smoke breaks" may be taken, if authorized

REASONS FOR TERMINATION

If a volunteer fails to comply with policy or behaves inappropriately, Habitat may terminate the relationship with the volunteer. Specific examples for dismissal include, but are not limited to:

- Falsifying hours on volunteer sign-in sheet or court log-in sheet
- Unauthorized price changes on any ReStore items
- Inappropriate/unacceptable behavior as determined by Habitat staff, including alcohol consumption or drug use prior to or during volunteer shift, horseplay or unsafe activities, failure to follow instructions of supervisor, or any other such behavior

Providing your signature below indicates that you understand and agree to the Community Service Volunteer Policy and Guidelines as stated above.

CSV Printed Name

CSV Signature

Date