



Volunteer Handbook

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What is Habitat for Humanity?

Our organization is an affiliate of Habitat for Humanity International, a global, non-profit housing organization that seeks to put God's love into action by building homes, communities, and hope.

Using affordable homeownership as an anchor for stability and self-reliance, Tacoma/Pierce County Habitat for Humanity has been building in the community since 1985. More than a roof, we believe a home is just the beginning—a strong foundation for vibrant communities, a stable financial future for generations to come, and a healthy place for a family and children to grow.

our mission

Seeking to put God's love into action, Tacoma/Pierce County Habitat for Humanity partners with people to achieve and preserve homeownership and to build generational wealth, hope, and opportunity.

our vision

Tacoma/Pierce County Habitat for Humanity's vision is to build and foster thriving communities where everyone has a safe, stable, and affordable place to call home, with strong futures for all. Our Christian foundation calls for us to set aside religious differences and work toward a common goal:

- Every home is a building block.
- Every home improvement gives children a better chance for a stronger future.
- Every donation helps a family help themselves.
- Every helping hand makes a difference.

our values

Partnership – From its very conception, Habitat for Humanity has been built on partnerships — partnerships with families, churches, area corporations, community organizations, and individuals. We believe in the power of families working side by side with volunteers to build Habitat homes.

Homeownership – We believe in the power of homeownership to change lives, improve communities, and build hope that can break the cycle of poverty.

Diversity – We believe that *everyone*, from every walk of life, deserves a decent, affordable place to live and that each person has something to contribute to our community.

Volunteerism – We believe in the power of a community coming together to make a difference, and we are committed to providing exceptional volunteer experiences.

Stewardship – We believe we are responsible to our community and accountable to our donors, homeowners, and volunteers. We are committed to excellence and the efficient use of our resources.

While we are a Christian organization, we will not proselytize. Nor will we work with entities or individuals who insist on proselytizing as part of their work with Tacoma/Pierce County Habitat for Humanity.

Welcome!

Thank you for your interest in Tacoma/Pierce County Habitat for Humanity (Tacoma Habitat). We are happy that you have chosen to share your valuable time, helping modest-income families and individuals achieve stability and strength through safe and affordable housing. There is always room on our crew for a willing spirit, and **no experience is necessary** to help change lives.

From its very conception, Tacoma Habitat has been rooted in partnership. Day to day, we think in terms of people, *our partners*: our remarkable homeowners, our generous donors, and our incredible volunteers. We never doubt the strength of our neighbors or the potential of many hands working together.

Tacoma Habitat has always sought inclusivity, and our construction sites and stores often serve as a place where people holding disparate views can come together for a common cause. Whatever our skill set or contribution, we come together because **we believe that everyone deserves a safe place to call home**. As such employees, homeowners, and volunteers work together in an atmosphere of trust and respect for one another. It is our hope that you will join us in this spirit of partnership, and that you find working with Tacoma Habitat to be fulfilling, rewarding, and worthwhile.

This handbook will provide you with Tacoma Habitat's general practices and procedures as they relate to volunteers. Please familiarize yourself with the contents, as it will answer many common questions about serving with our organization. However, these practices and procedures may change over time, as we tighten our operation model and/or adapt to current events and best practice.

follow us online

- Instagram | Facebook | Twitter: @tacomahabitat
- Blog: tpc-habitat.org/who-we-are/blog
- Habitat Stores Facebook: @tpc.habitat.Stores
- Habitat Stores Instagram: @habitat_stores

our hashtags

#TacomaHabitat #volunteerpowered #webuild #HumansofHabitat

Organizational Background

Habitat for Humanity International

Founded by Millard and Linda Fuller in 1976, Habitat for Humanity International (HFHI) is a nonprofit, ecumenical Christian housing ministry dedicated to eliminating substandard housing worldwide. Habitat for Humanity invites people of all backgrounds, races and religions to build and repair houses together in partnership with families in need.

Former President Jimmy Carter and First Lady Rosalyn Carter first partnered with Habitat in 1984 and became Habitat’s most famous spokespersons and volunteers.

From humble beginnings in rural Georgia, HFHI has grown into a worldwide, grassroots movement with more than 1,100 active affiliates in 70 countries - including all 50 states of the United States, the District of Columbia, Guam, and Puerto Rico.

Affiliates, like Tacoma/Pierce County Habitat for Humanity, are independent, locally run, 501(c)3 non-profit organizations. Each affiliate coordinates all aspects of Habitat home building in its local area.

Tacoma/Pierce County Habitat for Humanity

Tacoma/Pierce County Habitat for Humanity, the local affiliate of HFHI, was founded in 1985.

With support from donors and volunteers, Tacoma Habitat partners with modest-income families and individuals to provide the opportunity of affordable homeownership. We call our work a **hand-up** – *not a handout*. In addition to making a minimal down payment and affordable mortgage payments, Habitat homeowners invest hundreds of hours in sweat equity building their homes and the homes of their neighbors. Habitat homeowners also attend classes in financial literacy and asset building.

Each year, Tacoma Habitat builds 10 to 12 affordable, energy-efficient homes that are sold to qualified, partner homebuyers. Tacoma Habitat makes no profit from home sales and helps buyers access down payment assistance to augment their affordable mortgages. A typical Habitat home in Pierce County ranges from 1,000 to 1,400 square feet and has two to four bedrooms.

But Tacoma Habitat is more than a home builder. We also offer critical home repair to senior homeowners so they can safely age in place. We are a HUD-certified housing counselling agency and offer foreclosure prevention services for homeowners throughout Pierce County. The affiliate also operates three retail stores (Tacoma, Puyallup, and Lakewood), which help fund our operation.

A volunteer Board of Directors governs Tacoma Habitat in partnership with our CEO. The organization is self-supporting and raises funds to build and repair houses, accomplished through partnerships with individuals, foundations, and corporations, as well as faith and community organizations.

Hours of Operation

Location	Hours
Office	Monday - Friday 9:00 am - 5:00 pm
Habitat Stores	Daily 9:00 am – 6:00 pm
Construction Sites	Tuesday - Saturday 8:30 am – 3:30 pm

Contact Information

Location	Other Information
Tacoma/Pierce County Habitat for Humanity 4824 South Tacoma Way Tacoma WA 98409	Phone: 253-627-5626 Website: tpc-habitat.org E-mail: office@tpc-habitat.org
Tacoma Habitat Store 4824 South Tacoma Way Tacoma WA 98409	Phone: 253-779-8149 Website: thehabitatstores.org
Puyallup Habitat Store 1329 E Main Ave Puyallup WA 98372	Phone: 253-841-5900 Website: thehabitatstores.org
Lakewood Habitat Store 11605 Bridgeport Way SW Lakewood, WA 98499	Phone: (253) 212-2456 Website: thehabitatstores.org
Tracey Sorenson Director of Community Engagement	Phone: 253-627-5626 x104 E-mail: tsorenson@tpc-habitat.org

Volunteer Philosophy

We welcome people from all walks of life to join us in building decent, affordable houses in partnership with future homeowner families, or to work a shift at the Habitat Stores.

We believe that:

- Every member of the Habitat family is valuable, and everyone's time, talents, and efforts are gifts to be appreciated, respected, recognized, and never taken for granted.
- The right role can be found for any person with a heart to serve.
- The work of every volunteer is valued equally. All volunteers are treated with dignity and respect.
- Volunteers should be given meaningful work to do and the materials, tools, training, and supervision to complete their tasks safely and in a timely manner.
- Volunteers are responsible for the quality of their work, their conduct, and for meeting their commitment to Habitat, its homeowners, and its mission.
- All volunteers deserve frequent and accurate information about Habitat activities and operations provided through one-on-one communication with staff and through monthly e-news and other publications.
- Volunteers provide Tacoma Habitat with credibility, insight, perspective, diversity, and expertise that strengthens our operation, helps fulfill our mission, and engages the community in our activities.

In our commitment to you, Tacoma Habitat will:

- Actively seek and encourage participation of volunteers in all areas of the organization including our Board of Directors, construction site activities, the Habitat Stores, and our office.
- Respond to all inquiries from active and prospective volunteers in a timely manner.
- Strive to match volunteers with tasks that meet their interests and skills.
- Provide clear instructions, deadlines, materials, tools, and freedom to complete tasks assigned.
- Foster personal growth by providing skilled supervision, training, and opportunities to learn new skills.
- Give volunteers meaningful work and abundant thanks.
- Consider requests, suggestions, and grievances in a respectful and timely manner.
- Work together to continually renew and reinforce our mutual commitment to our mission.

Volunteer Opportunities

construction volunteers

The most popular and visible of Tacoma Habitat's volunteer opportunities is volunteering on the construction site. Habitat's construction volunteers perform all tasks related to homebuilding with just a few exceptions (e.g., concrete flatwork, drywall, plumbing, and electrical). No construction experience is necessary to serve on site. You only need a willingness to learn and be a team player. Most of Tacoma Habitat's construction volunteers have *no* construction experience the first time they come to site. Our experienced Site Supervisors will teach you everything you need to know and help you stay safe during your volunteer day. Construction site volunteer opportunities are available year-round for both individuals and groups.

store volunteers

While construction volunteering is what most people associate with Habitat for Humanity, there is also a great need for volunteers in our retail stores. Store volunteers interact with staff, donors, and customers, and help ensure a pleasant experience for all visitors to the Habitat Stores. Tasks may include sorting donations, putting priced items on the floor, creating or breaking down displays, assisting in the loading and unloading of our donations truck, and general housekeeping (cleaning, sweeping, dusting, wiping counters, windows, etc.). Store volunteer opportunities are available year-round for both individuals and groups.

office volunteers

Office volunteers perform a range of administrative tasks such as answering phones, helping in the finance department, and performing data entry. Unlike construction and Store opportunities, office volunteer needs are less frequent. Please contact the Director of Community Engagement about current opportunities.

The Volunteer Relationship

We have the utmost appreciation for the personal investment our volunteers make in Tacoma Habitat and its mission. We strive to provide adequate training, supervision, and recognition to those who dedicate their time in support of our work.

your rights as a volunteer

As a volunteer with Tacoma Habitat, you have the right to:

- Be assigned appropriate tasks according to ability, skill, interests, availability, and training.
- Receive training and supervision for the tasks accepted.
- Receive a job description for your assignment when appropriate.
- Be treated as a team member who contributes to Habitat's goals through volunteerism.
- Make suggestions about your assignment and the Habitat volunteer program.
- Expect that Habitat will be a good steward of your time and receptive to feedback.
- Be given appropriate expressions of appreciation and recognition.
- Expect that records be kept documenting volunteer positions held and time spent volunteering.
- Volunteer in a safe and inviting environment that is free of harassment and discrimination.

our expectations of volunteers

Tacoma Habitat expects its volunteers to:

- Sign in and out each time you arrive for and depart from a volunteer shift.
- Cooperate with Tacoma Habitat staff and your fellow volunteers, maintaining a team attitude.
- Honor your commitment and be on time when scheduled for shifts and/or meetings.
- Treat all volunteers, staff, donors, and homeowners with respect and dignity.
- Know the duties of your volunteer assignment and stay on task.
- Voice your suggestions in order to improve Tacoma Habitat's work.

Remember, *your* contributions create the positive, healthy, and safe environment that Tacoma Habitat intends for all our volunteers. We need your help to make each volunteer day enjoyable and rewarding.

Volunteer Policies

community service hours

Tacoma Habitat is unable to sign off on court-ordered community service hours. However, community service hours required for school, scouting, and/or other purposes may be performed and can be verified by the Director of Community Engagement. It is your responsibility to make sure you are

signed up for volunteer shifts and that your hours of service are logged in our volunteer management system.

volunteer orientation and waiver

All volunteers are expected to attend a New Volunteer Orientation and submit to a background check prior to their first volunteer shift with Tacoma Habitat - *unless you are volunteering as a part of a group* (e.g. your employer, school, or church). New Volunteer Orientations are offered virtually once a month over Zoom. Please visit our website's event calendar for upcoming sessions.

All volunteers are required to sign a Volunteer Waiver and Release of Liability form annually.

Information provided on the volunteer waiver and release of liability form is kept confidential. Any questions should be directed to the Director of Community Engagement.

While volunteers who serve as part of a group are exempt from the New Volunteer Orientation, they *are* required to complete the Volunteer Waiver and Release of Liability form prior to volunteering.

age of volunteers

In accordance with state and federal laws and regulations, Tacoma Habitat volunteers must be at least 16 years of age to work on a construction site or in a Habitat Store. **There is no maximum age for Habitat volunteers.**

Construction volunteers under age 18 must be accompanied by an adult while volunteering. Habitat Store volunteers age 16+ may volunteer *unaccompanied*. All youth volunteers must present a Volunteer Waiver and Release of Liability form signed by a parent or legal guardian before the start of their first shift

With the express permission of the Director of Community Engagement, occasional exceptions may be made for volunteers aged 14 or 15 to perform select tasks in the Tacoma Habitat Store or serve on the construction site when conditions allow. (Construction conditions that allow for minors under 16: no power tools or heavy machinery are present, *and* tasks are limited to landscaping or painting at ground level).

High school students wishing to volunteer as a group can usually be accommodated. The Director of Community Engagement will work with the group's leaders to provide opportunities for safe, meaningful participation in appropriate activities and settings that support our mission.

dress code

Volunteers are expected to dress appropriately for the job they are performing.

Construction volunteers:

- Sturdy, closed-toe shoes, preferably hiking or work boots. **NO open-toed shoes.**
- Long pants of sturdy material (jeans or Carhartt-type preferred). **NO shorts or capris.** (Pants must extend to ankle.)
- Shirts that cover shoulders. **NO shirts without sleeves.**
- Layers for all weather possibilities, including a rain jacket.

Store volunteers:

- Modest clothing appropriate for a customer service environment.
- Sturdy, closed-toe shoes; work boots or tennis shoes preferred.
- Shirts that cover shoulders.
- Shorts are permitted, as long as they are knee-length.

Office volunteers:

- Business casual attire.

safety

Tacoma Habitat has a culture of safety, but staff and volunteers share responsibility for maintaining a safe work environment. Tacoma Habitat will comply with federal, state, and local safety regulations. In turn, volunteers are expected to obey safety rules and exercise caution in all activities. Immediately report any unsafe behaviors or conditions to your Site Supervisor or Store Manager. *Any* accident which results in injury, regardless of how insignificant, **must be reported** promptly and an Incident Report Form must be completed in the presence of the injured party.

A first aid kit is located on all construction sites, in each Habitat Store, and in the office. An AED is located in the Habitat office breakroom. In an emergency, call 911. The address of every volunteer location is listed on the jobsite trailers.

weapons & substances

Possession of weapons, firearms, alcohol, marijuana, and/or illegal drugs are strictly prohibited on any Tacoma Habitat property.

Tacoma Habitat build sites are non-smoking and no-vaping zones. Even when permitted by local law, there is a *zero-tolerance* policy on Tacoma Habitat property.

absence and lateness

The positions filled by volunteers are critical to Tacoma Habitat's operation. By failing to show up for a scheduled shift, you prevent someone else from filling that volunteer role and risk leaving tasks unfinished. If you are unable to attend a scheduled workday or if you will arrive late, please let us know with an email to volunteer@tpc-habitat.org.

sign-in sheets

Volunteer sign-in sheets are critical to our organization. All volunteers must sign in and out via our software system, Volunteer Hub, or using the paper forms provided at each volunteer site. This practice not only helps us track your service hours but is also a safety measure.

use of Habitat vehicles

Volunteers may *not* drive Tacoma Habitat vehicles. In most cases, staff members are restricted from providing transportation for volunteers.

confidential information

The privacy and security of the personal information we maintain is of the utmost importance to Tacoma Habitat. Tacoma Habitat has an obligation to all of its partners – homebuyers, volunteers, staff, and donors – to maintain confidentiality and respect their privacy. Volunteers working with any compromising data will be asked to sign a confidentiality agreement.

If you are aware of a confidentiality or privacy issue that requires immediate attention, please immediately direct your concern to the Director of Community Engagement or the CEO.

harassment and discrimination

Tacoma Habitat is firmly committed to providing a positive work environment, free of discrimination and bias. Each staff member and volunteer is personally responsible for maintaining such an environment. Tacoma Habitat prohibits any actions, words, jokes, or comments based on an individual's race, gender identity or expression, sexual orientation, age, ethnicity, religion, cultural experience, physical condition, or other legally protected characteristic. Any conduct or action - whether overt or subtle - which results in an offensive or hostile work environment is prohibited and will be grounds for immediate disciplinary action.

No volunteer, staff member, or constituent of Tacoma Habitat should be subjected to unsolicited or unwelcome sexual overtones and/or conduct, either verbal or physical. Misconduct applies to all gender identities and includes *any* harassment between individuals.

Any volunteer who believes they are a victim of discriminatory or sexual harassment is asked to immediately report the matter to their Site Supervisor, Store Manager or the Director of Community Engagement so a grievance may be filed. Victims are also encouraged to let the harasser know, in the moment, that their behavior is unwelcome and inappropriate.

grievances

A grievance is defined as any event, condition, rule, or practice that the volunteer believes violates their civil rights, treats them unfairly, or causes them any degree of unpleasantness or level of discomfort on the job. A grievance may also deal with an attitude, opinion, or statement held by a staff member or fellow volunteer.

Volunteer grievances are of great concern to Tacoma Habitat and will be given full consideration. All grievances are handled confidentially and discrimination against or toward anyone for their part in presenting a grievance will not be tolerated.

Tacoma Habitat has developed the following procedure to provide prompt and efficient evaluation of and response to grievances:

1. If urgent action is needed, notify a Site Supervisor or Store Manager immediately.
2. Attempt to discuss your grievance with the Site Supervisor, Store Manager or Director of Community Engagement to work out the problem.
3. If you are unsatisfied after the discussion, submit your complaint in writing to the Site Supervisor, Store Manager or Director of Community Engagement and ask that a grievance be filed. You should receive a response within five (5) business days.

4. If, within five (5) business days, you do not receive or are not satisfied with the response, you may appeal by submitting your written complaint to Tacoma Habitat's CEO. If the complaint is about the CEO, submit your appeal to the Board Chair. The CEO or Board Chair will respond within five (5) business days. (The Director of Community Engagement will provide contact information for these individuals as requested.)
5. If you are unsatisfied after response by the CEO or Board Chair, you may ask that your written complaint be taken to the Executive Committee of the Board. Within 30 days, the Executive Committee will act on your grievance, choosing to investigate further, or choosing to take the matter to the entire board. The Executive Committee's decision is final.

whistleblowers

Tacoma Habitat is committed to high standards of ethical, moral, and legal business conduct. No agent of Tacoma Habitat shall retaliate against any person for providing truthful information relating to the commission, or possible commission, of any offense to a law enforcement officer. Nor will any agent of Tacoma Habitat take any harmful action with intent to retaliate against any person for reporting the suspected misuse, misallocation, or theft of any organization resources to an appropriate staff or board member of Tacoma Habitat.

Harassment or Victimization – Tacoma Habitat will not tolerate the harassment or victimization of any employee or volunteer who raises concerns under this policy.

Confidentiality – Tacoma Habitat will make every effort to treat a complainant's identity with an appropriate regard for confidentiality, with the understanding that the details of complaints may need to be shared with others in order to investigate such complaints properly.

Anonymous Allegations – Because a thorough investigation often depends on an ability to gather additional information, Tacoma Habitat encourages complainants to put their names to allegations of wrongdoing. Tacoma Habitat will explore anonymous allegations to the extent possible but will weigh the prudence of continuing such investigations against the likelihood of confirming the alleged facts or circumstances from attributable sources.

Bad Faith Allegations – Allegations made in bad faith may result in disciplinary action.

Process for Raising a Concern:

- *Reporting* – Tacoma Habitat intends this policy to be used for serious and sensitive issues. Such concerns, including those relating to financial reporting or unethical or illegal conduct, may be reported directly to the CEO. In the event that an individual's concern rises to the level that they reasonably believe that notice to the CEO will be disregarded or otherwise not fairly considered, the individual may then report violations or suspected violations to the Board Chair.
- *Timing* – The earlier a concern is expressed, the easier it is to take action.
- *Evidence* – Although a complainant is not expected to prove the truth of an allegation, they should be able to demonstrate that the report was made in good faith.

How the Report Will Be Handled:

- *Initial Inquiries* – The CEO will make initial inquiries, in consultation with legal counsel if necessary, to determine whether or not further investigation is necessary or appropriate.

- *Further Information* – The CEO may seek further information from any agent of Tacoma Habitat, and shall take all reasonable precautions to protect the identity of the complainant to the extent possible.
- *Reporting* – The Board of Directors and the Finance Committee shall receive information on each complaint. In consultation with the CEO and legal counsel, if necessary, the Board of Directors will determine an appropriate response. Agents of Tacoma Habitat who may be implicated in such reports shall not participate in any deliberation of the Board of Directors related to the complaint, except to present information directly to the Board on their own behalf.

safeguarding commitments

Tacoma Habitat is opposed to any form of discrimination, exploitation and abuse, including slavery, coerced conscription, prostitution, trafficking of people for any purpose, vulnerable adult or child abuse, and dangerous or exploitative child labor. In the design and implementation of programs and policies, we seek always to work without bias; to do no harm; and to eliminate (rather than contribute to) the harm of discrimination, exploitation and abuse. All Habitat representatives, including volunteers, are expected to adhere to Habitat’s Safeguarding Behavior Commitments as set forth below.

All Habitat representatives commit to respecting and safeguarding the rights and dignities of all people, and protecting our staff members, volunteers, partners, research participants, community members (especially vulnerable adults and children), and those we intend to serve from exploitation and abuse. This includes the following general standards of behavior at all times, even when on leave or off duty:

- Habitat representatives will respect, promote and safeguard the rights and dignities of all people (with particular attention to those we intend to serve, vulnerable adults and children) without discrimination or bullying of any kind.
- Habitat representatives will treat all intended and actual individuals we serve with respect, courtesy and dignity.
- Habitat representatives will not engage in any form of humiliating, degrading or exploitative behavior toward those we intend to serve in any circumstances.
- Habitat representatives will not engage in any abuse of authority, position or influence by withholding humanitarian assistance or manipulating selection or targeting processes for those we intend to serve.
- Habitat representatives will help to create and maintain an environment that prevents sexual exploitation and abuse and that safeguards the rights of those we intend to serve, research participants, and community members (especially vulnerable adults and children).
- Habitat representatives will never engage in sexual exploitation or abuse.
- Habitat representatives will never engage in sexual activity with a child (anyone who is not yet 18 years old) regardless of the age of majority or age of consent locally. Mistaken belief in the age of a child is not a defense.
- Habitat representatives will never exchange money, employment, goods or services (including assistance that is due to those we intend to serve) for sex, sexual favors or other forms of humiliating, degrading or exploitative behavior.

- Habitat representatives will not engage in a sexual relationship with those we intend to serve, since it is based on inherently unequal power dynamics and undermines the credibility and integrity of Habitat for Humanity's charitable mission

gifts and gratuities

To ensure the integrity of Tacoma Habitat, the acceptance of gifts and gratuities from contractors, suppliers, partners, or anyone with whom Tacoma Habitat has a business relationship is strictly prohibited. Exceptions are branded merchandise (e.g., t-shirts or hats) given by sponsors, and/or snacks or lunches consumed on Tacoma Habitat property.

media relations

Please defer all media requests to Tacoma Habitat's Chief Philanthropy Officer or CEO, or by submitting to media@tpc-habitat.org. If you find yourself in a situation where you are talking directly with a member of the media on matters related to Tacoma Habitat, do not provide commentary or assert an opinion on behalf of the affiliate, but limit your remarks to your personal experiences only.

social media

Tacoma Habitat encourages volunteers to share their experiences on social media, and to promote our mission by sharing/retweeting our content on your own platforms.

When posting *original* content about your work with us, please adhere to standard community guidelines, demonstrating grace and good judgement, and keep the following in mind:

- Be enthusiastic. Share your passion for volunteering and talk about your experiences at Tacoma Habitat, and why the work is important to you. **You are our best ambassador and advocate!** Your voice elevates our work.
- Tag us! We would love to reshare your content across our platforms too. (See page 5 for our tags and preferred #s.)
- Maintain confidentiality. Please respect and protect the anonymity of our homeowners/future homeowners by always seeking their permission before sharing their image in your original content. Be sure to only use first names.
- If you want to promote our work or events but are unsure about exact messaging, reach out to media@tpc-habitat.org. We are happy to provide language and graphics that ensure consistency with our brand standards.
- When blogging or offering an opinion in a post, especially around politically charged advocacy issues, consider using a disclaimer to protect Tacoma Habitat's integrity. Example: "This content doesn't necessarily reflect the positions, strategies, or opinions of Tacoma Habitat."

reporting of suspected client abuse, change in condition or death

In accordance with RCW 74.34.020(2), any Tacoma/Pierce County Habitat for Humanity employee or volunteer working with Aging in Place Repair Program clients are required to report suspected client abuse, changes in client condition, or client death to both their Habitat for Humanity supervisor as well as by phone to the State of Washington's Aging and Long-Term Support Administration (AL TSA): 1-877-734-6277.

cause for termination

Tacoma Habitat is an at-will agency and has the right to terminate a volunteer without cause. However, the cause or causes leading to the termination will always be considered.

The following list, while incomplete, presents examples of infractions or conduct that may result in the limitation or termination of the volunteer relationship:

- Theft or inappropriate removal or possession of Tacoma Habitat property.
- Misuse of agency funds, equipment, or materials.
- Falsification of time-keeping records.
- Working under the influence of alcohol, marijuana, illegal drugs, or prescription medication that alters your ability to safely perform required tasks.
- Possession, distribution, sale, transfer, or use of alcoholic or illegal drugs on Tacoma Habitat property, while on duty, and/or while operating Tacoma Habitat tools or equipment.
- Fighting or threatening violence.
- Boisterous or disruptive activity.
- Negligent or improper conduct that leads to the damage of property.
- Repeated failure to follow a supervisor's reasonable request or to carry out a reasonable assignment.
- Gross misconduct or insubordination.
- Violation of safety or health rules.
- Abuse or mistreatment of homeowners, volunteers, employees, or any other persons associated with Tacoma Habitat.
- Unlawful harassment or discrimination.
- Violation of Tacoma Habitat's anti-discrimination policies and procedures.
- Possession of dangerous or unauthorized materials, such as explosives or firearms, on Tacoma Habitat property.
- Excessive absenteeism without notice.
- Releasing or abusing confidential information.

No matter the frequency, **all volunteers** contribute to the construction of decent, affordable homes. Thank you for your commitment of time to our organization. We look forward to working with you!