



Volunteer Code of Conduct

This Code of Conduct outlines the Vision, Mission, and Values statement of Lakes Area Habitat for Humanity (LAHfH) and outlines the code of conduct for those engaging in the mission. Good volunteers and staff focus on the mission and the needs of Habitat families while creating an environment that fosters growth and regeneration of human and material resources.

Vision Statement

A world where everyone has a decent place to live.

Mission Statement

Seeking to put God's love into action, Habitat for Humanity brings people together to build homes, communities and hope.

Values

In all that we do as a Christian ministry, Lakes Area Habitat for Humanity will:

- adhere to highest moral and ethical principles,
- steward responsibility, seeking wisdom,
- demonstrate faith in action,
- model innovation, excellence and sustainability, and
- inspire and empower.

The Code of Conduct defines, in general terms, acceptable patterns of behavior that contribute to the overall growth and goal achievement of LAHfH and distinguishes those who are detrimental and may require disciplinary action. Proper behavior and positive attitudes promote a healthy, productive work environment; therefore volunteers are encouraged to extend common courtesies to staff and fellow volunteers and should act at all times in a manner that encourages the highest level of participation from its ranks.

Examples of proper behavior include, but are not limited to, the following:

- Treating each person with respect, including fellow volunteers, partner family members, and staff.
- Following proper safety procedures as directed by staff or house leaders.
- Maintaining a reasonable voice level when disagreements arise.

- Following the directions given by the staff supervisor, house leader, or crew chief, whether or not the method is what the volunteer would follow on his/her own project.
- Using language suitable for a Christian-based ministry, i.e. no foul language.
- Taking breaks as needed to ensure a safe and pleasant volunteer experience for everyone.
- Willing to work with others of different backgrounds.
- Communicating with staff and fellow volunteers, as appropriate, when arrival to or departure from volunteer event will be at times different than stated work hours.

In some cases, disciplinary action may be necessary if individuals conduct themselves in a manner not conducive to the Code of Conduct. Correction may be issued as a verbal or written warning. In extreme cases, suspension or termination may be immediate.

Examples of actions that may result in suspension or termination are:

- Theft.
- Falsifying documents.
- Performing tasks under the influence of alcohol, illegal drugs or prescription drugs without proper consideration for dangers relating to self or other volunteers.
- Negligence to care for or harmful conduct regarding tools and equipment belonging to LAHfH or other volunteers.
- Violation of health or safety rules, either once or repeatedly.
- Disrespect to or failure to perform reasonable tasks as requested by supervisors, house leaders or direct superiors.
- Possession of unauthorized weapons or other dangerous materials on the work site.
- Harassment based on sex, race or ethnicity.
- Acts that detract from LAHfH mission or goals.
- Refusing to follow the requests/orders of the chain of command, or arguing with same is grounds for immediate dismissal from the job site and/or suspension, while repeated violations are grounds for permanent dismissal.

General guidelines:

- Cell phone use, texting or twittering, or use of ear buds is not permitted when on the build site for safety reasons. Please take calls on the sidewalk or street.
- NO smoking on build site (includes container and van.) Smoking on the sidewalks or streets is acceptable.
- NO alcoholic beverages on site anywhere.