



Rebuilding Together South Sound

Volunteer Orientation Materials

Thank you for your interest in volunteering with Rebuilding Together South Sound. The work that we do is made possible by the dedication of wonderful volunteers like you.

In this orientation packet you will find:

- An organization information sheet
- A volunteer position description
- Rebuilding Together South Sound Volunteer Policies
- A volunteer agreement form
- A volunteer waiver
- A confidentiality agreement
- A background check form
- A conflict of interest statement
- An incident report form (example)
- An expense reimbursement form (example)
- A timesheet / project completion sheet (example)

Contact List

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Rebuilding Together South Sound Information Sheet

Did you know that a recent AARP study showed that 89% of elderly low-income homeowners say that they want to age in place, yet 59% of those homeowners are unable to put aside any money for the maintenance and modifications necessary to make this happen? Many seniors living on a fixed income are at risk of losing their homes because they cannot afford repairs and modifications. Rebuilding Together South Sound is dedicated to helping people stay warm, safe, dry and independent in their homes as long as possible.

History

Rebuilding Together South Sound is part of the nation's leading non-profit organization working to preserve affordable homeownership by providing free home repairs and modifications to low-income homeowners. Rebuilding Together started out as a group that brought community members together once a year to provide assistance to a family in need.

Rebuilding Together South Sound was founded in 2001 by community volunteers. The following spring, 3 home repair projects were completed. The first full-time staff person was hired in 2005, growing to 2 full-time staff and 2 AmeriCorps members in 2010. In 2007 the Home Modification program was launched, responding to a need for accessibility improvements for low-income homeowners with limited mobility.

Mission and Vision

Our *mission* is to bring volunteers and communities together to improve the homes and lives of low-income homeowners. Our *vision* is a safe and healthy home for every person. Our *goal* is to provide free home repairs and modifications for low-income homeowners who are elderly, disabled or a family with children.

Programs

We provide services through two programs, National Rebuilding Day, and the Year Round Program.

National Rebuilding Day is an annual event where teams of volunteers give their time on the last Saturday in April to complete major, urgently needed home repairs. On Rebuilding Day, our affiliate completes dozens of major home repair projects. Rebuilding Together affiliates across the country participating in National Rebuilding Day complete thousands of home repair projects.



The Year Round Program includes home modifications and emergency repairs. Home modifications focus on the accessibility of the home for a person with limited mobility. Throughout the year, skilled volunteers complete projects ranging from building or repairing wheelchair ramps, stairs and decks to installing grab bars and modifying bathrooms and kitchens. These projects ensure that a person with limited mobility will be able to stay safe and independent in their home as long as possible. Emergency repairs address urgent needs such as actively leaking roofs, major plumbing leaks, or loss of heat. These projects are addressed on a case by case basis throughout the year by skilled volunteers.

Clients

In order to be eligible for services from Rebuilding Together South Sound, an applicant must meet 4 qualifications:

- They must own their home
- They must live in Pierce County, Federal Way or Auburn
- They must be at or below 50% median income
- They must be elderly, a person with a disability or a family with children

Statistics

Since our founding, we have completed home repairs with a market value of more than **\$3.5 million** and helped hundreds of homeowners stay safe and independent in their homes.

Rebuilding Together South Sound completed 65 projects in fiscal year 2009, and plans to complete 100 projects in fiscal year 2010.

Rebuilding Together South Sound has built or repaired 33 ramps, installed handrails or grab bars at 137 homes, repaired or replaced roofs at 43 homes, installed 109 new windows and doors, repaired plumbing at 92 homes and electrical at 62 homes.



Volunteer Policies

Introduction – Why You Are Important To Us

Thank you for becoming a critical piece of Rebuilding Together South Sound. Volunteers are an essential part of the operations of Rebuilding Together South Sound, and the achievement of its mission and vision. Rebuilding Together South Sound is committed to fair, clearly stated and supportive relationships between Rebuilding Together South Sound staff and volunteers. The importance of maintaining a healthy staff/volunteer partnership is essential. Staff will provide structure, organization, direction and day-to-day management together with appropriate levels of accountability, while volunteers add value to the organisation's work by performing a wide range of supportive roles, contributing time, flexibility and specialized skills.

The volunteer policies of Rebuilding Together South Sound have been established in order to provide a guide to the volunteer management practices of Rebuilding Together South Sound and to ensure consistency of volunteer decisions. This document is a set of informal guidelines for volunteer management practices.

Your volunteer time is one of our most valuable assets. We are able to leverage each dollar donated into at least \$4 worth of work because of your dedication to our mission. Thank you for choosing us!

Definition of 'Volunteer'

A 'volunteer' is anyone who without compensation or expectation of compensation beyond reimbursement performs a task at the direction of and on behalf of Rebuilding Together South Sound. A 'volunteer' must be officially accepted and enrolled by Rebuilding Together South Sound prior to performance of the task. Unless specifically stated, volunteers shall not be considered as 'employees' of Rebuilding Together South Sound.

Rebuilding Together South Sound also accepts as volunteers those participating in student community service activities, student intern projects, alternative sentencing or diversion programs (on a case by case basis), corporate volunteer programs, and other volunteer referral programs. In each of these cases, however, a special agreement must be in effect with the organization, school, or program from which these volunteers originate and must identify responsibility for management and care of the volunteers.



Service at the Discretion of Rebuilding Together South Sound _____

Rebuilding Together South Sound accepts the services of all volunteers with the understanding that such service is at the sole discretion of Rebuilding Together South Sound. Volunteers agree that Rebuilding Together South Sound may at any time, for whatever reason, decide to terminate the volunteer's relationship with Rebuilding Together South Sound.

The volunteer may at any time, for whatever reason, decide to sever the volunteer's relationship with Rebuilding Together South Sound. Notice of such a decision should be communicated as soon as possible to the volunteer's supervisor.

Equal Opportunity

Rebuilding Together South Sound is firmly committed to diversity in all areas of its work. We are committed to developing and maintaining an organization in which differing ideas, abilities, backgrounds and needs are fostered and valued, and where those with diverse backgrounds and experiences are able to participate and contribute. It is the policy of Rebuilding Together South Sound to provide equal volunteer opportunity for all persons regardless of race, color, religion, national origin, marital status, political affiliation, sexual orientation or gender identity, status with regard to public assistance, disability, sex or age.

Scope of Volunteer Involvement

Volunteers may be utilized in all programs and activities of Rebuilding Together South Sound, and serve at all levels of skill and decision-making. Volunteers should not, however, be utilized to displace any paid employees from their positions.

Recruitment Procedures

Rebuilding Together South Sound intends to place volunteers on the basis of the applicant's relative knowledge, skills and abilities. The decision to provide a volunteer opportunity will be based solely on the individual's qualification for the particular position along with other requisite job skills. Minimum qualifications, if applicable, will be specified in the position description.

Requirement of a Supervisor

Each volunteer who is accepted to a position with Rebuilding Together South Sound must have a clearly identified supervisor who is responsible for direct management of that volunteer. This supervisor shall be responsible for day-to-day management and guidance of the work of the volunteer, and shall be available to the volunteer for consultation and assistance.



Volunteers as volunteer supervisors

A volunteer may act as a supervisor of other volunteers, provided that the supervising volunteer is under the direct supervision of a paid staff member.

Privileges of Volunteers

- To be treated with respect as a co-worker, not just free help.
- To work in a healthy and safe environment.
- To be given a suitable assignment with consideration for personal preference, skills, life experience, education and employment background.
- To know as much about Rebuilding Together South Sound as possible – it's policies, people and programs.
- To be given training for the position and on-the-job training when necessary for completion of required tasks.
- To have new opportunities and a variety of experiences with Rebuilding Together South Sound.
- To be heard, to make suggestions, to take part in planning when appropriate.
- To receive recognition for the work you have accomplished.
- To receive sound guidance and direction.

Responsibilities of Volunteers

- Familiarize yourself with the mission, goals and programs of Rebuilding Together South Sound.
- Respect homeowner confidentiality, i.e. names, histories and records, and the privacy of all those you work for as well as other volunteers.
- Be prompt and reliable in reporting for scheduled work.
- Keep an accurate record of your hours worked.
- Notify the appropriate Rebuilding Together South Sound staff person as soon as possible if you are unable to attend scheduled work.
- Accept Rebuilding Together South Sound's right to dismiss any volunteer for poor performance, including poor attendance.
- Attend orientations and trainings as scheduled.
- Be considerate, respect the ability of the staff and supervising volunteers and work as a member of the team.
- Carry out assignments in good spirit and seek the assistance of the appropriate staff member in any situation requiring special attention.



- Decline inappropriate work; maintain an open mind with regard to other people's standards and values.
- Have the ability to learn about and work with a culturally diverse population of clients.
- Act in a respectful and non-judgmental manner when communicating with homeowners
- Know and respect current policies of Rebuilding Together South Sound.

Harassment Policy

The rights of all volunteers must be respected. All volunteers of Rebuilding Together South Sound must understand its position on harassment. By definition, harassment is any unwanted attention or action prohibited by law by someone in the workplace that creates an intimidating, hostile, or offensive work environment, including sexual harassment. The procedure for reporting and dealing with this very sensitive issue is as follows:

If a person's behavior makes a volunteer uncomfortable, the volunteer should feel free to immediately advise the person that, in the volunteer's opinion, the behavior is inappropriate and that the volunteer would like it stopped.

If the volunteer is not comfortable discussing the issue with the person, or if the person fails to respect a volunteer's request, the volunteer should report the incident to his or her supervisor. If, for whatever reason, the volunteer does not feel that the supervisor is a suitable person to whom to report the incident, the volunteer should contact the Executive Director.

In all instances, a prompt, thorough and, fair investigation will take place, giving careful consideration to protect the rights and dignity of all people involved. Rebuilding Together South Sound will take those steps it feels necessary to resolve the problem, which may include verbal or written reprimand, suspension or termination.

No retaliation or any kind will occur because a volunteer has in good faith reported an incident of suspected harassment. The supervisor, or other person to whom the complaint was made, will work to establish mutually agreed upon safeguards against retaliation while attempting to mediate any harassment complaint.

Conflict of Interest _____

All volunteers will be required to sign a Conflict of Interest statement where any potential conflicts will be written, explained and evaluated on a case-by-case basis. If a volunteer is uncomfortable with the Conflict of Interest statement, they will not be accepted as a volunteer for Rebuilding Together South Sound.



Representation of Rebuilding Together South Sound _____

Prior to any action or statement that might significantly affect or obligate Rebuilding Together South Sound, volunteers must seek prior consultation and approval from appropriate staff. These actions may include, but are not limited to, public statements to the press, coalition or lobbying efforts with other organizations, any agreements involving contractual or other financial obligations or any agreements with homeowners regarding work to be done. Volunteers are authorized to act as representatives of Rebuilding Together South Sound as specifically indicated within their position descriptions and only to the extent of such written specifications.

Consultant Fees, Honoraria, Gifts

All volunteers are encouraged to participate in a variety of community and professional activities. In those instances where a volunteer's activities are part of their regular duties and responsibilities, any payment will be turned over to Rebuilding Together South Sound. All fees derived from Rebuilding Together South Sound reports, activities, events, or speaking engagements while employed by Rebuilding Together South Sound shall also be turned over to Rebuilding Together South Sound.

In some instances, an individual may do work that is based on activities or experiences prior to or separate from their regular duties and responsibilities at Rebuilding Together South Sound. To avoid actual or appearance of conflict of interest, any volunteer who engages in any remuneration activity in any field directly related to Rebuilding Together South Sound programs must have prior approval by the Executive Director. The Board of Directors will review these issues for the Executive Director. No volunteer may formally represent himself/herself as a spokesperson for Rebuilding Together South Sound without prior approval of his/her Rebuilding Together South Sound supervisor.

Receipt of any gift is disapproved except gifts of nominal value which could not be refused without discourtesy. No personal gift of money shall ever be accepted.

Insurance

Rebuilding Together South Sound's volunteer insurance is a secondary insurance policy and will supplement a volunteer's primary insurance coverage.

Confidentiality _____

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a single staff, volunteer, homeowner, or other people, and / or involves overall agency business.



Volunteers will be expected to sign a confidentiality agreement prior to their performing any volunteer duties.

Orientation and Training

All volunteers will receive a general orientation on the nature and purpose of Rebuilding Together South Sound, an orientation on the nature and operation of the activity for which they are recruited, and a specific training on the purposes and requirements of the position or work, which they are accepting in that effort.

Tracking Hours

Individual volunteers are responsible for the timely submission of monthly timesheets or project completion sheets, as stated in their position description. These forms are available to download on the volunteer page of our website. See attached examples. Your time has a value; it is critical that we capture that value. We cannot give an accurate picture of what we do if we do not have correct volunteer hours. This information allows us to seek specific funding and also share the good work that our volunteers accomplish.

Reimbursement

Rebuilding Together South Sound recognizes that volunteering should not be a financial burden. Volunteers can request reimbursement for certain expenses incurred in their volunteer duties. Rebuilding Together South Sound will not reimburse for mileage to and from the office. However, additional travel costs incurred while carrying out volunteer work can be reimbursed. Any supplies and materials purchased by a volunteer with the prior approval of the Program Manager for use on a project can be reimbursed. Other expenses, if pre-approved by the Program Manager or Volunteer Manager, can also be reimbursed.

In order to receive reimbursement, the volunteer must fill out the 'Expense Reimbursement Form' and submit it to their supervisor. The volunteer will receive reimbursement within 2 week of submitting the reimbursement form. This form is available to download on the volunteer page of the website. See attached example.



Absenteeism _____

We understand that your time is valuable. The time of our staff and clients is valuable also. If you have committed your time to us, we expect that you will either be in attendance or call us ahead of time so that we can reschedule. After hours communication should be discussed with your direct supervisor, and your direct supervisor should always be your first call in case of absence.

Volunteers are expected to perform their duties on a regularly scheduled and timely basis. If expecting to be absent from a scheduled duty, volunteers should inform their staff supervisor as far in advance as possible so that alternative arrangements may be made. Continual absenteeism will result in a review of the volunteer's work assignment or term of service.



Volunteer Agreement

By volunteering your time and energy with Rebuilding Together South Sound you are helping us serve more homeowners in need and reach our vision of a safe and healthy home for every person.

Volunteers are crucial to the success of our organization. As a volunteer you have certain privileges that should not be compromised. You will also have certain responsibilities that you are expected to abide by. Keeping these privileges and responsibilities in mind will help ensure that your volunteer experience with Rebuilding Together South Sound is a positive one.

This is not intended to be a legally binding document, but rather a guideline for understanding the expectations of volunteers and staff of Rebuilding Together South Sound.

I have read, understood, and agree to adhere to all above policies:

Volunteer Signature _____ Date _____

Rebuilding Together South Sound
Representative _____ Date _____