



Volunteer Code of Conduct

Revised 4/14/2026

The Volunteer Code of Conduct is a statement of behavioral expectations on how we treat each other at the ReStore. Our goal is to foster a supportive environment for all of our volunteers and staff members as we work together to support the ReStore and Habitat for Humanity. If at any point you feel the conduct of another volunteer or staff member is inappropriate, we encourage you to speak with a staff member, with whom you feel comfortable, as soon as possible. Our hope is that the ReStore continues to be a safe and productive environment for all of our volunteers, customers and staff members.

Training

All volunteers will be trained to handle the tasks and duties asked of them. Volunteers will receive assignments from the manager(s) at the beginning of their shift.

Policies

We expect volunteers to adhere to all policies and procedures. Volunteers will be notified by email when there are any changes to policies and procedures, and we encourage all volunteers to ask staff members if they have specific questions or concerns.

All volunteers must:

1. Be dressed appropriately (closed-toe shoes, durable clothing, no pajamas, no provocative clothing)
2. Wear a nametag and an apron at all times
3. Register on VolunteerHub and sign a waiver
4. Sign in upon arrival at the kiosk
5. Sign out upon departure at the kiosk
6. Sign out if you leave the ReStore for any reason
7. Be attentive and aware of your surroundings, especially in high traffic areas (headphones are not permitted unless you in the Volunteer Break Space)
8. Behave in a professional manner
9. Communicate with the ReStore staff when you leave the ReStore
10. Refrain from using cell phones and headphones while working. Please step aside if you need to take a call and let the staff know. Cell phones and headphones are permitted in the Volunteer Break Space only.
11. Communicate with the ReStore staff when you need a break

If volunteers are not dressed appropriately, they will be asked to leave the premises and will not receive credit for hours worked until they return appropriately dressed.

Volunteers must sign themselves in and out; they are prohibited from signing others in and out. If they do not sign in/out correctly, they will **NOT** receive credit for hours worked.

Volunteers are allotted a 10-minute break every two hours and then, a 30-minute break for lunch if they sign up for an all-day shift. Before taking a break, the volunteer should let a staff member know, so that the staff are able to account for everyone. Breaks should be taken in the designated break areas of each site so that the volunteer is not in the way of other volunteers, staff, and/or customers.

If a volunteer requires more breaks, they should connect with a staff member. All volunteers have the right to assess their own needs and communicate them with the staff. Bathroom breaks, water breaks, breaks in more extreme temperatures, and breaks after a physically demanding task are always encouraged.

Procedures

1. Sign in at the kiosk of each ReStore. If you need hours for court-related reasons, please complete the screening process prior to volunteering (<https://vhub.at/covols>)
2. Get an apron from management and wear it all day.
3. Write your name on a nametag found in the office and wear it visibly on top of your apron
4. Connect with the ReStore staff. If you are new to volunteering, the ReStore staff will conduct a more thorough orientation. They will also connect you with a task.
5. If you leave for an appointment and plan to return the same day **or** if you leave the premises for lunch, you **must** sign out upon departure and sign in again upon your return.
6. Sign out upon departure for the day at the kiosk.
7. Return your apron to the box in the office.
8. If you need a letter for verification of hours worked, please email communityservice@habitatdcnova.org. They will send a letter within 72 hours.

Harassment and Discrimination

Habitat DC-NOVA is committed to maintaining a work environment that is free from discrimination and prohibited actions, and where team members, clients, or volunteers at all levels are free to focus their full attention and best efforts on the job. We are committed to a policy of fair representation and will not discriminate on the basis of race, ethnicity, disability, gender, color, religion, sexual orientation, geography, or age. We expect volunteers to treat everyone with whom they interact with respect, integrity, courtesy, and dignity.

Harassment, either intentional or unintentional, has no place in the work environment: Habitat DC-NOVA **WILL NOT** tolerate any form of harassment of or by a team member, client, or volunteer based on race, sex, religion, color, national origin, age, disability, sexual orientation, or any other protected status. The term “harassment” includes, but is not limited to, offensive language, jokes, or other verbal, graphic, or

physical conduct relating to one's race, sex, religion, color, national origin, age, disability, or sexual orientation which would make the reasonable person experiencing such harassment uncomfortable in the work environment, or which could interfere with the person's job performance.

Habitat DC-NOVA's prohibition against engaging in any form of harassment and protection from being the victim of harassment applies equally to team members, volunteers, clients, vendors, contractors, and customers.

It is the desire of Habitat DC-NOVA to maintain an atmosphere of mutual respect. Therefore, you have the responsibility and opportunity to explain to your fellow volunteers and Habitat DC-NOVA staff members that you find a particular language or action offensive, or to report any such behavior that you may witness. Habitat DC-NOVA cannot correct harassment problems of which it is unaware. Therefore, if you believe that you have been harassed by a volunteer, co-worker, supervisor, manager, or other individual at the workplace (whether employed by Habitat NOVA or not), or believe that your volunteer experience is being adversely affected by such conduct, you should immediately report such concerns to:

- **Executive Director, Susanne Slater (susanne.slater@habitatdcnova.org) or**
- **Vice President of Resource Development, Kat Shaub (kat.shaub@habitatdcnova.org)**
- **Assistant Vice President of ReStores, Scott Martin (scott.martin@habitatdcnova.org)**

Safety and Health

We ask volunteers to put their safety, and the safety of others, first in all activities. Please respect and use all equipment in the way in which it was intended and report all injuries, illnesses and accidents immediately to a staff person.

We ask volunteers **NOT** to smoke or use tobacco products while engaging in volunteer activities. Volunteers should **NOT** use, possess, or be under the influence of alcohol or illegal drugs at any time while volunteering.

Volunteers Under 18

If you are under the age of 18, you need a parent or guardian to sign a waiver so that you can volunteer at the ReStore. No one under the age of 16 can volunteer at the ReStore.

Representing the ReStore

We hope volunteers will encourage others to shop at, donate to and volunteer at the ReStore. However, volunteers should **NOT** contact any other organization or individual on behalf of the ReStore unless directed by a staff person. It is important that any action that may obligate the ReStore be coordinated with a staff member. These actions may include requests for donations, public statements to the press, advertisements, coalition or lobby efforts with other organizations, or any agreements involving contracts, resources, finances or other obligations.

Confidentiality

Volunteers are responsible for maintaining the confidentiality of all privileged and financial information to which they are exposed while serving as a volunteer. Such information may include a customer, staff person or volunteer's personal and contact information; customers' bank account and credit card numbers, the ReStore's organizational health and financial status; and pending agreements with other organizations. Failure to maintain confidentiality may result in termination of the volunteer's relationship with the ReStore and/or other corrective action.

Service at the Discretion of the ReStore

The ReStore accepts the service of all volunteers with the understanding that such service is at our discretion. A volunteer may be asked to leave the service of the ReStore for any reason at any time. Possible grounds for dismissal may include, but are not limited to: gross misconduct or insubordination; theft of property or misuse of ReStore merchandise and equipment; abuse or mistreatment of customers, staff or other volunteers; failure to abide by agency policies and procedures; and failure to satisfactorily perform assigned duties.