



## Frequently Asked Volunteer Questions for Individuals

### How do I sign up to volunteer?

Volunteers register for construction sites and The Home Improvement Store online. Please visit our website at [www.habitatla.org](http://www.habitatla.org) and click the [Volunteer](#) link on the left. On the main screen find and click the button reading "Sign Up Today", then choose "I would like to volunteer for this organization". Complete the short profile and you will then see a list of volunteer opportunities. Please find a day that works well for your schedule and sign up! If you are interested in an opportunity unavailable for online sign up, please contact the volunteer coordinator at [volunteers@habitatla.org](mailto:volunteers@habitatla.org).

### Can I bring a friend to volunteer with me?

**All volunteers must be scheduled to volunteer.** Your friends are invited to volunteer, but must also register online with their own username and password.

### The online registration says that a day is full. Is it really full or can I still sign up?

Full does mean full. Registration numbers reflect the work capacity on the build site due to safety and the specific tasks for the given day. Please do not come to a work day if you are not registered.

### Will I get a confirmation when I sign up online?

No. All the information that you need for your volunteer day is given on the sign-up page including: date, time, location and what to bring. Please confirm your reservation online when the system asks you to do so.

### Should I print the required forms before coming to the build site/Store?

Yes. Please [download the Adult Volunteer Packet](#), print, review, complete and bring the required volunteer forms to your volunteer day. This will help to ensure that your morning runs smoothly. We will need these forms for each site you work in case of an emergency.

### How old do I have to be to volunteer?

Individuals must be at least 14 years of age to volunteer in the Home Improvement Store; and 16 years or older for the construction site and office.

In consideration of potential risks, no one under the age of 16 will be allowed on a site while construction is going on.

- Volunteers ages 14 through 17 must have a parent or guardian sign the [Minor Release Waiver of Liability](#) and bring it to their work day.
- Volunteers ages 16 and 17 may perform general construction work, but may not engage in certain activities that are considered hazardous. These include the use of power tools and motor vehicles, as well as involvement in demolition, excavation operations, roofing or working from a height of six feet or more.

### Should I still come to the site in the case of bad weather?

Yes. We will contact you if we need to cancel construction due to weather conditions. If weather conditions impact construction, the site supervisor will adjust the schedule on site and we will work through bad weather if the situation is safe. Please come unless you have been told otherwise. A shortage of scheduled volunteers impacts the construction schedule.



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### Do I need construction experience to volunteer?

No. Construction experience is not needed to volunteer. Crew Leaders on the build site will instruct and guide you on your assigned tasks. We ask for your willingness to work hard, learn and have fun!

### What do I need to bring/wear when I volunteer?

- Please wear closed-toed sturdy shoes and comfortable clothes that you can get dirty.
- Please bring your own water bottle. We have Sparkletts jugs for refilling on site.
- Bringing sunglasses, a hat and sunscreen is always a good idea.
- All tools and building supplies will be provided for you. If you bring your own tools, please be sure to mark them with your name. We are not responsible for lost or stolen items.

### What will I be doing when I volunteer?

Because the nature of construction is fluid, volunteer assignments vary from day to day. We ask that you be flexible when volunteering and allow the site supervisor to assign an appropriate task when you arrive. You will never be asked to perform a task that you do not feel comfortable doing. Please know that all stages of construction are important and volunteer help is needed at each and every one!

### What does the build day schedule look like?

The general build day schedule appears below:

8:00 a.m.	Volunteers Arrive & Register
8:20 a.m.	Orientation, Safety Briefing and Assignment of Tasks
8:30 a.m.	Work Starts
11:30 a.m.	Lunch
12-12:30 p.m.	Work Starts Again
3:30 p.m.	Clean-up
4:00 p.m.	Work Day Ends

### Why do I see two activities for one construction site when I sign up online?

We post additional volunteer opportunities as needed on each activity, e.g., "Fernwood Continued". Quantities are limited under the first activity and using the "Continued" instance allows us to open the opportunity up to more volunteers if needed.

### How often am I required to volunteer?

There is no volunteer requirement for individuals. You are invited to volunteer any day there is an opening. HFHGLA Crew Leaders and Cornerstone Training graduates are asked to volunteer six days per year.

### If the online registration system is "down" what do I do?

If you are unable to log on to your account you may need to enable your 3<sup>rd</sup> party cookies. If you believe this is not the issue, please wait a few minutes after your initial attempt. If you continue to have difficulty, please contact the volunteer coordinator at [volunteers@habitatla.org](mailto:volunteers@habitatla.org).



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### **I want to volunteer in a way not mentioned on the website, what do I do?**

Our current volunteer opportunities and needs are listed on the website. Please contact the volunteer coordinator regarding additional volunteer interests at [volunteers@habitatla.org](mailto:volunteers@habitatla.org).

### **What do I do if I must change/cancel my volunteer date?**

The construction schedule is dependent on confirmed volunteers. Cancelling on short notice creates a hardship on staff and impacts effective production for the work day. There is an option to cancel your reservation online if you cannot keep your commitment. Please [log-in] using your username and password and select "Remove Me" next to your activity assignment. **Please try to plan your schedule enough in advance so that a cancellation is not necessary.**

### **Why can I only view about one month's worth of volunteer opportunities online?**

The online volunteer schedule provides up to 5 weeks of opportunities. Construction has many variables that are unpredictable. Posting opportunities several weeks in advance allows HFHGLA to compensate for unforeseen circumstances.

### **I think I am a Skilled Volunteer, what's the next step?**

Please indicate your skill level on the volunteer profile when it asks you to do so. HFHGLA will contact you via email to discuss your skill level. Skilled volunteers should have well-rounded experience and knowledge in construction. You may register anytime for one or more build dates.

### **I want to be a Crew Leader, what's the next step?**

HFHGLA requires that all Crew Leaders participate in our Crew Leader Training program to receive instruction and leadership skills for guiding volunteer activity on build sites. Visit our [Crew Leader information page](#) to find out how to sign up.

### **Does Habitat for Humanity provide transportation assistance?**

Habitat for Humanity of Greater Los Angeles does **not** provide transportation services or related resources.

### **What if I need to fulfill court ordered community service hours?**

HFHGLA provides volunteer opportunities for court ordered community service hours in our Home Improvement Store. You will need to [register online](#) to schedule service hours.

### **What if I need a letter to verify my volunteer hours?**

Please direct your requests for a letter to the Volunteer Coordinator at [volunteers@habitatla.org](mailto:volunteers@habitatla.org). Please allow approximately five (5) working days for us to access your volunteer records, compose the letter and forward to the appropriate party.

### **How do I help out if I'm younger than 14 years old?**

Young people can participate in the mission to eliminate poverty housing. Volunteers under the age of 14 years can participate at home in HFHGLA youth activities with guidance from an adult helper. Please visit our [Youth Programs page](#) to get ideas and activities for youth ages 5-14.



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### **Do I have to attend an orientation before volunteering?**

There is no mandatory orientation for volunteers. If you are interested in learning more about our organization and how to get involved, we offer Habitat 101, a volunteer orientation. During this 1-hour session, we cover Habitat International's history and mission, speak more about our local Greater Los Angeles affiliate, and explain the steps to volunteer. Regularly scheduled Habitat Orientations are listed online along with other Volunteer Activities.

### **What is A Brush with Kindness (ABwK?)**

ABwK is a program that provides free exterior house repairs to help low-income homeowners restore their property. Families can continue to live in a safe, decent and affordable home while bringing volunteers together to help a homeowner in need. These construction projects include exterior repairs on siding, roofs, windows, doors, building fences, exterior painting, landscaping and more.

### **What is the Home Improvement Store?**

The Home Improvement Store recycles overstocked, discontinued, new and used building materials, furniture and home decor donated by manufacturers, stores, contractors and individuals. These donated items are used in two ways: to build simple, decent homes for low-income families and to be resold to the general public to finance Habitat for Humanity building projects. Volunteers are needed to help unload trucks, greet and help customers, prepare donated items for display and help run the register.

### **How long is a typical volunteer day?**

If you are volunteering in general construction or at A Brush with Kindness, please arrive on site at 8 a.m. The work day generally ends around 4 p.m. If you are volunteering in the Home Improvement Store, the morning shift is from 9 a.m. to 1 p.m. and the afternoon shift is from 1 p.m. to 5 p.m.