

# Good Works Volunteer Handbook

Repairing Homes and Restoring Hope



Good Works, Inc. PO Box 1441, Coatesville, PA 19320  
[www.goodworksinc.org](http://www.goodworksinc.org)

# Good Works Volunteer Handbook

## 1.0 About Good Works

Good Works is a Christian nonprofit organization which exists to improve living conditions for low-income families. We transform substandard houses into warmer, safer, and drier homes; and turn despair into hope. Our services are offered to homeowners at no cost and volunteers do most of the repairs.

Our vision is to eliminate substandard housing and to have all homeowners experience the love of Jesus Christ. For more on our Mission, Vision, Core Values and Belief Statement, see the [Good Works website](http://www.goodworksinc.org/about-us) at [www.goodworksinc.org/about-us](http://www.goodworksinc.org/about-us)

## 1.1 Our Volunteers

Our volunteers serve as plumbers, carpenters, electricians, general contractors, masons, advocates, advisers, and cherished friends to our many appreciative homeowners. While many come with skills and experience, most just come with willing hearts. Volunteers do most of the work during regularly scheduled workdays. Our staff and volunteer leaders organize and oversee all the repairs.



We believe that everyone benefits when people from different races, cultures, and backgrounds join together in a common purpose. The rewards of volunteering are enormous to you, your family and your community.

For more on our volunteer opportunities, workdays, and the communities we serve, see the [Good Works website](http://www.goodworksinc.org/volunteer) at [www.goodworksinc.org/volunteer](http://www.goodworksinc.org/volunteer).

## 1.2 Volunteer Recognition

Good Works recognizes that without our volunteers, we would not be able to achieve our vision. We would not be able to make a difference in the lives of so many people. To show our appreciation, all Good Works volunteers receive a T-shirt on their second workday. After completing 50 workdays, volunteers are recognized with a coveted 50-



workday lapel pin which is presented on the following workday during the volunteer orientation program. Workday leaders (Work Crew Leaders, Tech Advisors, etc.) are recognized for years of service in 5 year increments. Their names are etched onto a brass nameplate with their years of service and mounted on a walnut plaque at their assigned warehouse. Anniversaries are also posted on the Good Works website.

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## 1.3 Code of Conduct

As a Good Works volunteer, you are a guest in someone's home. We expect all volunteers to demonstrate the highest standards of conduct. This means that you will:

- Serve as an example of Christ's love and display appropriate behavior at all times.
- Always be respectful of homeowners and their property and possessions.
- Work as a team with adults, youth and the Good Works staff.
- Serve without judgement or expectations of the homeowners.
- Never behave in a way that intimidates or demeans another person.
- Never use any racist, sexist, discriminatory or offensive language.
- Never engage in verbal, physical or cyber bullying at any time.

## 1.4 Confidentiality

You are expected to protect the security and privacy of our homeowners, Good Works staff, and other volunteers by safeguarding any information that is entrusted to you. If you have access to non-public information related to Good Works or its ministry, you must keep it confidential. Do not share confidential information with those who do not have a need to know it. If you have any questions about how to handle information you might access, talk to your Work Crew Leader or the Good Works Volunteer Coordinator.

## 2.0 Safety

Good Works is committed to maintaining a safe and healthy environment for all volunteers. In turn, you are expected to obey all safety rules and guidelines and to exercise caution in all work activities.



## 2.1 Injuries and Reporting

**If you or another volunteer is injured, regardless of severity, contact your Work Crew Leader immediately.  
Dial 9-1-1 or seek help from outside emergency response agencies, if needed.**

Contact information for emergency response agencies is available in the Health and Safety Kit or from the Work Crew leader.

You must also complete a Good Works Incident Report to ensure that any existing safety hazards are corrected. You or your Work Crew Leader can obtain the required forms from any Good Works staff member.

In addition to reporting any accidents or injuries, you should report all potential safety hazards, safety suggestions and health and safety related issues to your Work Crew Leader immediately.



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## 2.2 Safety Guidance

### 2.2.1 General

- Be mindful of safety during the workday.
- Keep the workplace clean and free of hazards.
- Report any broken or damaged equipment to your Work Crew Leader.
- Familiarize yourself with hazards on the worksite (i.e. loose railings, rotted floors, etc.)

### 2.2.2 Tool Safety

- Always unplug power tools before making adjustments, changing blades, bits, etc.
- Use proper techniques and common sense when working with hand and power tools.
- Do not use power tools unless you are experienced or supervised; see your Tech Advisor before using any power tools
- Position yourself securely before using tools – especially on ladders.
- Use sharp cutting tools; dull tools can cause injury or damage materials.
- Use grounded plugs and grounded outlets including GFI protected outlets when working outside.
- Wear special safety equipment as required

### 2.2.3 Safety Equipment

- Safety Goggles protect eyes when using power tools, during demolition, or when working above your head.
- Dust Mask protects lungs when sanding, during demolition, or installing insulation, etc.
- Cartridge Respirator protects from certain paint and solvent fumes.
- Gloves protect hands from chemicals, bacteria, insulation and abrasive/sharp objects.
- Ear Protection protects ears when using noisy power tools.
- Hard hat protects head during demolition or when working in low ceiling basement and attics, etc.



### 2.2.4 Ladder Safety

- Place the ladder on a firm, level ground. Raise extension ladders by walking the ladder into an upright position, placing it against the wall, then moving the base to a distance from the wall equal to  $\frac{1}{4}$  of the ladder's length.
- Be sure the rung hooks on an extension ladder are hooked in place.
- Stepladders: be sure the extension arms are locked.



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- Watch for wires and other hazards when raising a ladder.
- Get on and off the ladder by stepping onto the first rung to ensure stable positioning.
- When climbing keep your hips between the ladder rails, don't lean or reach to the work area.
- Have someone support the ladder from below if possible. Make sure that only one person stands on a ladder at one time.
- Never step above the indicated maximum rung height.

## 2.3 Electronic Devices

While most volunteers use their cameras, phones and other electronic devices responsibly, it has become very easy to invade the privacy of individuals. Therefore, you must not use any device capable of recording or transmitting visual images of participants, including home owners and their families, in restrooms or other areas where privacy is expected. Similarly, you must not take or transmit pictures of another person without that person's knowledge and permission.



Use of earbuds to listen to music is strongly discouraged, as well as frequent texting or checking of cell phones, except in an emergency situation. If music is being played on a worksite, it must be of appropriate content and volume.

## 2.4 Attire

Appropriate clothing for workday activities is expected and necessary for your safety. You will be on construction worksites and may be indoors or outdoors. Dress appropriately for the work, the season and the weather. Long pants are recommended. The following are examples of inappropriate attire: open-toed shoes, short shorts, clothing with offensive words or graphics, tank tops, and excessive or dangling jewelry. Longer hair should be restrained in a ponytail or clip.

## 2.5 Good Works Gun and Firearm Policy

Good Works volunteers may not possess or use any gun or firearm at any time while on any property owned, leased or controlled by Good Works, such as Good Works offices and warehouses. Possession or use of guns or firearms by volunteers is also prohibited in any location in which the volunteer represents Good Works, such as on the property of any homeowner served by Good Works. These prohibitions apply regardless of whether a volunteer possesses a concealed weapons permit (CCW) or is allowed by law to possess or use a gun or firearm.

Volunteers who violate this policy will be prohibited from serving with Good Works until any gun or firearm is secured. Good Works retains the right to take other and/or additional appropriate action for violations of this policy as facts and circumstances warrant.

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## 3.0 Working with Youth

In addition to our Code of Conduct, Good Works has adopted a **Safe Ministry Policy** for the safety and well-being of our volunteers, both adult and youth. While these policies primarily protect our youth volunteers under the age of 18, they also protect adult volunteers, and any other youth present at the worksite. To maintain a safe and secure environment Good Works has adopted the following guidelines:



## 3.1 One-On-One Contact

One-on-one private contact between unrelated adults and youth is not permitted at any time while on a workday. If you have any questions regarding this policy, please discuss them with your Work Crew Leader.

## 3.2 Abuse

Any adult who observes alleged abuse or to whom such alleged abuse is reported is required to report the incident immediately to the Work Crew Leader in charge. All allegations will be taken seriously. Any person who is the subject of the report will be required to refrain from all youth activities until the incident report is resolved. In the event an individual needs to be removed from an activity, care should be taken to handle this in a discreet manner, recognizing that an investigation will be conducted.

## 4.0 Policy Violations

Good Works expects all volunteers to behave in a way that honors our ministry and the people we serve. If a problem arises, Good Works will review the situation and consider the facts and circumstances. We reserve the right to take any appropriate action that might be necessary to protect the Good Works ministry including refusing future participation of individuals or organizations. While it would be impossible to list all types of behavior that would be unacceptable, here are some examples:

- Violations of the Code of Conduct
- Violations of the Safe Ministry Policy
- Theft or inappropriate removal or possession of Good Works or homeowner's property
- Misuse of Good Works equipment or materials
- Falsification of records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol, illegal drugs, weapons or fireworks at the work site.
- Fighting or threatening violence at the work site
- Boisterous or disruptive activity at the work site
- Negligence or improper conduct leading to the damage of property

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## 5.0 Raising Concerns

Good Works recognizes that a peaceful working environment benefits us all and allows us to fulfill our mission more effectively. If you have a concern, or a misunderstanding arises, you should raise your concern in a timely manner so that the situation can be resolved promptly.

- Most situations can be addressed best by the Good Works Work Crew Leader or your volunteer organization leader if applicable.
- If the situation cannot be addressed by the volunteer leaders, or you are not comfortable raising the concern with the volunteer leadership, you may speak to the Good Works Operations Director or Work Camp Director on the workday. If your concern cannot be resolved on the work day, contact the Good Works Volunteer Coordinator. Contact information is available on the [Good Works website](#).
- Depending on the situation, Good Works may decide to conduct an investigation and take appropriate action based on its review. The Executive Director will review any such investigation and make recommendations accordingly. The decision of the Executive Director is final. If the Executive Director is the subject of your concern, then the Volunteer Coordinator will directly contact the Chair of the Human Resources and Administration Committee.

## 6.0 Volunteer Roles

Good Works offers a number of volunteer opportunities. For more information on these roles, visit the [Good Works website](#).

- Ambassador Director
- Ambassador
- Application Interviewer
- Assistant Operations Director
- Lunch Helper
- Materials Coordinator
- Office Support
- Operations Director
- Photographer
- Skilled and unskilled workers
- Tech Advisor
- Warehouse Manager
- Work Crew Leader
- Workday Greeter
- Workday Lunch Coordinator