

# Frequently Asked Questions (FAQ)

**Q.** Do I have to complete orientation before I can begin volunteering?

**A.** Yes! We want you to feel fully equipped when you begin volunteering. Regardless of where you would like to be, the first step is to participate in our very brief online orientation. This orientation ensures that you:

1. Watch the “Volunteer Orientation” video.
2. Create a volunteer account on VolunteerHub.
3. Sign a new volunteer waiver (required.)
4. And fill out an interest form (so we can let you know about events!)
5. Get your join code so you can sign up for our volunteer opportunities.

**Complete orientation here:** <http://orientation.habitatcaz.volunteerhub.com/> Create your volunteer account on VolunteerHub and follow the steps to complete the orientation.

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**Q.** I never received a join code! How can I get it?

**A.** **Uh oh!** We are so sorry to hear that you didn't get your code.

1. First double check your email (spam and junk folders included.)
2. Please make sure you followed all the steps on your orientation event. Most commonly, volunteers forget steps 3 and 4. You can find the steps below and, in your email (sent from VolunteerHub.)

**Step 3:** Follow the link on your confirmation screen (can also be found in your e - mail) to complete the [volunteer interest form](#). Click the submit button at the bottom of the screen. **Do not close your screen!** You will be redirected to a confirmation page which will reveal your join code.

**Step 4:** Log back into your [VolunteerHub](#) account and input your join code [here](#).

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**Q.** Every time I go to VolunteerHub, all the events are listed as “Reserved.” Does that mean that I can't sign up for these events?

**A.** Not necessarily.

1. First, be sure that you are logged into your account. If you are a part of certain user groups, you must be logged in to the website to be granted permission.
  2. You may not have access to that specific event because it may be reserved for another group.
  3. You may not have been added to the appropriate user group. Contact your group manager at Habitat.
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**Q.** I have court-ordered community service I need to complete; can I do this with Habitat for Humanity?

**A.** Yes! However, we do require that all volunteers:

- a. Are 18 years of age or older.
- b. Have a DUI or traffic violation.
- c. Do not need to complete more than 150 hours.

Court – ordered community service volunteers must go through a private orientation with our Volunteer Service’s team. **Please call: 602-268-9022 to schedule your community service orientation.**

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**Q.** I really want my children to learn how to give back. Can I bring my kiddos to the site with me?

**A.** While we love our little builders, Habitat for Humanity Central Arizona is held to Arizona state laws which prohibit volunteers under the age of 16 from participating in our construction projects. \*

Volunteers 15 years and older may volunteer at any one of our ReStores.

Habitat’s Volunteer Service’s department is working on developing volunteer projects that little builders can participate in. Stay tuned for our youth engagement opportunities.

**\* Please note:**

- **Any minor must have a printed waiver, signed by a parent in hand before they can begin volunteering.**
  - **If a volunteer is under the age of 18, they are prohibited from participating in tasks that require power tools or ladders.**
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**Q.** Do I have to bring my own tools?

**A.** If you have tools you prefer to use, you are more than welcome to bring those to the site with you, however, Habitat does provide all necessary tools and instructions on site. \*

**\* Please note: If you bring your own materials, you are personally responsible for them when you leave the site. Habitat is not responsible any lost, damaged, or stolen materials.**

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**Q.** What do I wear to volunteer?

**A.** Great question! We want our Habitat volunteers to be as safe as possible. Please review the details below for appropriate volunteer attire so you may have the safest experience possible.

- **ALL** volunteers are required to wear face masks to protect from COVID-19.
  - Closed toed/heel shoes.
  - Jeans or long shorts - please no short shorts.
  - Please no tank tops.
  - **Leadership and Site Host ONLY:** Your Habitat T-Shirt (*let your house leader know if you currently do not have a Leadership shirt*)
  - **Leadership and Site Host ONLY:** Habitat name tag (*let your house leader know if you currently do not have one.*)
  - Please keep in mind that tasks can sometimes include messy work. **Be sure to wear clothing you do not mind getting a little dirty or painted on.**
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**Q.** What do I need to bring with me to a volunteer day?

**A.** You are not required to bring anything with you to a volunteer opportunity, but we have listed some highly encouraged items below.

- Bottled water, we will have some water on site.
  - Snacks if desired.
  - Sunscreen is highly recommended.
  - Hats are optional.
  - While Habitat will provide all necessary tools and protective gear on site, you are welcome to bring your own if you like. If you do bring your own supplies, you are responsible for removing them from the site at the end of the day.
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**Q.** What should I expect on a volunteer site? What does my task entail?

**A.** We know you want to be as safe as you can be and sometimes, that means you need to know what to expect before coming on site. Please always exercise caution when volunteering with Habitat for Humanity and never attempt an activity that you are uncertain of or may cause you injury. Please watch [this video](#) to see what you can expect on a Habitat site.

You can also see a write up of all tasks and their descriptions [here](#).

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**Q.** Do I need any experience to volunteer?

**A.** You do not! There are trained staff and volunteers on site to help you through every task. All we need is your heart for helping and the hunger to learn.

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**Q.** It is scheduled to rain on the day I registered to volunteer; should I still show up?

**A.** We know rain can be quite unpredictable in Arizona. If you suspect rain on the day you're registered to volunteer, please call the **rain hot line at 602-262-8679** (updated at 4 a.m.) in the morning and listen for lot # & address of your scheduled volunteer day.

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