



Greater Ottawa

Habitat for Humanity®
Habitat pour l'humanité®

La Grande Région d'Ottawa



2018
VOLUNTEER
MANUAL

welcome volunteers!



Alexis Ashworth
CEO

Dear volunteers,

A warm welcome to all our new volunteers and welcome back to our seasoned veterans! On behalf of our Board of Directors and staff, I would like to express my heartfelt appreciation for your commitment to Habitat for Humanity Greater Ottawa (Habitat GO) and your desire to participate with our builds.

This year, Habitat GO will continue work on Leacross Landing, a development of 16 townhouses being built at the corner of Jeanne d'Arc Boulevard and Fortune Drive in Orleans. We will be completing the four homes in Phase I early this summer, and begin the next four homes in Phase II around the same time. We anticipate that Phase II will be completed by this December, so we will be quite busy on the build site! We will also be running various team build days throughout the summer, and welcoming a Global Village team in August.

Since 1993, Habitat GO has partnered with 72 families in the Greater Ottawa area. We bring communities together to help families build strength, stability and self-reliance through affordable homeownership. Our future homeowners build their own homes alongside volunteers and pay an affordable mortgage.

There is no better place to see this dedication in action than on a Habitat build site. What starts out as an empty lot soon becomes a hub of activity, thanks to our hundreds of volunteers and donors in this community. Your dedicated support makes all of this possible. Thank you for being a part of our Habitat family and helping us create a community where every family has a safe, decent, affordable place to call home. We couldn't do it without your support!



Trainyards

613-744-7769

768 Belfast Road

Mon-Sat: 9am-5:30pm

Sun: 12pm-5pm

Habitat GO Admin Office

is also at this location.

Office hours:

Mon-Fri: 8am-4pm

Off Merivale

613-225-8400

7 Enterprise Avenue

Mon-Sat: 9am-5:00pm

Sun: 12pm-5pm

Stittsville

343-545-0481

3 Iber Road

Mon-Wed: 9am-5:30pm

Thu-Fri: 9am-8pm

Sat: 9am-5:30pm

Sun: 9am-5pm

our build staff



Steve Walsh
Construction Manager



Jason Bourguignon
Site Supervisor



Jenny Grenville
Volunteer Coordinator
(Admin Office staff)

On your build day, you will also meet a few of our dedicated **Site Liaison** and **Crew Lead** volunteers. When you arrive on site in the morning, our Site Liaison will help guide you through check in and safety preparation. Crew Leads are experienced build volunteers, many with a background in general construction and trades. They will assist in leading participants on the different build tasks for the day.



our phase II families

the bustamante family



The Bustamante family immigrated from Colombia to Canada seven years ago. Although the adjustment to Canadian life was challenging for the family (especially those -40 winter days!), they are proud to have settled in Ottawa to build a better future for their family. Juan Pablo works as an administrative agent for the CISSSO Gatineau Hospital and his wife Claire Mejia works in maintenance at Alco Janitorial.

Juan Estaban, the couple's 15-year-old son is active with the Cadets and loves to play basketball in his free time. Santiago, 6, loves to play and is excited to finally have some outdoor space to run around and meet other children.

The family is currently living in an unsafe neighborhood with a high crime rate. After a violent crime in an adjacent building, the Bustamante family knew it was crucial for them to find a safer environment for their children to grow up in.

What the family is looking most forward to is the stability that comes with being a Habitat homeowner. "We have moved four times since moving to Canada, and because of that, our children have had to switch schools many times," says Claire Mejia. "This hasn't helped our youngest son Santiago, who is having issues with language. Having a stable home means that he won't have to change schools anymore and will gain confidence in his abilities."

The Bustamante family is also excited to see their sons grow up in a neighborhood of Habitat homeowners, and see their new community as a big family. "We are so happy to have an affordable home and share our neighborhood with other good, hardworking families. We are proud that our sons will grow up alongside the other children in this development and that they will feel a sense of community and collaboration," says Juan Pablo.

"Trust me, this is our dream and we still can't believe it is real," says Juan Pablo. "To be safe in our own home is a feeling that we just can't explain, it's simply incredible."

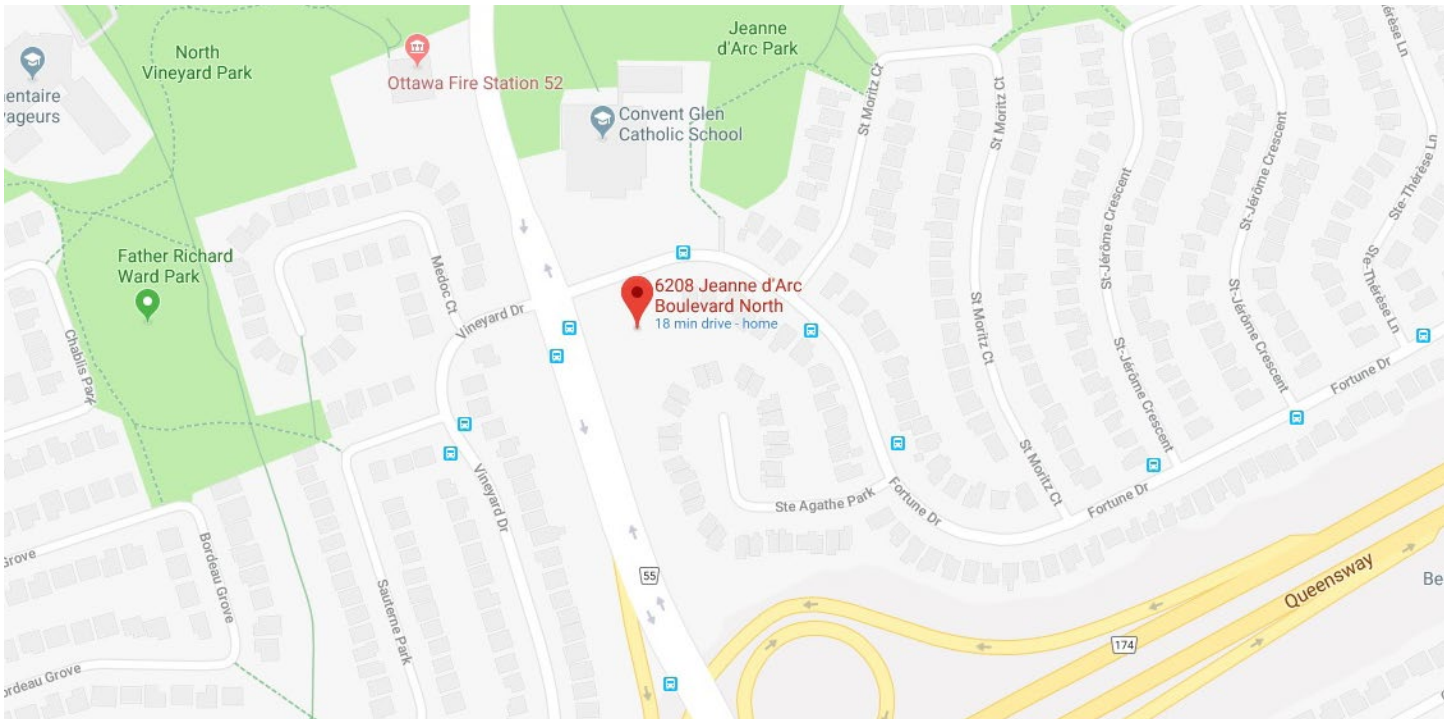
More profiles coming soon – there will be three families total moving into Phase II.

leacross landing

6208 Jeanne d'Arc Boulevard North

This year, Habitat GO will continue work on Leacross Landing, a development of 16 townhouses being built at the corner of Jeanne d'Arc Boulevard and Fortune Drive.

Transportation to and from the build is the responsibility of the volunteer. While we encourage carpooling, Habitat GO is unable to assist in coordinating transportation.



The build site is located in a school zone. Please drive carefully and watch for children.

Parking

Street parking can be found in the surrounding neighbourhood. We ask that you be mindful of neighbours' property, fire hydrants and parking too close to street corners.

By Car

Traveling Eastbound: Take the 417 Eastbound and merge onto the 174 Eastbound towards Orleans Rockland. Take the Jeanne d'Arc Boulevard exit. Use any lane to turn left onto Jeanne d'Arc Boulevard North. The build site is located just on the left as you approach Fortune Drive.

Traveling Westbound: Take 174 Westbound towards Ottawa. Take the Jeanne d'Arc Boulevard exit. Turn right onto Jeanne d'Arc Boulevard North. The build site is located just on the left as you approach Fortune Drive.

By Bus

The site is accessible by many OC Transpo bus routes and is within walking distance from Jeanne d'Arc station. Please use OC Transpo Travel Planner to plan your route to the site:

<http://www.octranspo.com/travelplanner/travelplanner>

IMPORTANT:

**Only volunteers who have been confirmed and scheduled to work will be allowed on site.
Please do not bring friends to the build site.**

Volunteering Guidelines

Prior to your Build

- Review this Volunteer Handbook and sign the Habitat for Humanity GO's Volunteer Release, Waiver of Liability and Indemnity Agreement
- Review Habitat Canada's Safety On-Site Video: https://youtu.be/_I-sp7Ya5cE

Age Requirements: Minimum Age

For safety reasons, construction volunteers must be at least 16 years old. Volunteers who are 16 and 17 years old are permitted on-site but must be accompanied by a parent/guardian who will work alongside them for the day. The signature of the minor and the parent or guardian is needed on the Volunteer Release, Waiver of Liability and Indemnity Agreement.

One adult can chaperone up to four youth volunteers. Additionally, 16 and 17 year olds are not allowed to operate any power tools and work or climb on a ladder, roof, or scaffolding.

Age Requirements: Maximum Age

There is no maximum age limit for volunteering with Habitat GO, although we ask volunteers to keep in mind that construction work can be strenuous. Please let us know immediately if you are uncomfortable doing a task, get injured or start to feel ill.

On your Build Day

You are asked to arrive on the build site by 8am. Please arrive on time.

Check In

When arriving on site, please check in at the site trailer. You will be required to sign in and out each day and on your first shift for the build, you are required to hand in your waiver to the Site Liaison.

Paperwork

You are required to complete and sign the Volunteer Release, Waiver of Liability and Indemnity Agreement. Please ensure you bring your completed waiver with you on your build day. All waivers are kept onsite for the duration of the build.



Food/Drinks

There will be beverages, water and light snacks available on site for breaks. Volunteers are asked to bring their own lunches. It is recommended that you bring a “brown bag” style lunch. Lunch breaks are typically taken between 12pm-12:30pm and you are welcome to stay and join the crew. If you plan to leave the site for lunch, please make sure to notify the Site Liaison.

Dress Code

A build site can be a dirty, muddy and dusty place and we build in almost all weather conditions. We recommend wearing comfortable, breathable, old clothing that you do not mind getting dirty. Volunteers may want to bring rain gear or extra layers depending on the weather. Remember to bring extra socks for your steel toe boots. **Please Note: Shorts, tank tops and leggings are not permitted on the build site.**

Personal Protective Equipment (PPE)

All volunteers are required to wear CSA approved hard hats and steel toe boots on site. Habitat GO has a supply on site, which you may borrow on your build day. Volunteers are encouraged to bring their own to ensure a proper fit. If you wish to bring your own, please see the Working Safely Means Wearing the Proper Equipment section for the requirements.

Personal Items

Habitat GO is not responsible for lost, stolen or damaged items.

Cell Phones

We encourage you to take photos during your day and post them on Facebook, Twitter (@habitatgo) and Instagram (@habitatgreaterottawa), using the hashtag #habitatgo. For safety reasons, we ask that you do not bring your cell phones out to the build site while working.

Bags, Coats, etc

Space is limited on the build site. Volunteers are encouraged to travel light and leave what they can in their car.

Tools to Bring

Habitat GO provides volunteers with all the necessary tools and equipment for a build day. If you wish to bring your own, please make sure they are clearly labelled. Do not bring any power tools. Habitat GO is not responsible for your tools.

Tools you may bring include:

- Safety glasses
- Tool belt, nail apron, hammer loop
- Hammer
- Tape measure
- Pencil
- 4 in 1 screwdriver
- Retracting utility knife
- Dust mask
- Gloves



Health and Safety Guidelines

A successful build happens only when the construction site maintains the highest standards of health and safety for the volunteers. It is the responsibility of all participants on a Habitat build to conduct themselves in a way that ensures their own protection and that of their fellow volunteers. It is also important that the policies and procedures protect the public, the volunteers and the homeowners during construction.

While Habitat GO cannot guarantee there will not be an injury on the construction site, accident prevention is the goal. All volunteers must read these guidelines before they work on a construction site to increase their awareness of health and safety issues.

Safety is based on knowledge, skill and an attitude of care and concern. The site supervisor and crew leaders will instruct each worker about the correct procedures for performing each task. They will familiarize workers with the potential hazards of doing the assigned tasks and how the hazards can be minimized.

There are also certain precautions volunteers should take to have a rewarding building experience.

IF YOU EVER FEEL UNSAFE, SEE SOMETHING THAT IS UNSAFE OR ARE NOT COMFORTABLE PERFORMING A TASK, PLEASE STOP AND NOTIFY THE CONSTRUCTION MANAGER. YOU HAVE THE RIGHT TO SAY NO.

Pre-Build Preparations

Spending the day on a construction site can be exhausting, especially when you are not used to physical labour. It is important to prepare for the build by getting adequate sleep before you start work and remember to do some warm-up and stretching exercises to reduce your risk of injuries.

On-Site Safety Measures

A safe site is everyone's business. All volunteers need to:

- Look for hazards;
- Report hazards to the Construction Manager, Site Supervisor, Crew Leader or Site Liaison;
- Act, when appropriate, to neutralize a hazard.

Every morning, a safety presentation will be done on site to inform all volunteers of the risks and precautions they will encounter that day.



Alert workers reduce the quantity and seriousness of injuries. Staying alert, especially later in the day when you are tired, requires planning:

- Avoid distractions, electronic or otherwise;
- Avoid distracting others;
- Pace your work, so you do not get overtired or strain your muscles;
- Drink plenty of water, do not wait until you are thirsty;
- Take a break if you are tired.

Always be cautious and ask questions. Do not proceed with a task if you are uncertain about how it is done or if you are not certain you can do it safely (e.g. lifting material). Ask for help! Accidents often occur when someone is rushing and cutting corners. Always take the time to work safely.

Being prepared to work safely includes knowing where the First Aid station is located and how to summon emergency assistance.

Personal Protection and Prevention

For your personal protection, it is your responsibility to notify your Construction Manager, Site Supervisor, Crew Leader and Site Liaison of any health or physical conditions that may affect your ability to perform the tasks required. These include but are not exclusive to:

- Health conditions (e.g. heart problems, allergies);
- Physical conditions (e.g. back problems);
- Fears (e.g. fear of heights);
- Medication taken (e.g. insulin, Epipen)

Never use alcohol or drugs on or before going on site.

This includes drugs that have drowsiness warnings (e.g. antihistamines).

working safely means wearing the proper equipment!

We provide all necessary safety equipment onsite, however if you have your own that meet our guidelines, you are encouraged to bring them.

Head Protection

Volunteers must wear a hard hat at all times while onsite. All hard hats must be suspension style and be free from cracks, dents or damage.



Foot Protection/Work Boots

Volunteers must wear CSA approved work boots. CSA work boots display one or both of the following labels. This label is generally visible on the tongue or side of the boot.



Hearing Protection

When operating or assisting others who are operating power tools for an extended period of time, hearing protection is highly recommended.

Respiratory Protection

When working with insulation or in areas with excessive dust, appropriate protection is required, such as a mask which will be provided.

working safely on equipment

Ladders

All work assignments requiring the use of ladders require a minimum of two persons; one to work on the ladder and one to hold/secure the ladder. Never stand on the top two rungs of a ladder. When using an extension ladder, extend the ladder well beyond the target area.



Never over-reach when working on ladders as this can cause you to lose your balance. To work above three metres (10 feet), volunteers must have Fall Protection Training and must have their card on site. Volunteers using ladders must also be supervised by others who have successfully completed Fall Protection Training and who are carrying the associated Fall Protection Training Card.

Scaffolding

Habitat GO provides scaffolding for application of exterior finishing and roofing edge. Keep personal loads on scaffolding to a minimum with no more than two workers per vertical section. Ontario safety regulations mandate that all workers operating above a potential fall height of three metres be trained in fall protection.

Any volunteer working on roofs where no scaffolding is erected must be trained in fall protection and must be wearing the appropriate fall protection harness. Only those volunteers who have successfully completed Fall Protection Training and carrying the associated Fall Protection Training Card may use a safety harness or other fall systems.

Power Tools and Other Equipment

You are not required to use any power tools but if choose to use equipment that has a power source, remember the following:

- Always get instructions on how to use the power tools;
- Wear your eye and ear protection;
- Be aware of all operating procedures;
- Never remove or tamper with any safety devices attached to the power tools.

Remember:

- Always report any damaged power tool or cord to the Construction Manager immediately;
- Always use three-prong plugs for your power tools (unless another type of plug is specified);
- Always keep all cords and extensions out of water, oil and other wet materials;
- Always report any electrical shocks or tingles to the Construction Manager immediately;
- Never lower or carry a power tool by the electrical cord;
- Never use electric tools where flammable materials or gases are being used.

If you are not comfortable using power tools, do not feel pressure to use them. If you would like additional instruction, please ask the Construction Manager, Site Supervisor or Crew Leader. Use of power tools by volunteers will be at the discretion of the Construction Manager, Site Supervisor or Crew Leader and under strict supervision of volunteers deemed experienced in the use of such tools.

Hand Tools

Always select the correct type of tool for the job and be sure you can handle the tool you have selected. Do not use any tool that is in poor shape.

Tool Control Procedures

Habitat GO's tools and equipment are one of its valuable assets and are essential to the success of this, and future projects.

Please help to ensure that all our tools are cared for and kept track of during the build, and take care to prevent their loss.

- Take care of them as if they were your own.
- Keep track of these tools while they are being used and ensure that they are returned when you are done with them, when changing jobs, or when your shift is over.

emergency contact list

Hospital	Phone	Address	Directions
Montfort Hospital	613-746-4621	713 Montreal Road	Turn left on Jeanne d'Arc Boulevard Slight right onto HWY 174 (West bound) Exit at Montreal Road Follow Montreal Road to Hospital

walk-in clinic

Clinic	Phone	Address
Orleans Urgent Care Clinic	613-841-5389	100-1220 Promenade Place d'Orleans



frequently asked questions

What days of the week do we build?

Most weeks, we build Tuesday to Friday.

How long is the build day?

All build days start at 8am and end around 3:30pm. Please arrive 15 minutes early so that you are ready in time for our safety presentation.

Can we arrive late or leave early?

Please arrive on time to register and to attend the orientation. If you need to leave early, please let the Construction Manager, Site Supervisor and Site Liaison know when you are leaving and make sure to sign out.

What should we wear?

Loose, comfortable and old clothing is ideal. Please dress for the weather and be prepared to get dirty. Bring socks for your steel toed boots.

What about a hard hat and steel-toe boots?

We do provide both, but if you have your own boots or hard hat, please bring them with you. Please see the Working Safely Means Wearing Proper Equipment section of this handbook for requirements.

Do you provide snacks and lunch?

We provide snacks, coffee and water/drinks. Volunteers are asked to bring their own lunch and we recommend a “brown bag” style lunch. We ask that everyone also bring a refillable water bottle.

What type of bathroom facilities are on site?

We have a portable toilet on each build site.

Do volunteers need previous experience?

No experience is required; all volunteers are welcome on a Habitat GO build.

What if someone is not comfortable using power tools or other tools?

There will be other tasks for you to do, please don't ever do something on the build that you are not comfortable doing, safety is our number one priority.

Age restrictions for volunteers?

Volunteers must be 16 years of age or older. Volunteers who are 16 or 17 must be accompanied by a parent/guardian who will also be volunteering that day. The signature of the minor and the parent/guardian is needed on the Volunteer Release, Waiver of Liability and Indemnity Agreement.

What kind of tasks will volunteers be doing?

Tasks vary depending on the stage of construction. We ask volunteers to come prepared to work inside or outside.

we look forward to seeing you on the build!