

REQUIRED COMMUNITY SERVICE POLICY

Greater Matthews Habitat for Humanity (GMHFH) offers limited opportunities for individuals who are required to complete community service hours through the courts or as recommended by legal counsel. Community service opportunities are available only in the ReStore and are subject to approval, volunteer availability, and operational needs.

Eligibility

The following individuals may be considered for required community service at the GMHFH ReStore:

- Individuals with court-ordered community service hours from Mecklenburg County, whether assigned directly to GMHFH or seeking placement independently.
- Individuals with court-ordered community service hours from outside Mecklenburg County, subject to approval.
- Individuals with any lawyer recommended community service hour requests for eligible offenses.

The following individuals will not be considered for required community service at the GMHFH ReStore:

- For the safety of our volunteers, staff, customers, and donors, GMHFH does not accept individuals with certain offenses, including but not limited to: Disorderly conduct, Larceny, Theft, Uttering, Forgery, Breaking & Entering, Assault, Felony offenses, Weapons-related offenses, Violent crimes

Application and Approval Process

To be considered for community service, applicants must:

- Complete the Required Community Service Request Form on the Greater Matthews Habitat for Humanity website or email the Volunteer Services Department.
- Submit one form of required documentation:
 - Applicants can provide a physical letter on official court or attorney letterhead including the offense or charge, number of required community service hours and the completion deadline.
 - Applicants can provide a copy of their ticket stating the offense or charge along with number of required community service hours and the completion deadline.
 - If an individual has been assigned directly to GMHFH by Mecklenburg County and is on our approved list, additional documentation may not be required.
- In most cases, applications will be reviewed by the Volunteer Services Department within two (2) business days.

Due to limited volunteer opportunities, Greater Matthews Habitat for Humanity (GMHFH) cannot accommodate every community service request. Approval is at the sole discretion of the Volunteer Services Department and ReStore Management Team and is based on volunteer availability, the applicant's completion deadline, and the operational needs of the ReStore. To ensure adequate supervision and meaningful work assignments, GMHFH hosts no more than two (2) community service volunteers at one time. Requests may be declined if those volunteer spots are filled or if we are unable to provide sufficient volunteer opportunities to complete the required hours by the applicant's deadline.

Physical Requirements

- Community service volunteers must be willing and able to safely perform the essential functions of a ReStore volunteer, which include being able to lift up to 50 pounds during their volunteer shift.

Volunteer Onboarding

If approved, community service volunteers must complete all required onboarding before volunteering:

- Create an account in the GMHFH Volunteer Portal: gmhfh.org/VolunteerPortal
- Complete the volunteer orientation and quiz: gmhfh.click/ReStoreOrientation
- Attend a required Meet & Greet to make sure all onboarding requirements are completed.
- Volunteer accounts will be activated after successful completion of the entire onboarding process.

Scheduling Volunteer Shifts

- Volunteer shifts must be reserved through our online volunteer portal: gmhfh.org/VolunteerPortal
- ReStore Shifts & Scheduling:
 - Tuesday–Friday - 10:30 a.m. – 1:30 p.m. or 1:30 p.m. – 4:30 p.m.
 - Saturday - 12:30 p.m. – 4:30 p.m.
 - Volunteers wishing to serve a full weekday should register for both the ReStore AM & ReStore PM shifts.
 - Volunteer opportunities are limited and are available on a first-come, first-served basis.
 - Walk-in volunteering is not permitted.

Attendance and Expectations

Community Service Volunteers are expected to:

- Arrive on time for every scheduled shift.
- Notify the Volunteer Services Department as soon as possible if they are unable to attend.
(One absence may be excused at the discretion of the Volunteer Manager. Multiple absences or no-shows may result in dismissal from the program.)
- Complete their entire scheduled shift to receive credit.
- Perform assigned tasks as directed by ReStore staff.
- Follow all GMHFH volunteer policies and safety procedures.

Leaving early without permission, refusing assigned work, or failing to comply with volunteer expectations may result in that day's hours not being credited and may lead to dismissal from the program.

Hour Tracking & Verification

Volunteers are responsible for accurately recording and tracking their hours by:

- Signing in and out at the volunteer kiosk.
- Completing the community service paper timesheet after each volunteer shift. The timesheet must be initialed by a member of the ReStore staff or management before the volunteer leaves for the day.

After completing their required hours, volunteers may request a verification letter by:

- Emailing the Volunteer Services Department, or
- Submitting their completed timesheet to the Volunteer Services Department.

Verification letters may be sent by email, mailed, or picked up at the ReStore within three (3) business days. Volunteers are encouraged to keep a copy of their completed timesheet for their personal records.