AmeriCorps

AmeriCorps Member Handbook

Updated Oct 2026

Habitat for Humanity® of Iowa

The AmeriCorps Pledge

I will get things done for America –
to make our people safer, smarter, and healthier.

I will bring Americans together
to strengthen our communities.

Faced with apathy, I will take action.

Faced with conflict, I will seek common ground.

Faced with adversity, I will persevere.

I will carry this commitment
with me this year and beyond.

I am an AmeriCorps member,
and I will get things done.

We build strength, stability, self-reliance, *and* shelter.

Dear AmeriCorps Member,

Welcome to Service! We are excited that you have chosen to serve with us at one of our Habitat Host Sites in Iowa. As a member with Habitat for Humanity of Iowa, you are going to have an opportunity to directly contribute to our vision of having a state and world where everyone has a decent place to live.

This handbook will describe benefits, responsibilities, and prohibited activities of your member role with Habitat Iowa. Please review it carefully. You may also refer to your Member Service Agreement for more details.

As an AmeriCorps Member at Habitat Iowa, you will make a positive difference to the community in which you serve. Our team members represent the heart and soul of Habitat Iowa and are an essential part of carrying out our mission. It is our philosophy that we invest in our members, building your leadership skills, and providing a fulfilling service experience.

In Partnership,

Katie Sylvis

Katie Sylvis, AmeriCorps Program Director

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ABOUT THE MEMBER HANDBOOK

This handbook is intended to be used as a reference for you during your term as a Habitat Iowa member. It is a compilation of AmeriCorps, Habitat for Humanity International, and Habitat Iowa policies and procedures that guide our program operations. This handbook does not act as a service agreement, rather it serves as a supplement to your Member Service Agreement. Every effort is made to keep this handbook up to date but be aware that the policies and regulations herein are subject to change.

This Handbook should not be construed as, and does not constitute, a contract of service. The relationship between you, Habitat Iowa, and your Host Site is outlined in your Member Service Agreement (MSA). Please refer to that document for details.

HABITAT IOWA OVERVIEW

MISSION

Seeking to put God's love into action, Habitat for Humanity brings people together to build homes, community, and hope.

VISION

A state and world where everyone has a decent place to live.

FOCUS AREAS

Habitat Iowa and our Habitat Host Sites focus our program activities on the following goal areas:

- Construction of Affordable Housing; including new construction, rehabilitation, and recycling of current housing stock.
- Affordable Housing Repair; including programs such as Rock the Block and Helping Hands
- Volunteer Coordination; providing scheduling, guidance, and training to our volunteers
- Family Service Coordination; providing scheduling, program information, and training to our Habitat homebuyers and applicants
- Disaster Recovery; including debris removal, repairs, sandbagging, and mucking-and-gutting.

GOVERNANCE

Habitat Iowa receives funding for its AmeriCorps programs from Iowa Economic Development Authority, Volunteer Iowa (The Iowa Commission on Volunteer Service) through a competitive grant from the federal agency known as AmeriCorps.

Habitat Iowa maintains Host Site Agreements with a number of Habitat for Humanity affiliates throughout the state of Iowa. Our current Host Sites include: Greater Des Moines Habitat for Humanity, Cedar Valley Habitat for Humanity, Iowa Valley Habitat for Humanity, Iowa Heartland Habitat for Humanity, and a Mobile Response Team based out of Cedar Rapids, Iowa.

AmeriCorps is a national service movement that provides thousands of Americans of all ages and background with an opportunity to serve. Nationwide there are hundreds of AmeriCorps programs providing full and part-time service to communities in the areas of health and human needs, public safety, education, and the environment. The AmeriCorps website (www.americorps.org) has a full listing of programs by state and focus areas.

MEMBER BENEFITS AND RIGHTS

LIVING ALLOWANCE

Members receive a bimonthly, taxable living allowance for their entire term of service (including holidays and vacation leave). The living allowance is provided to members in order to meet their basic living needs. Refer to the Member Service Agreement and Position Description for details regarding the living stipend or visit www.iowahabitat.org/member-page .

i. A member who starts late must extend his/her service period to the same number of weeks/days as others in their term of service in order to receive the full living allowance.
ii. When members leave early (before their contracted exit date) their living allowance will cease.

Habitat Iowa payroll department issues direct deposits on the 15th and last day of each month. If the pay date falls on a Saturday or Sunday, the living allowances are deposited on Friday. Deductions, such as FICA and federal and state taxes (when applicable), will be withheld from each living allowance. Direct deposit, at an institution of the member's choice, is offered and encouraged.

Questions about lost or destroyed living allowance checks should be referred to the Habitat Iowa's Operations Manager. Members are responsible for obtaining a notarized affidavit reflecting that the check has been lost and not cashed before a warrant check can be reissued.

It is the member's responsibility to have a current address and phone number on file at the Habitat Iowa Office to ensure that all necessary information and member living allowances can be received in a timely manner.

A member who has been temporarily suspended from service receives no living allowance while suspended.

EDUCATION AWARD

Upon successful completion of a term of service, members are eligible for an AmeriCorps Education Award to pay for higher education and to repay qualified student loans.

Educational award increases each year in correlation with federal Pell grant and is not controlled by Habitat Iowa programming. To find the most up to date education award amounts visit www.iowahabitat.org/member-page.

The amounts for the 2025-26 program year are as follows:

Participation Type	# of Minimum Hours	Amounts
Full-Time	1,700	$7395
Three-Quarter-Time	1,200	$5176
Half-Time	900	$3697
Quarter-Time	450	$1956
Minimum-Time	300	$1565

FORBEARANCE

You may apply for student loan forbearance about two weeks after your start date at my.americorps.gov. You are eligible to have the repayment of certain student loan(s) postponed while earning an education award. You must confirm this forbearance with your loan holder(s) and complete a Forbearance Request for National Service Form(s) at my.americorps.gov.

Under this forbearance, interest continues to accrue on qualified loans during your term of service. Upon successful completion of your service, AmeriCorps the agency will pay, on your behalf, all or a portion of the interest that accrued during the service period. If you are a member who completes your service within one year, one hundred percent of the interest accrued during your service will be paid by the AmeriCorps the agency. If you fail to complete your hours due to a compelling personal circumstance AmeriCorps the agency will pay a smaller percentage of the accrued interest. In either case, interest payment will not be deducted from your Education Award. The interest amount the Corporation pays on your behalf is taxable and will be reported to the Internal Revenue Service (IRS). If your student loan(s) are in default, they are most likely not eligible for forbearance. If your loans went into default prior to your enrollment as an AmeriCorps member, you can attempt to negotiate with the loan holder or collection agency to request an administrative forbearance to resolve the delinquency at the time this request is processed and ask that they add the interest to the balance of your loan.

MAP MEMBER ASSITANCE PROGRAM:
All Habitat Iowa members and their families are eligible to use the MAP (Member Assistance Program) which is a EAP program. This is program that allows members to access mental health counselors, life coaches, financial advisors, lawyers and more. More information at www.iowahabitat.org/americorps-map

CHILDCARE ASSISTANCE
Application and more information at www.americorpschildcare.com

The AmeriCorps Child Care Benefit Program is available for qualified, active, full-time AmeriCorps State and National, VISTA, NCCC, and FEMA Corps Members who need the benefit to serve; eligibility requirements are listed below for each AmeriCorps program. Child care benefits are paid directly to qualified child care providers for all or of part of the member's child care costs during their active time of service with AmeriCorps; child care benefit payments cannot be paid directly to AmeriCorps members. Child care benefits may not exceed applicable payment rates as established in the state in which the child care is provided under the Child Care and Development Block Grant Act of 2014 42 USC 9801.

- member's family must be income-eligible and the child(ren)'s caregiver must be considered a legal provider in the state.
- AmeriCorps Child Care Benefits Program is operated by AmeriCorps not Habitat for Humanity of Iowa. Habitat Iowa can help you through the process, but involved with selection, payment, or other issues.
- AmeriCorps pays up to 100% of the current market rate of childcare costs for eligible members who select qualified childcare providers. Reimbursement rates and eligibility are based on locally established guidelines

WORKERS' COMPENSATION INSURANCE
Habitat Iowa provides Workers' Compensation Insurance to all members receiving a living allowance. Workers' Compensation Insurance covers on-the-job injuries.

Member responsibilities:
1. Members who have physical limitations or special medical conditions, including allergies and reactions to stings, should notify their Site Supervisor and Habitat Iowa staff in writing as soon as possible.
2. If a member has an accident or injury while serving, s/he must report the accident immediately to his/her Site Supervisor. In the absence of the Site Supervisor, other Host Site staff must be informed by calling the Center.
3. After the initial verbal report, the member must complete an Accident/Incident Report, detailing the injury or occupational disease, and

submit it to their immediate supervisor within 24 hours. The form must also be faxed or given to Iowa Habitat staff within 24 hours of the incident.
4. Habitat Iowa will submit a claim within 48 hours of the incident. To facilitate proper filing of a claim, members and/or their supervisors are encouraged to call Habitat Iowa immediately to provide the designated staff person the information necessary to file a claim. The staff person notifies the Workers' Compensation office of the claim.
5. The member may lose the right to receive Workers' Compensation benefits if the incident is not reported in a timely manner.
6. Members have up to one year to file a claim on an incident that has been reported.
7. Members must have the medical provider submit all billings to the Workers' Compensation Insurance provider.
8. The member is expected to perform alternative service opportunities offered by Habitat Iowa staff in the case that s/he is unable to return to his/her regular service position.

Habitat Iowa's responsibilities include:

1. Habitat Iowa supplies forms for reporting accidents and furnishes additional information about Workers' Compensation upon request.
2. Workers' Compensation insurance pays certain medical and rehabilitation expenses within the limits of the law.
3. Members will not be credited with service hours for hours missed due to injury.
4. Habitat Iowa staff will work with the member to find alternative service opportunities if the member is unable to serve at his/her regular service position.
5. If the member is unable to perform any service due to injury, service suspension or compelling personal circumstances will be considered at the Director's discretion.

REQUEST TO LEAVE PROGRAM DUE TO A COMPELLING PERSONAL CIRCUMSTANCE

If a member is unable to complete his/her service obligation due to illness or personal issues beyond his/her control and that were unforeseen at the time of entry into Habitat Iowa, the Program Director, upon request or upon his/her own initiative, may release the member for Compelling Personal Circumstance. In the case of a Compelling Personal Circumstance, the member may choose to leave the program completely or suspend their service year. Compelling personal circumstances include:

1. Those that are beyond the participant's control, such as, but not limited to:
    a. A participant's disability or serious illness;

b. Disability, serious illness, or death of a participant's family member if this makes completing a term unreasonably difficult or impossible; or
c. Conditions attributable to the program or otherwise unforeseeable and beyond the participant's control, such as a natural disaster, a strike, relocation of a spouse, or the nonrenewal or premature closing of a project or program, that make completing a term unreasonably difficult or impossible;

2. Those that the Corporation has, for public policy reasons, determined as such, including:
    a. Military service obligations;
    b. Acceptance by a participant of an opportunity to make the transition from welfare to work;
    c. Acceptance of an employment opportunity by a participant serving in a program that includes in its approved objectives the promotion of employment among its participants.

Compelling personal circumstances do not include leaving a program:

1. To enroll in school;
2. To obtain employment, other than in moving from welfare to work or in leaving a program that includes in its approved objectives the promotion of employment among its participants;
3. Because of dissatisfaction with the program.

Under a Compelling Personal Circumstance, the Program Director may either:

1. Exit the member from the program and authorize a pro-rated award, as long as the member has served at least 15 % of his/her term of service; or
2. Suspend the member's term of service. Conditions of a suspended term of service include:
    a. The member may return to Habitat Iowa or to a similar AmeriCorps program. There is no guarantee the member will have the same position when s/he returns.
    b. The member will not accrue service hours or receive benefits during this period.

Members must apply for Compelling Personal Circumstances in writing, using the following method:

1. Clearly state a concise request for release from service due to a compelling personal circumstance. This request must be signed and dated.
2. Provide detailed information. What is the situation? How has the situation affected your ability to complete a term of service?
3. Provide back-up documentation such as doctor's records or letters, legal records, and/or letters from "experts." Documentation needs to clearly relate to the situation.

Any member who leaves Habitat Iowa without obtaining a release for Compelling Personal Circumstances is considered released for cause and will not receive an education award.

JURY DUTY

AmeriCorps members selected to serve as jurors continue to accrue normal service hours and continue to receive all benefits, including living allowance, regardless of any reimbursement received from the court.

NON-DISCRIMINATION POLICY

Habitat for Humanity of Iowa, Habitat affiliates, members, and its sponsors shall comply with all applicable state and federal rules and regulations which prohibit discrimination on the basis of race, color, creed, religion, national origin, age, gender, gender identification, gender expression, sexual orientation, marital status, political affiliation, or the presence of any sensory, mental or physical disability. Inquiries regarding compliance and/or grievance procedures may be directed to your Program Director or the Executive Director of National Community and Service Programs.

REASONABLE ACCOMMODATION

Habitat Iowa and its Sub-Grantee programs will provide reasonable accommodation to the known mental or physical disabilities of members. Member selection and project assignments are made without regard to the need to provide reasonable accommodation.

ARMED FORCES RESERVES

To the extent possible, Habitat Iowa seeks to minimize the disruption in members' service because of discharging responsibilities related to service duties. If members have a choice of when to fulfill their annual two-week active duty requirement, they should do so when it will not disrupt their AmeriCorps service. In instances where the dates of active duty are inflexible and conflict with Habitat Iowa service, members will be granted a leave of absence for the two-week period of active duty in the Reserves.

Members may not receive time off for additional Reserves-related service beyond the two-week active duty period. No service credit is earned for once-a-month weekend service in the Reserves.

Habitat Iowa credits members for service hours during their two-week active duty in the Reserves if it occurs during their service year. The member receives credit for the number of hours s/he would have served during that period had there been no interruption.

Habitat Iowa continues to pay the living allowance and other benefits for the two-week active duty period.

UNEMPLOYMENT INSURANCE

AmeriCorps members are considered volunteers, not employees. Therefore, members are not eligible for unemployment insurance benefits based on their AmeriCorps service.

VOTING

Habitat Iowa allows members to register during service hours, and the time spent on registering to vote is counted as development hours. Members who are unable to vote before or after service hours will be allowed to do so during service time without incurring any penalties.

REQUIREMENTS AND CONDITIONS OF SERVICE

HOURS OF SERVICE

All AmeriCorps members are required to serve a minimum number of hours; complete the hours within a contracted date range, and maintain an average amount of hours served weekly all outlined in the member service agreement.

Position Title	Minimum Hours	Recommended Hours	Length of Time	Average weekly hours
Three Quarter Time	1200	1208	35 weeks	36-40
Half Time	900	908	26 weeks	36-40
Quarter Time	450	458	13 weeks	36-40
Minimum Time	300	308	9 weeks	36-40
Half Time	900	908	52 weeks	20
Quarter Time	450	458	26 weeks	20

However, Habitat Iowa schedules and recommends that all members serve minimum additional hours such as 1720 instead of 1700 to ensure extra cushion in case hours are disallowed due to errors by either the member or program. This occurs when officials review timesheets and remove hours they deem incorrect. For example, if a member placed hours on a federal holiday or Sunday. Those hours could be erased after service is complete making the member unsuccessful in their completion of service.

Members are required to successfully complete all their specific program requirements and to serve for the entire term of service, even if the hours requirement has been satisfied before the end of the term of service. Members who serve more than the required number of hours of service do not receive additional compensation.

Members are allowed to successfully end service up to 4 weeks early if they have secured approval from the host site and the AmeriCorps program director. The member must have met all program exiting requirements before an early exit is considered. When a member exits early successfully, the living allowance payments will end and the education award will be released in full.

TYPE OF HOURS

A term of service consists primarily of Community Service and Member Training activities. Members can devote up to 20% of their term of service to Member Training. While members can participate in a narrow scope of fundraising activities (see Prohibited Activities for guidelines), Habitat Iowa discourages this activity unless permission is received in writing from Habitat Iowa prior to the fundraising activity. Fundraising is limited to a maximum of 10% of their term of service and must have prior approval from the AmeriCorps Program Director.

SERVICE HOURS

Member will spend a majority of their hours completing service hours (80%+). This is all the time that a member is serving and not training.

Examples of Service Hours:

1. Day to day activities on a construction site
2. Driving to construction site
3. Creating flyers for a community event

MEMBER TRAINING

Habitat Iowa is committed to providing members with opportunities to develop both personally and professionally during their service year. AmeriCorps members participate in a Member Development Program with the following goals:

1. Gain a greater appreciation and understanding of Habitat for Humanity's goals, safety procedures, and programs.
2. Explore the community and its resources and plan successful service projects that respond to real community needs and emergencies.
3. Coordinate, implement and evaluate a service project addressing an important community need.
4. Increase life, leadership, and/or employment skills and foster positive attitudes that value lifelong citizenship and service.

Members can expect to spend between 10% and 20% of their service year in activities involving training and development. Member Development will be explained in detail during the member's Pre-Service Orientation. Host Sites are encouraged to work with their member in examining the member's individual development goals as the site may have opportunities available that a member can explore and develop.

At a minimum members must have 1 training hour recorded on the first timesheet showing orientation to the host site and program. This will be many hours.

Examples of Training hours:

3. Orientation on the member's first day
4. Going to conference
5. Listening to a webinar on construction safety.

SERVICE HOURS FOR TRAVEL TIME

Habitat Iowa members can only accrue service hours for travel time if they are conducting Habitat Iowa business and one of the following:

1. They are traveling in a Habitat Iowa vehicle to or from a Habitat Iowa event.
2. They have obtained explicit permission and training from their sponsor to travel in a sponsor vehicle in order to fulfill the needs of the placement, and the sponsor explicitly assumes the member's travel liability.
3. They have obtained explicit permission from their sponsor to travel in a personal vehicle and the sponsor provides mileage reimbursement; and
4. They have obtained explicit permission from their appropriate Habitat Iowa staff to drive in a personal vehicle to attend a Habitat Iowa event.

Regular travel to and from the member's "primary duty station" (for IP members, their placement site; for FT members, the established staging area) and his/her residence shall not be "credited" with service hours. Habitat Iowa vehicles are used to support service projects, to provide transportation to relevant training and events or to provide support to the residential program. Use of the vehicles by members must be approved in advance by the appropriate Habitat Iowa staff, unless it is a medical emergency. Members must understand that all liability falls on the member's automobile insurance when driving their personal vehicle.

TIMESHEETS

Members are responsible for completing timesheets using the online program OnCorps. Timesheets are due on the 10th and 25th of each month and are considered late on the 12th and 27th of each month. Please refer to Habitat Iowa staff for specifics about paperwork deadlines for your program. Instructions can be found at www.iowahabitat.org/using-oncorps

HOURS COMPLETION

To complete the required service hour commitment by the end of the term of service, absences must be held to a minimum. Some flexibility is built into the calendar to accommodate sick and personal leave. These hours do not count toward service accomplishment. All sick leave and personal leave from service or training must be made-up in accordance with the Make-Up Policy.

AmeriCorps Staff provide service hour benchmarks to guide the member progress on a quarterly basis. A member who falls significantly behind may be placed on a Disciplinary Contract and be required to make-up hours missed within a certain time frame.

UNEXCUSED ABSENCES OR TARDINESS

Timely attendance is important for our construction schedules and normal functions of an office. It shows respect for the projects, managers, and team members. When a member is late, they are disrupting the flow of the entire project and team.

If a member is going to be late for whatever reason, they should contact their supervisor in the manner that the supervisor wishes. Supervisors may prefer email or texting for example.

Mistakes will happen on occasion, but the tardiness becomes an issue for the supervisor and the team, the supervisor may start the disciplinary procedure (page 21-22).

- **First Day of unexcused absence**, the supervisor will reiterate the time off policy
- **Second Day of unexcused absence** member will be given a Statement of Responsibility seen as an official written warning with the program. Failure to comply with the State of responsibility will lead to release from term of service.

- **First unexcused tardiness** - Supervisor will remind member of the importance of timeliness
- **Second unexcused tardiness** - Supervisor will give member an official verbal warning
- **Third unexcused tardiness** - member will be given a Statement of Responsibility seen as an official written warning with the program. Failure to comply with the State of responsibility will lead to release from term of service.

Member who are released from service (fired) will not receive the education award. Other benefits such aschildcare assistance, loan forbearance will also stop when fired.

TIME OFF / SICK LEAVE POLICY

NOTIFYING OF SICKNESS

It is expected that members will from time to time be sick and need to call out of service due to illness or self-care needs. However, members need to help ease the sudden loss of a team member by following these steps:

1. Contact the supervisor as soon as reasonably possible when the member knows they will be out of service. But no later than 30 minutes before the shift starts. This will allow for supervisors to better plan for the team's daily activities. The sooner the better when it comes to calling out sick.
    - Contact the supervisor based on their preference. This could be email, text, or calling.
    - Notify your supervisor ***as soon as possible*** even if it is outside of scheduled service hours.
2. If a member becomes ill during a normally scheduled service day, contact the supervisor immediately so the supervisor can help with closing the current project the sick member is apart of.
3. Employees who miss more than three (3) consecutive unscheduled days require a doctor's release to their supervisor permitting a return to service.
4. Unscheduled absences will be monitored. An employee will be counseled when the frequency of unscheduled absences adversely affects the operations of the department. If a member's absences are creating a problem for the team, but not 3 days in a row, the member will be counseled when the frequency of unscheduled absences adversely affects the operations of the department.

REQUESTING SCHEDULED TIME OFF OF SERVICE:

Some flexibility is built into the calendar to accommodate sick and personal leave. Members are ultimately responsible for ensuring they complete all service hour requirements.

Members should make every effort to maintain a regular service schedule. Personal appointments and time off should be scheduled around set service schedule and holiday breaks as much as possible. Members will be encouraged to stay on track to meet the minimum hours required per the member service agreement.

As a member starts they will be given a copy of a fresh Benchmark Planner, which is available through OnCorps. This document tells a member how much time off they have available for them and projects out future service schedules and time off.

STEP FOR TAKING TIME OFF:

- Follow the policy outlined by the member's host site. If not policy is available, follow this policy
- You are required to request TIME OFF at least 7 days in advance of the requested time off, unless it is due to illness or an emergency. You need to contact your supervisor for approval. Approved time off is subject to supervisory approval, department staffing needs and established departmental procedures
- Members must also provide the supervisor with a screenshot or print out of the current hour status in OnCorps with their Benchmark Planner. The benchmark planner will show if there is available time off for any personal time off. A video tutorial on how to view this information can be found at www.iowahabitat.org/using-oncorps

MAKE-UP POLICY

Completion of the required service hour commitment is the responsibility of the individual member. Members who fall behind in hours are expected to organize and serve in special approved projects on their own time. There may be authorized make-up opportunities scheduled throughout the service year for members who are not up to date on their hours. Some opportunities may be mandatory for members who are deficient in hours. Members may be required to make-up hours on weekends or during scheduled program breaks.

Make-up time is to be served with a preapproved community program consistent with the mission of Habitat Iowa or through preapproved training courses. For members placed with one sponsoring site, the sponsoring site is the priority site for serving make-up hours. If a member is unable to serve these hours at her/his placement (e.g., the supervisor has no additional projects for the member or if the organization is closed for a holiday), s/he may request to serve the hours at a different organization.

Please refer to your appropriate Program staff for make-up hour policy.

MAKE-UP TRAINING POLICY

For members utilizing the make -up trainings, they are required to complete a pre and post reflection after each training session. The instructions and assignments can be found at www.iowahabitat.org/member-training

Steps for each training below:

1. Get permission from your direct supervisor to do these trainings from home or the office

2. Pick a training from the list below
3. Complete the pre-reflection/ pre-test (every training has the same link)
4. Complete the materials (listed below) and make sure to keep track of the time spent
5. Complete the post reflection/ post-test (every training has the same link)
6. Put these hours into OnCorps as Training Hours.

Important Considerations:

- No trainings on Sundays or Holiday/Holiday vacations. Hours on Sundays and Holidays could get removed by grant administrators if they believe the hours were posted by mistake.
- Members cannot spend more than 20% of their time on training each pay period.
    - Short-term members (300 and 450 hours contracts) are **capped at 8 hours of training** unless pre-approved by both your direct supervisor and AmeriCorps program staff.
- If you do not complete the pre or post test, the hours will be removed for the service.

SERVICE AND TRAINING EVENTS

Attendance is required at all Habitat Iowa and AmeriCorps events marked as such on the calendar. These events may be scheduled on a weekend or a holiday.

Service events promote community within Habitat Iowa, with other AmeriCorps programs, and throughout the community at large. These events are also great opportunities to share your service activities with the public.

Training events provide members with the skills and knowledge necessary to complete their service. Hours spent at these events count as development hours. Please refer to your specific program for training agenda and make-up procedures.

REQUIRED TRAININGS

Habitat Iowa has a series of required trainings for members. Instructions for how to access and utilize the training is at www.iowahabitat.org/member-training
In order to be completed, members must complete the necessary assignments and quizzes with each training required.

- Orientation part 1 – What is Habitat and AmeriCorps?
- Orientation Part 2 – Using the education award? How to talk about service?
- Monthly Lunch and Learn – Virtual Topics held 4th Wed. of Each month
- Disaster Response Training – Basics of Disaster and more

- Quarterly in-person training hosted by Habitat for Humanity of Iowa Staff

EVALUATION

Evaluations provide members with valuable feedback on their service, help members improve skills and performance, improve program quality and assess progress toward achieving goals.

Full-time and part-time members are evaluated twice a year, once at the mid-point of their term and again at the end of their service. Quarter-time members are evaluated at the end of their service. Members and their site supervisor(s) are expected to work on the evaluation together. Completed evaluation forms are kept in the member's file at the Habitat Iowa offices.

All members are additionally expected to complete an exit on the My AmeriCorps Portal (eGrants). Members who do not complete the exit evaluation and exit survey on My AmeriCorps Portal within 30 days of their end of service date may be terminated from the AmeriCorps Program.

Copies of these evaluations can be found at www.iowahabitat.org/supervisor-resources

PERFORMANCE STANDARDS

A member's service performance is evaluated based on the following:

- Reports to service site punctually and prepared;
- Effectively communicates with Habitat Iowa/Host Site staff and members, project partners and community members, including appropriately directing concerns and suggestions;
- Exhibits professional behavior demonstrating respect, preparedness and enthusiasm for service;
- Completes all Habitat Iowa/Host Site project goals and member paperwork in a timely and effective manner;
- Utilizes good judgment in service sites including the safe care and use of tools, assessment of potential hazards and safe driving practices;
- Identifies as a Habitat Iowa AmeriCorps member and represents self in a professional manner including wearing AmeriCorps attire/identifiers;
- Attends all required member trainings, service days and meetings;
- Seeks out and utilizes learning opportunities;
- Works independently and is self-motivated;
- Takes initiative when appropriate and exhibits creative thinking;
- Works well in a team setting, creating a positive service experience for self and others;
- Utilizes conflict resolution skills and demonstrates respect for others; and

- Adheres to all provisions and procedures as outlined in the Member Handbook.

At no time may the member:

- Engage in any activity that is illegal under local, state or federal law;
- Engage in prohibited activities, as outline in Prohibited Activities section of the Member Handbook; or
- Engage in activities that pose a significant safety risk to self or others.

ENROLLMENT PAPERWORK

The member will complete all mandatory enrollment requirements. Failure to complete and submit all forms may result in release from the program.

Enrollment forms include:

- Member Information Form,
- My AmeriCorps Portal (eGrants) enrollment form
- W-4 and I-9 Forms
- Direct Deposit Authorization Form (w/ VOIDED check or other proof of bank information)
- Driver's license or government-issued ID (proof of identity)
- Birth certificate or U.S. Passport (proof of citizenship, naturalization or resident alien status);
- Medical insurance form
- Habitat Iowa Member Service Agreement and Position Description

Members must also complete their background checks through Truescreen and Fieldprint. Instructions are provided before hand and are located at www.iowahabitat.org/enrolling-americorps

EDUCATION REQUIREMENTS

AmeriCorps programs require members to have a high school diploma or a GED or agree to obtain one before using their AmeriCorps Education Award. Members unable to complete this requirement will not be able to use their AmeriCorps Education Award. Habitat Iowa will assist members who need to obtain a GED by directing them to the necessary resources.

DISCIPLINE PROCEDURE

While most situations can be resolved through communication, cooperation and respect, there may be circumstances that necessitate disciplinary action, suspension or release for cause. Because of the serious nature of some infractions, the Program Director may, at his or her discretion, omit the disciplinary action steps and move directly to suspension or release for cause.

DISCIPLINARY ACTION STEPS

1. After a problem with a member occurs, the site supervisor must verbally warn the member to ensure the member is aware of the action and the problem.
2. If the action happens again, the site supervisor issues an official written warning to the member that states the problem and possible solutions. The member receives a copy of the written warning, and the original is placed in the member's file at Habitat Iowa's office. The site supervisor and member hold a follow-up meeting within 30 days of the date the warning is issued. If the problem has been resolved, a letter stating so will be placed in the member's file.
3. If the problem has not been resolved or if it reoccurs, the member will be put on a Disciplinary Contract. The member receives a copy of the Disciplinary Contract, and the original is placed in the member's file. If the problem reoccurs, the member may be placed on a Disciplinary Contract without a written warning. Failure to comply with the terms of a Disciplinary Contract may lead to suspension or release for cause. At 30 days past the start of the Disciplinary Contract, the Habitat Iowa supervisor will meet with the member. If the problem has been resolved, a letter stating so will be placed in the member's file.

   A Disciplinary Contract will include:
   - Statement of the problem
   - Reference to the previous written warning
   - Statement of responsibility of the member to correct the problem
   - Statement of the consequences if the problem is not resolved. If necessary, follow-up meetings may be scheduled to monitor the member's progress in addressing the problem.

4. If the terms outlined in the disciplinary contract are not fulfilled, or in the case of serious misconduct, the Program Director determines whether to release the member for cause or revise the Disciplinary Contract. Because certain infractions of Habitat Iowa rules require a more serious response, the Program Director may, at his/her discretion, omit the disciplinary action steps and move directly to suspension or release for cause.

The following is a partial list of circumstances that will result in disciplinary action, which may lead to suspension and/or release for cause:

- Serious safety violation i.e. performing duties while in an altered state of mind, not following proper safety procedures with tools, engaging in risky behavior that could lead to safety concerns, not wearing safety equipment
- Persistent irresponsibility; examples of irresponsibility include, but are not limited to: excessive absences or absences without notification; chronic

truancy; failure to turn in timesheets and other required paperwork on time; persistent use of profane or obscene language; disruption of the project site; dress code violations; irresponsibility towards residential duties; and unsafe habits that may endanger the members or project partners.
- Sponsor releases member from project site;
- Damage, destruction, or misuse of Habitat Iowa private or external agency property;
- Threats to or harassment of another person;
- Violation of rules and/or policies; examples include, but are not limited to: disrespectful behavior; sexual harassment; possession or use of alcohol on the residential campus or during Habitat Iowa sponsored events; negligent possession of weapons; dormitory infractions; violation of community relations policies, smoking policy, or disregard of visitor/guest policies.
- Inappropriate or unprofessional behavior; examples include, but are not limited to: behavior which could reasonably compromise Habitat Iowa's reputation, whether such conduct occurs on "Habitat Iowa time" or the member's own time, such as public fighting, public indecency, public intoxication, or being a minor in possession of alcohol
- Member dissatisfaction with required duties that interfere with performance
- Violation of a Disciplinary Contract

SUSPENSION

Members may be suspended if charged with any other criminal offense or pending investigation of violations of Habitat Iowa Policy or Code of Conduct. The Program Director has the discretion to suspend a member for any reason if he/she feels the violation may compromise the safety and well-being of an individual or the program. If the member is found not guilty or the charge is dismissed, the member may be eligible to resume his/her term of service.

The following is a partial list of circumstances that will result in immediate Suspension and possible Release for Cause:
- Stealing or possession of stolen property;
- Assault on another person;
- Serious safety violation;
- Charged with a violent felony such as rape or homicide;
- Charged with a sale or distribution of a controlled substance

While suspended, a member of this program may not participate in or receive the following:
- Living allowance for the duration of the suspension
- Earn service hours
- Use of Habitat Iowa equipment
- Transportation rights in Habitat Iowa vehicles

- Attend any Habitat Iowa function
- Members living on the residential campus will be asked to leave the site until the suspension has been served.

RELEASE FOR CAUSE

A member who is released for cause from the program will immediately lose all privileges as it relates to AmeriCorps or Habitat Iowa. Listed below is a partial list of circumstances that will result in immediate Release for Cause:

- Possession of a weapon at the project site, in a Habitat Iowa vehicle, or on the residential campus.
- Possession of, or use of, any illegal drugs or alcoholic beverage at the project site, in Habitat Iowa vehicles, or on the residential campus. (In most cases this action will result in immediate Release for Cause.)
- Conviction of sale or distribution of a controlled substance.
- Conviction of a felony during the member's term of service
- Leaving the program without obtaining a release for Compelling Personal Circumstances
- Falsification of any information during the application process or during one's term of service

Habitat Iowa is required to release any member who is convicted of a felony during his/her term of service. Habitat Iowa may release anyone convicted of a lesser offense. Members will be suspended, pending resolution of charges, if charged with violent felonies such as rape, homicide, etc., or sale or distribution of a controlled substance.

Members who are released for cause are subject to the following consequences:

- Member will not receive any portion of the education award;
- Corporation for National and Community Service will not pay any accrued interest on a loan in forbearance;
- Member must disclose the terms of his/her release for cause to any AmeriCorps program he/she applies to in the future. Failure to do so will render the member ineligible to receive the AmeriCorps Education Award, whether or not that individual successfully completes the term of service.

DRUG-FREE WORKPLACE AND ALCOHOL POLICY

In compliance with the Drug-Free Workplace Act of 1988 (as set forth in 45 C.R.F.), no member shall unlawfully manufacture, distribute, dispense, possess or use on or in the workplace, in an Habitat Iowa vehicle, or at any Habitat Iowa site any alcoholic beverage, narcotic drug, hallucinogenic drug, amphetamine, barbiturate, marijuana, or any other controlled substance. Doing so will result in immediate Release for Cause in almost any case.

Habitat Iowa staff are required to report any violations of the Drug-Free Workplace Act to the Program Director. Members are expected to report any violations to Habitat Iowa staff or their Team Leaders.

Drug possession or use before, after or during service time, or near the service site can affect the service a member is able to provide and the reputation of Habitat Iowa. The following is a partial list of circumstances that will result in investigation which may lead to suspension and/or release for cause:

- Any use, distribution, or manufacture of alcohol or drugs during non-service time when such use adversely affects one's efficiency on projects, training or community events, including attendance, conduct, performance or safety;
- Use of alcohol or drugs during non-service time if such use jeopardizes the reputation or credibility of Habitat Iowa, its members, or its staff.

Any member arrested for or convicted of a drug offense must notify the Program Director in writing within five days. The Program Director will then take appropriate disciplinary action, including possible suspension and referral to a drug rehabilitation program, or release for cause.

GRIEVANCE PROCEDURES

Habitat Iowa is committed to the quality of service experience each member receives. Every attempt is made to assist members in settling problems related to their AmeriCorps service experience or residential life. In most cases, issues are resolved informally using the following Informal Resolution Procedure.

INFORMAL RESOLUTION PROCEDURE

- First, attempt to settle the problem with the other party on a one-to-one basis.
- If this attempt is unsuccessful, attempt to settle the problem by involving your Leader/appropriate program staff.
- If involving your Leader/appropriate program staff is unsuccessful, attempt to solve the problem by working with your direct supervisor.
- If this attempt is unsuccessful, address the issue with the Program Director.
- If the problem is not resolved by involving the Program Director, arrange for a meeting with the Executive Director.

FORMAL RESOLUTION PROCEDURE

- In the event that informal efforts to resolve disputes are unsuccessful, AmeriCorps members, labor unions and other interested individuals may seek resolution through the following grievance procedures.

- These procedures are not limited to any subject matter but may include such issues as assignments, evaluations, suspensions, or release for cause; and issues related to non-selection of members, displacement of employees of sponsor organizations or duplication of activities by AmeriCorps.

GRIEVANCE HEARING

The aggrieved party must make a written request for a grievance hearing to the Executive Director. Except for a grievance that alleges fraud or criminal activity, a request for a hearing must be made within one year after the date of the alleged occurrence. Grievances for fraud or criminal activity may be made at any time.

The Executive Director will arrange and conduct one or more pre-hearing conferences at a time mutually convenient to the parties. Pre-hearing conferences are not a substitute for a hearing. They are intended to facilitate a mutually agreeable resolution of the matter to make a hearing unnecessary or to narrow the issues to be decided at a hearing. The format of pre-hearing conferences may be flexible, involving meeting with one party at a time and/or with both parties together.

Habitat Iowa will select an individual from the parent organization to conduct the hearing. The hearing will be held no later than 30 calendar days after the filing of the grievance, and a written decision shall be made no later than 60 calendar days after filing.

BINDING ARBITRATION

An aggrieved party may request binding arbitration if a grievance hearing decision is adverse or if no decision is made within 60 days of the filing of the grievance. The arbitrator must be independent and selected by agreement of the interested parties. If the parties cannot agree on an arbitrator, the Corporation for National and Community Service Chief Executive Officer will appoint one within 15 days after receiving a request from one of the parties.

An arbitration proceeding will be held no later than 45 calendar days after the request for arbitration or no later than 30 calendar days after the appointment of an arbitrator by the Corporation's CEO. An arbitration decision will be made no later than 30 calendar days after the commencement of the arbitration proceeding.

The cost of the arbitration proceeding must be divided evenly between the parties to the arbitration. If, however, a participant, labor organization, or other interested individual prevails under a binding arbitration proceeding, the State or local applicant that is a party to the grievance must pay the total cost of the proceeding and the attorney's fees of the prevailing party.

ACTION	TIME LIMITS
GRIEVANCE FILED	Within one year of alleged occurrence
PRE-HEARING CONFERENCE	One or more to be held before Grievance Hearing
GRIEVANCE HEARING	Within 30 days of filing grievance
DECISION	Within 60 days of filing grievance
REQUEST FOR BINDING ARBITRATION	Within 60 days of filing grievance if no decision has been reached; or Within 30 days of grievance hearing decision, if the decision is adverse to grievant
BINDING ARBITRATION HEARING (when interested parties agree upon on arbitrator)	Within 45 days after request for binding arbitration
BINDING ARBITRATION HEARING (when interested parties cannot agree upon an arbitrator)	One of the interested parties must request the Corporation for National and Community Service (AMERICORPS THE AGENCY) to appoint an arbitrator. AMERICORPS THE AGENCY will do so within 15 days after receiving this request. The Binding Arbitration Hearing will take place within 30 days after AMERICORPS THE AGENCY appoints an arbitrator.
BINDING ARBITRATION DECISION	Within 30 days of binding arbitration hearing

GUIDELINES ON PROJECT SITE

FIELD SAFETY

Safety is of utmost importance to Habitat Iowa, and members are expected to assume a maximum commitment to personal and team safety. *Jeopardizing one's own safety or the safety of the group will not be tolerated at any time and is grounds for immediate Release for Cause.*

Members should be aware that they might:

- Use a variety of tools and equipment in the course of service;
- Serve in adverse weather conditions such as rain, wind, snow and fog;
- Be exposed to mold (Personal Protection Equipment will be provided where mold is present)
- Be exposed to disaster zones where exposed nails, debris, and other detritus may be present

Host Sites will provide safety training to all members.

SAFE BEHAVIOR AND MINDSET

As a member of Habitat for Humanity of Iowa, members must uphold safe actions and thinking. The safety of the team and yourself depends on you.

- Wearing personal protective equipment when projects dictate
- Treating equipment and tools with respect and safety first
- Performing duties in a clear state of mind (No use of alcohol or drugs while serving including coming to service intoxicated or high)
- Reporting injuries immediately
- Wearing proper gear to keep you and teammates safe
- Wearing proper gear appropriate to the weather
- No roughhousing on a site which could lead injury

PERSONAL PROTECTIVE EQUIPMENT

PPE such as hard hats and safety glasses must be worn when appropriate. Supervisors and construction leaders will notify members when PPE should be worn such as when work is being done above the head or when working with glass and power tools. PPE such as hard hats and safety glasses are provided for all construction members and staff.

OFFICE SAFETY

There are numerous hazards that exist in our offices and our indoor spaces. Be aware of potential office safety hazards and take appropriate steps to avoid accidents.

ON-THE-PROJECT INJURIES

All members are covered by Workers' Compensation insurance for on-the-project injuries.

- Members who have any physical limitations or special medical conditions, including allergies and reactions to stings, should notify their Leader/appropriate Habitat Iowa staff as soon as possible.
- Members must report all service project-related injuries to their Leader/appropriate Habitat Iowa staff immediately. This includes all minor cuts, bruises, blisters, etc.
- All injuries should be reported on an accident/incident report even if no medical treatment is necessary at the time.

SNOW DAYS & INCLEMENT WEATHER

In the event of a hazardous weather closure or delay, refer to Host Site policies and procedures. Field Team members shall follow delays and closures as detailed by staff, or sponsors at their service site.

GEAR

It is important for Habitat Iowa and AmeriCorps to create a positive identity in the community. Wearing Habitat Iowa/Host Site gear and identifiers increases knowledge of Habitat Iowa/AmeriCorps and the service we provide. Members are expected to wear gear or an approved identifier visibly and maintain a high level of professionalism while participating in any Habitat Iowa project, training or special event. Members will be provided with Habitat Iowa/AmeriCorps gear at time of start. Gear may include t-shirts, sweatshirts, hats/beanies, stickers, clothing patches, and tote bags.

The uniform policy is as follows:

- Members will dress appropriately for safety and the professional requirements of their service site.
    - **Construction:** Hard sole closed toed shoes preferably with ankle support
    - **Construction:** Longer pants or shorts to reduce injury to legs
    - **Construction:** Weather appropriate gear to prevent skin damage
    - **Construction:** Proper personal protective equipment such as safety glasses, hard hat, reflective vests as the project dictates
- Members will wear Habitat Iowa/Host Site/AmeriCorps identifier during all service hours. They are strongly encouraged to wear the full gear while serving, especially when they are serving in public places and/or with other volunteers.

- Members will wear gear when attending any Habitat Iowa/Host Site or AmeriCorps event or any public relation function or opportunity that provides visibility for AmeriCorps and Habitat Iowa.
- As the uniform represents Habitat Iowa and AmeriCorps, members are expected to maintain a high level of professionalism while wearing the uniform and to keep their uniforms in good condition. If more shirt are required, please contact your supervisor or AmeriCorps staff
- Members are prohibited from wearing the uniform to political events and any other locations where it may reflect poorly on Habitat Iowa.

PROFESSIONALISM

As a member of Habitat Iowa, you will be in the spotlight at many different levels as it relates to your AmeriCorps experience. Personal hygiene and appropriate language, dress and behavior are all-important components of professionalism. Members required to follow their Host Site dress codes. For field team projects, we require members to wear long pants and close-toed boots with ankle support. Members are expected to follow the standards that will be outlined during Host Site specific orientation.

NEWS RELEASES

News and press releases issued by members on behalf of their site should follow the procedures outlined by the sponsoring agency's media guidelines. Members and sponsors are highly encouraged to include AmeriCorps, Habitat Iowa and their Host Site information in their release. Such information and other staff support are available through Habitat Iowa staff. If a member chooses to develop news releases through Habitat Iowa, then those news releases must receive prior approval from the Program Director before they can be issued.

POLITICS:

While actively serving and tracking hours as an AmeriCorps member, members may not attempt to influence legislation. In addition to this, if a member is doing any political activity outside of normally scheduled service activities, they may not use any Habitat or AmeriCorps gear or make it known they are associated with Habitat for Humanity or AmeriCorps.

SEXUAL HARASSMENT

Sexual harassment is a violation of the 1964 Civil Rights Act and is prohibited by Habitat Iowa. All members and staff in the Habitat Iowa program will attend training on sexual harassment.

Sexual harassment, as used in this handbook, is defined as unwelcome sexual advances, requests for sexual favors, sexually motivated physical contact, or other verbal or physical conduct or communication of a sexual nature when:

- Submission to such conduct is either explicitly or implicitly a term or condition of an individual's employment or placement; or
- Submission to, or rejection of, such conduct by an individual is used as the basis for employment or placement decisions (training, promotion, assignments, etc.) affecting such individual; or
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working or Habitat Iowa environment.

What is funny or permissible to one person may be offensive to another. Unwelcome sexual attention on a project, during Habitat Iowa/Host Site functions, or on Habitat Iowa/Host Site premises is prohibited. It is not the intent of Habitat Iowa to regulate mutual social interaction or relationships freely entered into by members or employees.

Sexual harassment is a form of misconduct that undermines the integrity of the professional relationship. All members must be allowed to work in an environment free from unsolicited and unwelcome sexual overtures. **Sexual harassment is unacceptable conduct at Habitat Iowa or project sites and will not be condoned or tolerated by Habitat Iowa staff.** Members or staff involved in the sexual harassment of other members or staff will be subject to disciplinary action. Staff involved in sexual harassment of other members or staff will be subject to Habitat Iowa/Host Site Sexual Harassment policies.

Members or staff who become aware of informal complaints and reports of sexual harassment are responsible for directing complainants to the Host Site Human Resource staff or Habitat Iowa Program Director or AmeriCorps staff. The director and staff can be contacted at (515) 266-6886.

All members and staff are responsible for receiving informal complaints and reports of sexual harassment and informing supervising staff of the complaint or report so that it can be investigated and resolved. Supervising staff will be responsible for notifying the Executive Director in writing of informal and written complaints.

Retaliation against any person who makes, or is a witness in, a sexual harassment complaint is prohibited and will result in appropriate discipline. It is a violation of this policy to knowingly report false allegations of sexual harassment. Persons found to knowingly report or corroborate false allegations will be subject to appropriate discipline.

INFORMAL COMPLAINT PROCESS
Anyone may use informal procedures to report and resolve complaints of sexual harassment. Informal reports may be made to any staff person. Staff persons shall always inform complainants of their right to, and the process of, filing a formal complaint. They shall also direct potential complainants to an appropriate supervisor or administrator who can explain the informal and formal complaint processes.

Informal remedies include, but are not limited to:

- An opportunity for the complainant to explain to the alleged harasser that his or her conduct is unwelcome, offensive or inappropriate, either in writing or face-to-face;
- A statement from a staff person or administrator to the alleged harasser that the alleged conduct is not appropriate and could lead to discipline if repeated; or
- A general public statement from Habitat Iowa administration reviewing Habitat Iowa's sexual harassment policy.

Informal complaints may become formal complaints at the request of the complainant or because Habitat Iowa believes the complaint needs to be more thoroughly investigated.

FORMAL COMPLAINT PROCESS
Anyone may initiate a formal complaint of sexual harassment, even if the informal complaint process is being utilized. The Executive Director may determine that Habitat Iowa needs to conduct an investigation based on information in his/her possession regardless of the complainant's interest in filing a formal complaint.

Upon receipt of a written, signed complaint or information that the Executive Director believes requires further investigation, s/he will promptly carry out a thorough investigation and will endeavor to protect the rights of both the complainant and the alleged harasser while doing so.

When the investigation is completed, the Executive Director shall compile a full written report of the complaint and the results of the investigation.

Any member who has been found, after appropriate investigation, to have been in violation of this policy will be subject to Disciplinary Action, up to and including Release for Cause.

PROHIBITED ACTIVITIES

AmeriCorps Members are prohibited from certain activities during service time. Members are not prohibited from engaging in any of these activities in their

personal capacities and on their own time; however, Members cannot receive service time while engaging in such activities nor can they associate such activities with AmeriCorps or Habitat Iowa. If there is any question about whether a certain activity is permissible, please contact Habitat Iowa

Federal law and the Corporation for National and Community Service policy prohibits AmeriCorps programs and their members from engaging in certain activities while using Corporation funds or on Corporation time. Examples of such activities include, but are not limited to:

1. Attempting to influence legislation, including lobbying for AmeriCorps.
2. Organizing or engaging in protests, petitions, boycotts, or strikes.
3. Assisting, promoting or deterring union organizing.
4. Impairing existing contracts for services or collective bargaining agreements.
5. Engaging in partisan political activities or other activities designed to influence the outcome of an election to Federal office or the outcome of an election to a State or local public office.
6. Participating in or endorsing events or activities that are likely to include advocacy for or against political parties, political platforms, political candidates, proposed legislation or elected officials.
7. Engaging in religious instruction, conducting worship services, providing instruction as part of a program that includes mandatory religious instruction or worship, constructing or operating facilities devoted to religious instruction or worship, maintaining facilities primarily or inherently devoted to religious instruction or worship, or engaging in any form of proselytization.
8. Providing a direct benefit to any:
    a. business organized for profit,
    b. labor union,
    c. partisan political organization,
    d. organization engaged in the religious activities described in the proceeding sub-clause (7), unless the position is not used to support those religious activities, or
    e. nonprofit organization that fails to comply with the restrictions contained in section 501(c) of the Internal Revenue Code of 1986, except that nothing in this paragraph shall be construed to prevent participants from engaging in advocacy activities undertaken on their own initiative.
9. Providing abortion services or referrals for receipt of such services.
10. Conducting a voter registration drive or using Corporation funds to conduct a voter registration drive.
11. Raising funds for his or her cash match or for an organization's operating expenses or endowment. (Members may fund raise directly in support of

program service activities, but no more than 10 percent of his or her service hours.)

12. Performing any services or duties, or engaging in any activities that shall displace any
    a. existing volunteer,
    b. presently employed worker,
    c. employee who recently resigned or was discharged,
    d. employee who is subject to a reduction in force or who has recall rights pursuant to a collective bargaining agreement or applicable personnel procedures,
    e. employee who is on leave (terminal, temporary, vacation, emergency, or sick),
    f. employee who is on strike or is being locked out.
13. Activities as the Corporation may prohibit
    a. Individuals may exercise their rights as private citizens and may participate in the above activities on their own initiative, on non-AmeriCorps time, and without any use of AmeriCorps funds. The Habitat Iowa/AmeriCorps logos must not be worn while doing so.
    b. Ineligibility--No assistance provided under this subtitle may be provided to any organization that has violated a Federal criminal statute.

STANDARDS OF CONDUCT

ACCOUNTABLE PROPERTY PROGRAM POLICY

Habitat Iowa is responsible for a great deal of equipment. Members must check out equipment through established guidelines and are accountable for all equipment.

If any items are lost or negligently damaged, individuals and/or teams are responsible for the monetary reimbursement to Habitat Iowa. Members may submit an appeal to the Program Director if they believe the items were lost or damaged under circumstances beyond their control.

ACCEPTABLE USE OF PROGRAM TECHNOLOGY RULES

Borrowed computer-based technology and internet systems are to be used for organization business only. All business information and correspondence, including email, transmitted or received using computer-based technology is considered to be the business property of the organization that our employees and contractors work at and is to be managed accordingly for business-related matters

Internet and network accounts are to be accessed only by assigned users for legitimate business purposes. Passwords may not be shared with other users or third parties. Employees and contractors are not permitted to obtain anyone else's account password. If

a user has reason to believe that his/her password has been compromised, the user must inform the Information Systems (IS) department at his/her worksite immediately.

Internet and organizational network users must comply with the following security guidelines, rules, and regulations:

1. Video and sound files must not be downloaded from the internet unless their use has been authorized for the purposes of conducting business.
2. Users must refrain from any online practices or procedures that would expose the network or resources to virus attacks, spyware, adware, malware, or hackers.
3. Employees and contractors using the internet must conduct themselves in a professional manner at all times, especially while participating in collaborative activities, and must not disclose HABITAT IOWA or our clients' confidential information or intellectual capital to unauthorized third parties.
4. Business information should not be sent to personal accounts. This includes, but is not limited to, email, online storage or social media accounts, without the prior written consent of HABITAT IOWA or the client.
5. Business information should not be stored on personal devices without prior authorization by HABITAT IOWA or the client. Any such authorized information must be kept secure and confidential at all times. Upon completion of employment/contract the information must be returned or destroyed as per HABITAT IOWA or client requirements

PROGRAM INTERNET USE

Unacceptable Use of the Internet

Inappropriate and unacceptable network and internet use includes, but is not limited to:

1. No downloading of unnecessary software without prior permission. I.E. Steam, Origin, Plex, or other gaming software.
2. Usage for illegal purposes, such as theft, fraud, slander, libel, defamation of character, harassment (sexual and non-sexual), stalking, identity theft, online gambling, spreading viruses, spamming, impersonation, intimidation, and plagiarism/copyright infringement.
3. Any usage that conflicts with existing policies at HABITAT IOWA or our clients (e.g. bandwidth limitations, network storage, etc.) and/or any usage that conflicts with the mission, goals, and reputation of HABITAT IOWA and our clients.
4. Copying, destroying, altering any data, documentation, or other information that belongs to HABITAT IOWA, our clients, or any other business entity without authorization.
5. Engaging in any other activity which would in any way bring discredit, disrepute, or litigation upon HABITAT IOWA and our clients.
6. Engaging in personal online commercial activities, including offering services or products for sale or soliciting services or products from online providers.
7. Engaging in any activity that could compromise the security of host servers or computers at HABITAT IOWA or our clients' worksites.
8. Engaging in any fundraising activity, endorsing any products or services, or participating in any political activity, unless authorized to do so as part of completing one's assigned job duties and responsibilities.

9. Allowing unauthorized or third parties to access HABITAT IOWA or our clients' network and resources.

PROGRAM EMAIL

Email communications at HABITAT IOWA and our clients must be conducted with respect and should be created with professionalism and attention to detail.

Client, Visitor and Employee Privacy

The following measures have been adopted to ensure the ongoing privacy of our clients, visitors, employees and contractors:

- HABITAT IOWA employees, volunteers, and members are strictly prohibited from posting sensitive, libelous, incendiary or personal information regarding our clients, visitors and employees/contractors on the organization intranet, social networking sites and/or the internet in general.
- HABITAT IOWA employees and contractors are strictly prohibited from taking photographs of clients, visitors, employees or contractors on HABITAT IOWA or our clients' premises for either personal or professional reasons, unless they have received prior authorization to do so.
- HABITAT IOWA employees and contractors are strictly prohibited from posting photographs of other employees, contractors, clients or visitors on the internet, unless authorized to do so.

TOBACCO USE

Smoking means the inhaling, exhaling, breathing, carrying, or possession of any lighted cigarette, cigar, pipe, vape, other product containing any amount of tobacco, or other similar lighted product.

Smoking and any form of tobacco use is prohibited in all Habitat Iowa buildings and vehicles. Individual AmeriCorps members and volunteers follow the tobacco use policy enforced at their placement. Field Team members, Individual Placement members, and Interns in field-type placements shall adhere to the following rules out of respect to the site and their fellow members and co-workers:

- Smoking and any form of tobacco use at project sites is allowed during scheduled breaks and lunch only and in designated areas determined in consultation with Leaders. This must be located a reasonable distance from any Habitat affiliate, home, or other outside organization.
- Smoking and any form of tobacco use in unauthorized areas is a serious offense. Since careless smoking causes many fires, members must strictly adhere to the smoking regulations to protect themselves, others, and Habitat Iowa.
- If anyone smells smoke in any place not a designated smoking area, they are to report this to the habitat staff. Management will seek the source of the smoke and take appropriate action.
- During extreme fire conditions or based on Host Site policy, absolutely no smoking is allowed in the field.
- There is to be no smoking in Habitat Iowa vehicles.

FRATERNIZATION

Due to the nature of our program, Habitat Iowa and Host Site staff in supervisory roles and Leaders who are in a position of authority should refrain from intimate relationships with members of this program. Conflicts that revolve around fraternization can be avoided if members, Leaders and staff take an active role in discouraging relationships of this nature. To avoid fraternization conflicts, we ask that staff and members report violations around this policy to their Leader and/or appropriate staff.

VEHICLE USE AND SAFETY

Members may drive Habitat Iowa vehicles only if authorized. Such authorization is given to members who:

- are 18 years of age;
- have a valid driver's license;
- passed a written examination;
- passed a defensive driving course;
- passed a driving practicum;
- signed a drug and alcohol agreement; and
- passed a driving abstract screening.

RULES FOR DRIVING HABITAT IOWA VEHICLES

- Driving the Habitat Iowa vehicles is for service activities only. Driving of the vehicles outside of the service activities for emergency purposes must have clear permission from Habitat Iowa staff before consideration.
- Drivers are to perform a thorough vehicle check before driving the vehicle.
- Seatbelts must be worn at all times.
- Non-authorized personnel are not to be transported in Habitat Iowa vehicles.
- There is to be no smoking in Habitat Iowa vehicles.
- Alcohol cannot be consumed, stored or transported in Habitat Iowa vehicles.
- Vehicles are to be driven by authorized personnel only.
- Personal belongings or equipment are not to be stored in vehicles.
- Suspended members may not use vehicles while suspended.
- Any accidents, damage to the vehicle or maintenance requests need to be reported to staff either before departing the office or, for items occurring during the day, upon return to the office. Drivers are prohibited from using cell phones while driving.

Host sites may have additional requirements for driving company vehicles. Refer to host site rules and regulations.

SUSPENSION OR REVOCATION OF DRIVING PRIVILEGES

The following violations will result in a member being placed on driving suspension or the total loss of his or her Habitat Iowa vehicle driving privileges:

- Repeated disregard of safe driving practices;

- Personal deficiencies that make driving unsafe;
- Abuse of vehicle and/or equipment;
- Unauthorized use of vehicles;
- Serious traffic violations; or
- Documented complaints by members, passengers or general public.

The Program Director may reinstate a member's driving privileges if the member meets requirements as outlined by the Director. The Program Director may, at his/her discretion, omit the disciplinary steps and suspend or revoke a member's driving privileges at any time.

UNSAFE DRIVING RESOLUTION PROCEDURE

1. Communicate to the driver when safety is being compromised.
2. Communicate to your Leader or staff of instances when safety has been compromised. Your site supervisor or Iowa Habitat staff will issue a written warning and initiate Disciplinary Action as outlined on page 16 of this handbook.

TRANSPORTATION OF NON-HABITAT IOWA PASSENGERS

At no time may AmeriCorps members transport non-Habitat Iowa passengers in Habitat Iowa vehicles, unless the passenger is a registered Habitat Iowa volunteer and travel in a Habitat Iowa vehicle is necessary for his/her participation in a Habitat Iowa service project. At no time may persons under the age of 18 ride in Habitat Iowa vans unless he or she is enrolled as a Habitat Iowa member.

AmeriCorps Member Handbook

Acknowledgment Form

I have received a copy of the Habitat for Humanity of Iowa Member Handbook, which outlines HFH Iowa's standards, guidelines, policies, practices, procedures, and benefits.

I understand that the standards, guidelines, policies, procedures, and benefits contained in the Member handbook are subject to change without notice, at the discretion of HFH Iowa, Volunteer Iowa, or Corporation for National and Community Service (AMERICORPS THE AGENCY) and that such changes may supersede, modify or eliminate any or all of the standards, guidelines, policies, procedures, and benefits summarized in the Handbook. I understand that details regarding my individual term of service may be found in the Member Service Agreement and that the Host Site at which I serve may exercise additional policies and procedures to which I may be subject.

By signing below, I acknowledge that I have received a copy of the Member Handbook and that I am expected to fully comply with the provisions therein.

Signed: _____

Printed name: _____

Date: _____