



**STEP Western North Carolina**  
*Serving Together Empowers People*

P.O. Box 563  
Brevard, NC 28712-0563

*Home Repair and Firewood Ministry for Transylvania, southern Jackson, and western Henderson Counties*

## **STEP Western North Carolina SENSITIVITY GUIDELINES**

1. Clothes on project worksites: Shirts **MUST** have sleeves (no cutoffs, tank tops, spaghetti straps). Long pants are recommended at the worksites, for safety purposes. Shorts must be of an acceptable length (at least mid-thigh). **NO SHORT SHORTS AND NO SHIRTS WITH NEGATIVE MESSAGES ARE PERMITTED.**
2. Take time to meet and talk to the homeowners before unloading the vehicle, if appropriate.
3. Ask the homeowners for ideas and advice. Encourage them to join in the work, if they are able. Include them and interact with them in other ways, too.
4. Keep reactions to yourself that might hurt or insult the homeowners. Use positive language to maintain the family's dignity. It can be stressful for a homeowner to have someone in and around his/her home, so be kind and courteous.
5. Be sensitive to the community member's need for space and privacy. Ask before venturing into new areas. Remember, you are a guest.
6. Ask before petting or interacting with any animals that may be on the property.
7. Please clean-up worksites at the end of each project and do not leave trash on the property.
9. Please do not take "before and after" photographs of worksites and ask permission from the homeowner prior to taking any photos. If you'd like to include a homeowner in a photograph, please wait until a relationship has been established.
10. Be mindful of a homeowner's personal belongings when working. Move or cover them, if necessary, and always put things back where you found them before you leave. Treat them with respect.
11. Do not mention the name of a homeowner when out in the wider community. Please maintain confidentiality and respect their privacy. If people ask where you are working, you might say: "Different homes in the area."
12. No smoking—we ask that you don't smoke or vape or use tobacco on worksites, even if community members do so on their property.
13. Please no horse play on the worksite. Be mindful that you are a representative of STEP WNC and need to respect the property of a homeowner. Be careful with the materials you are using on a worksite.

### **Rules and Expectations**

1. We recognize an adult as someone 18 years or older. Adults are expected to participate in all activities, to maintain discipline within their group, and to lead by example.
2. We require that any volunteer under the age of 18 serve with a parent or parent representative (example: youth director) who is responsible for their behavior and safety on the worksite.
3. Please be at the appointed place on time. Schedules are posted online, and STEP WNC staff will alert you to any changes.
4. STEP WNC policy does not allow water or squirt gun fights, water balloons, etc. on the worksites.



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**Worksite Rules and Expectations**

5. Dress appropriately at worksites: no bathing suits, short shorts, halter-tops, or clothing with suggestive, vulgar, or alcoholic images/slogans. Long pants are recommended. Wear comfortable closed-toed shoes with good soles. Open-toed shoes (sandals, flip flops) are NOT permitted on the worksite. All volunteers must wear a shirt at all times.
6. There are no “boy jobs” or “girl jobs”. Project Site Leaders will provide basic instruction with power tools and other equipment as needed for everyone on the team. We want to encourage each person on a work team to use their unique gifts, to build confidence, and to learn new skills.
7. Whenever possible, we ask that work teams be intentional about getting to know the families with whom they are serving. Building relationships with families and with one another is at the heart of STEP WNC’s ministry and mission. For this reason, please do not take radios, headphones, cell phones, iPods, or other devices to the work sites, which might create a barrier between the team and the local family. Please ask permission before photographing the family or the home where you are serving. We ask that you do not take “before and after” photos in a way that might be insensitive or disrespectful to the family.

**Medical Information**

8. Parents are responsible for the medical welfare of their children. If someone needs medical attention, a parent or parent representative will be responsible for appropriate medical treatment.
9. We encourage each individual to be covered by accident and medical insurance. We recommend that each individual have an up-to-date tetanus shot.

I have read and understand the Sensitivity Guidelines and the Rules and Expectations and agree to be bound by the terms of this document.

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent Signature (if volunteer is under 18 years of age)

\_\_\_\_\_  
Date