

No-Show Policy



Volunteers are essential to Habitat Chicago's mission. Our staff at the build site and ReStore Chicago plan daily tasks based on the number of scheduled volunteers. When someone doesn't show up, it delays our progress and prevents wait-listed volunteers from participating.

CANCELLATIONS VS. NO-SHOWS

We understand plans change. If you can't attend a scheduled shift, please cancel:

Cancellations

- **More than 24 hours in advance:** Use the volunteer portal to cancel your shift.
- **Less than 24 hours in advance:** Contact the Volunteer Team directly at volunteer@habitatichicago.org. Canceling opens your spot to others and helps staff plan accordingly.

No-Shows

A no-show is when you do not communicate that you can't make a scheduled shift.

THE NO-SHOW POLICY*

- **First no-show:** Check in and policy reminder.
- **Second no-show:** Written warning and policy reminder.
- **Third no-show:** Must contact the Volunteer Team to schedule a future volunteer shift.
- **Fourth no-show:** Removal from the volunteer portal and are ineligible to volunteer with us again.

* This policy applies to individual volunteers only. Group or Team Build volunteers should cancel their shift in the volunteer portal and inform their group leader.

THE LATE POLICY

Volunteers are strongly encouraged to arrive 5-10 minutes before their scheduled shift so they can start on time. If running late, the volunteer should contact their site supervisor as soon as possible to let them know. Day of site supervisor contact information can be found in the shift reminder email. If a volunteer is 15 minutes or more late with no notice, they may be sent home and asked to reschedule.

Questions? Contact the Volunteer Team at volunteer@habitatichicago.org.