



VOLUNTEER LEADER TRAINING - FAQs

Can we work with faith-based organizations?

Many faith-based organizations organize volunteer projects such as ones related to disaster relief, providing services to the homeless or youth groups doing community clean-ups. Please feel free to work with these organizations only if the project or facility is available and open to the entire community and not just the congregation. For example, refurbishing a sanctuary does not fit.

Discrimination Policy

The Home Depot will not discriminate against any associate, applicant, customer or vendor with regard to race, color, gender, sexual orientation, age, religion, national origin, disability or any characteristic protected by applicable law.

What if my nonprofit partner wants to pray during the Opening or Closing Ceremony?

Unfortunately, in order to create a safe environment for all volunteers, there cannot be a religious service or prayer on site during the project.

Is working at the Food Bank a good project?

Though working at a Food Bank can provide a great volunteer experience, Team Depot Captains are encouraged to find projects that provide a transformational and lasting impact on the community. So a project that might be better than serving food would be building shelves, painting the facility or other facility improvement.

Can we do a walk as a Team Depot project?

While doing a walk or run is a great idea, it unfortunately does not fit into The Home Depot giving guidelines. The Home Depot strives to get associates engaged in hands-on service. Of course, associates are more than welcome to participate, form a team and even get matching dollars for their efforts. The solicitation of supporters also violates the No Solicitation policy.

What is our No Solicitation policy?

The No Solicitation Policy says that The Home Depot does not allow solicitation or distribution of literature on Company property by any associate or organization, except as required by law and as described in the SOP. Solicitation includes offering of services, products, or memberships, requesting donations, charitable purchases, or signatures on petitions, conducting surveys, etc. The Company's rules regarding solicitation on its property are discussed in the Solicitation and Distribution SOP and can be found on myApron. The only exception to this solicitation policy concerning associates is that associates may solicit other associates during work time in connection with limited charitable solicitations permitted by the Company, such as for The Homer Fund.

What if a nonprofit organization is looking for a larger donation?

First, direct them to apply for our Housing Impact Grants if they are a housing-related nonprofit organization. More information can be found online at www.homedepot.com/impactgrants. You can also contact your divisional community affairs manager to give them more information about the organization and their needs in your community.

What about marking down merchandise?

The gift card should cover all of the tools or materials that you need to complete the project. If you exhaust the funds from your gift card, you should not use store markdowns to supplement the gift card or project budget. Any discounts will come off the store's bottom line.

Can I use my Kids Workshop Kits at a project?

The Kids Workshop Kits are designed to be used in the stores on a quarterly basis and to draw customers to the store. Please use the kits accordingly. However, if you have a few kits left over from your last few Kids Workshop days, you can combine the leftovers and use them at your project.

Who pays for the Team Depot t-shirts?

Individual stores use their store budget to pay for t-shirts which can be ordered via eBuy.

What's the difference between a Volunteer Leader and Team Depot Captain?

At The Home Depot, Team Depot Captains are volunteer leaders. Hands On Network uses the term "volunteer leader" as a general way to describe leaders who take this training and begin to plan and execute projects on a regular basis. After Team Depot Captains use this self-paced manual, they will be certified as Hands On Network volunteer leaders.

What does Points of Light & Hands On Network bring to the table?

Points of Light & Hands On Network affiliates or volunteer centers bring project management expertise, resources and assistance. Please contact your local affiliate to help choose a community partner and manage the project! For a complete listing, visit www.handsonnetwork.org.

Can we partner with other nearby stores to do a bigger project?

Yes, and it is encouraged!