



Habitat for Humanity Sunshine Coast

Policy Name: Family Support .

Policy Type: Family

Date Board Approved: January 16, 2017

Intent and Rationale

To support the new families in their new homes and in their new life enabling them ongoing opportunities for continued success. This policy will help define what supports will be in place for Habitat families.

Family Support Committee Function: to assist newly selected *Partner Families* in their quest to become successful homeowners, find the resources to resolve home ownership problems and break the cycle of poverty,

Family Support will include:

1. Providing a Home Ownership Training Program
2. To make appointments and have personal meetings and telephone conversations with the family as necessary
3. To provide information, support and assist in problem solving and planning in partnership with the family
4. To complete a monthly report form, recording their volunteer time and provide feedback to the committee
5. To meet with the family(s) once a month prior to moving in to their home and ensure that communication is kept open once the family takes possession
6. To ensure that all family support policies are consistent and are shared with all staff and board members ie: Family's access to ReStore items

The Family Support Chair will provide monthly updates and raise any concerns that are encountered.

A home visit is required for every applicant family; a minimum of two members of the Family Support Committee must be present for the visit.

Primary Responsibility for Policy Implementation

Executive Director, Family Support Committee,