National VOAD members agree to adhere to the following:

1. Long term recovery assistance will be provided with dignity and in a respectful, non-judgmental, and non-discriminatory manner.

2. Repairs and rebuilds will be done, at a minimal level, in accordance with the International Residential Code and local codes, with local codes prevailing if there is a discrepancy between the two. We agree to aspire to the highest workmanship feasible.¹

Members will encourage Long Term Recovery Groups to repair and rebuild above and beyond the International Residential Code and local codes. As a part of a larger commitment to our donors and the communities where we work we will adhere to the following guidelines:

- Repair and rebuild with materials and practices that are energy efficient.²
- Mitigation practices will be used whenever possible to minimize the risk of future events.³

3. Repairs and rebuilds for disabled clients will be done in a way that gives the client needed access to the home. ADA standards, while not required under residential building code, should be considered and used whenever feasible.⁴

4. Skilled construction person(s) will be available to supervise all volunteer work, and offer guidance throughout the long term recovery process.

5. Local character of the client’s community and cultural norms will be respected as they pertain to the repairing and rebuilding of the client’s home. This may depend upon the resources available to the LTRC.

6. Assist clients who have gone through a case management process consistent with the National VOAD Case Management Points of Consensus.⁵

7. Safety standards must be in place for field staff and volunteers prior to the start of construction projects.