



ReStore

VOLUNTEER ORIENTATION MANUAL

If you want to build a ship, don't drum up people together to collect wood and don't assign them tasks and work, but rather teach them to long for the endless immensity of the sea.

—Antoine de Saint-Exupery



ReStore

Our mission...

We Strive to provide a decent, safe and affordable place to live for every man, woman and child in the San Fernando and Santa Clarita Valleys. We further promote education and self-sufficiency by connecting our recipients to social services.

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Meet our Affiliate

Our Mission...

We strive to provide a decent, safe and affordable place to live for every man, woman and child in the San Fernando and Santa Clarita Valleys. We further promote education and self-sufficiency by connecting our recipients to social services.

Our Core Values...

- ...Advocacy for the elimination of substandard housing and the creation of safe neighborhoods for all.
- ...The importance of home stability, in addition to the opportunity for advancement.
- ...The advancement of human rights and fair housing around the world.
- ...Excellence in home construction and volunteer experiences.
- ...Inclusion, diversity and respect for all.
- ...Collaboration.
- ...Environmental and financial sustainability.

Our Recipients and Friends...

- ...Low-income working families.
- ...Veterans, service-disabled veterans, and families of the fallen.
- ...All populations interested in advocacy training on affordable housing.
- ...All who are interested in volunteerism, including youth.
- ...All who are interested in financially advancing our mission.

Habitat for Humanity San Fernando/Santa Clarita Valleys was founded in 1990 as an affiliate for Habitat of Humanity International. We are a locally run, independent, 501(c)(3) non-profit organization serving North Los Angeles County and the Antelope Valley, building houses for low-income working families and veteran families. To date, we have built over 200 homes and are among the top 5% of Habitat affiliates nationwide to reach this goal. This is a new kind of Habitat, for a new generation.

Our Innovative Model

By working with the other non-profits, government agencies, faith organizations and community groups, as well as individual donors and volunteers Habitat for Humanity affiliates are able to keep costs low. Habitat affiliates take it a step further by holding the interest free loans, enabling our families to buy a home for less than what they would pay in rent. This is a dream most of these families would never be able to realize without the help of Habitat for Humanity.

In our particular affiliate, we have developed and tested a unique model that has proven outcomes measured over the past six years. Along with building homes, we also provide life skills to our families that enable them to become self-sufficient, productive members of the community. We call this our Enriched Neighborhood model. We believe that in order to be successful, this type of housing must include a supportive environment that provides training, and a neighborhood culture that encourages self-sufficiency. This vital link is all too often missing in housing programs.

Our enriched neighborhood model provides no-cost social and educational services to the neighborhoods we build right IN the neighborhood (often offering classes at convenient hours right in the homeowners' garages). These services include: Health Information, Dental Hygiene, Teen Empowerment and Children's Programs such as tutoring, and are unique to our Habitat for Humanity affiliate. Other programs like home ownership and repair and money management are also provided.

This Enriched Neighborhood model relies on the partnership of other local and regional non-profits, caring corporations and small businesses to provide support to our families 6 months before and 12 months after moving into their new homes.

Although the numerous programs offered to the participants are exciting, what really counts are the results they produce. That is why we are thrilled to report the results in the community are remarkable:

- In the East Valley, where the average drop-out rate is 51% or higher, children who grow up in a Habitat Enriched Neighborhood have over 99% graduation rates.
- Grade point averages among Habitat families are above 3.1.
- The average time Habitat homeowners have been at their current jobs is 7.18 years.
- Despite current trends, there have been no foreclosures among the over 214 families served.
- over 10% of parents in Habitat households have returned to school for a degree or certificated program to advance employment.

The Habitat ReStore

Habitat's ReStore resale outlets sell reusable and surplus building materials to the public. In our case, we also have the opportunity to sell very lightly displayed/used furnishings and appliances from Hollywood game shows and other entertainment industry uses. While every ReStore outlet is a little different, most focus on home improvement goods like furniture, home accessories, building materials and appliances—as do we.

ReStore resale outlets accept donated goods, which are sold to the general public at a fraction of the retail price. The proceeds help local Habitat affiliates fund the construction of Habitat homes within their communities.

Promoting reuse and recycling

ReStore resale outlets provide an environmentally and socially responsible way to keep good, reusable materials out of the waste stream while providing funding for Habitat's community improvement work.

Our ReStore Goals

The primary goal of the Restore is to advance our mission by creating and operating a building surplus supply store that is a self-sustaining funding source for the purchase of land and the building of affordable, decent, safe and stable housing for low-income working citizens and veterans in our community. It produces:

- Reduction in solid waste through recycling
- Significant reduction in use of landfills by construction industry and manufacturing for production over-runs, excess purchasing, and outdated, odd-lot or discontinued materials
- Improvement in urban blight through providing low-cost opportunities for low-income homeowners to do home repairs and through the added ability for Habitat for Humanity to build affordable, decent housing in our region
- Neighborhood stability through increased homeownership opportunity
- Economic development for smaller contractors who purchase low-cost materials and for those who fill the jobs this store will create
- Job training and mentoring opportunities and service learning opportunities for at-risk youth to learn about the retail business and obtain meaningful first-time employment as well as to learn furniture refinishing and general construction skills.
- Gang prevention through youth-based training programs in concert with ongoing youth-build opportunities.

Volunteer Code of Conduct

Every person at any Habitat activity is entitled to be treated with dignity, courtesy and respect. Consistent with that policy, the ReStore does not condone: verbal abuse, insults or demeaning remarks, any uninvited physical contact, the display of offensive objects, gestures or pictures, repeated or unwelcome flirtation or other sexually oriented discussions, profanity or vulgarity.

Safety is a priority at the Habitat ReStore. Anyone acting in an unsafe manner or refusing to abide by set safety regulations or our code of conduct will be asked to leave. The use of alcohol or drugs prior to or while volunteering is strictly prohibited. Headphones, ipods, and other electronic devices present a true safety hazard in a warehouse setting. Volunteers are not allowed to use them during a shift. Cell phones will be turned off during the shift.

Habitat ReStore does not allow discrimination based on race, sex, creed, marital status, age, physical and/or developmental disability, color, or national origin. Discrimination will not be tolerated under any circumstances.

Habitat ReStore reserves the right to dismiss anyone from an event or worksite who engages in activities prohibited by this policy and to bar such persons from coming to any of our events or worksites in the future.

Scheduling

Volunteering at the ReStore is an important contribution to our Habitat. The success of these efforts is the result of a team of volunteers, staff, and community donations. Your attention and commitment to scheduling is a critical part of everyone's success.

Volunteers are expected to work in shifts of at least four hours. Management may decide if volunteers with extenuating circumstances may work a shift of less than four hours. Volunteers must sign in at the beginning of their shift and sign out at the end of their shift or their hours will not count.

Volunteers must make management aware if they cannot make a regularly scheduled shift, or for unforeseen reasons such as illness.

Volunteer Shifts

Volunteers must sign up for shifts prior to volunteering—the volunteer form includes a space to fill in your preferred shifts.

Volunteer shifts are 4 hours each. An absolute minimum two hour shift is required., but anything less than four (4) hours must be worked out with manager based on extenuating circumstances.

Volunteers may take breaks when needed but must speak to a manager first. A 15 minute break is required for each 4 hours worked.

Volunteers must take a 30 minute lunch if volunteering consistently for 6 hours or more.

Schedules Posted & Who to call if can't work shift

Schedules for each week are posted on HumanityCA.org website under the "Volunteer" tab.

If unable to make a regularly scheduled shift, please cancel shift online at HumanityCA.org under the "Volunteer" tab, or call 818-884-8808. If unable to give 2 days notice, call ASAP. Volunteers are responsible for their own health and well-being. If you are ill, please call and let a staff member know AS SOON AS POSSIBLE
Do not volunteer while sick!

Volunteer Opportunities

Every ReStore Volunteer is in the Volunteer Role of Customer Service

Regardless of your given projects while volunteering, you will have interactions with customers often.

You may be required to:

- Help with carry-outs
- Help with donation drop-offs in the back
- Assist with out of reach items in the store
- Answer questions about products (to the best of your ability)

If you cannot or do not feel comfortable answering a customers' question, find another volunteer or staff member for assistance.

Remember, customers do not distinguish between staff and volunteers, they just want a quick answer!

Below are a list of role descriptions for a variety of ReStore Volunteer opportunities.

Cashier Intern

ReStore **Cashier Intern** sought with customer service experience. The Cashier works at the sales counter to assist customers through the purchase and donation processes. Must attend a one hour orientation and must be 18 years or older.

RESPONSIBILITIES:

- Follow established procedures for customer sales.
- Manage the sales counter.
- Greet customers and answer questions.
- Handle cash, check, and credit card transactions.
- Operate the cash register.
- Complete hold/sold tags.
- Answer and process phone calls.

TIME COMMITMENT

- 6-month – 1 year commitment; minimum 1 day per week for 4 hours.
- Store hours: Tuesday through Saturday 9am – 6pm

QUALIFICATIONS

- Demonstrates commitment to Habitat's mission.
- Honesty and integrity in handling retail sales revenue.
- Efficient operation of a cash register.
- Friendly, helpful, positive attitude.
- Communicates clearly and courteously.
- Ability to plan, organize and handle multiple functions simultaneously.
- Good math skills – ability to use a calculator.
- Previous cash handling experience preferred.
- Ability to do light lifting of 25 lbs.
- Fingerprint check required at volunteer's expense.
- Ability to stand on feet for long periods of time.
- Bilingual Speaking a plus!

TRAINING

On-site training is provided and consists of an orientation with the Floor Supervisor or volunteer coordinator, preview of applicable ReStore procedures, review of the Volunteer Manual, and hands-on training. On-going supervision and training will be provided as needed.

BENEFITS TO INTERN:

- Internship course credit
 - Working in a supportive team environment.
 - Being part of the Habitat for Humanity ReStore mission to support the construction of housing for low-income families by using, recycling, and selling building materials and furnishings donated by the community.
 - Opportunity to interact with a multitude of different people.
-

Merchandise Collection Volunteer

ReStore **Merchandise Collection Volunteer** will assist the Merchandise Collection Driver in retrieving donated items and building materials for use in Habitat homes or for sale at Habitat ReStore. Must attend a one hour orientation and must be 18 years or older.

RESPONSIBILITIES:

- Accompany the Collections Driver on his/her pick up route.
- Assist with directions and contacting donors as necessary.
- Assist in the screening, loading, securing, transport, and unloading of all donated material.
- Assist the Collections Driver in the completion of all necessary paperwork as directed.
- Work with warehouse staff in the placement of unloaded materials.
- Maintain appearance and cleanliness of the collection truck and receiving area as directed.

TIME COMMITMENT

- Minimum of 4 hours/shift and 12 hours/month
- Store hours: Tuesday through Saturday 9am – 6pm

QUALIFICATIONS

- Demonstrates commitment to Habitat's mission.
- Friendly, courteous attitude;
- Ability to read maps or use GPS device and plot directions.
- Ability to lift 50 lbs.
- Ability to stand on feet for long periods of time.
- Bilingual Speaking a plus!
- Knowledge of moving techniques desirable.
- Physically able to help move inventory often weighing several hundred pounds.

TRAINING

On-site training is provided and consists of an orientation with the Floor Supervisor or volunteer coordinator, preview of applicable ReStore procedures, review of the Volunteer Manual, and hands-on training. On-going supervision and training will be provided as needed.

BENEFITS TO VOLUNTEER:

- Working in a supportive team environment.
- Being part of the Habitat for Humanity ReStore mission to support the construction of housing for low-income families by using, recycling, and selling building materials and furnishings donated by the community.
- Opportunity to interact with a multitude of different people.

ReStore Sales Associate Intern

ReStore **Sales Associate Volunteer** sought with customer service experience. The Sales Associate Volunteer works on the ReStore sales floor to assist customers through the purchase and donation processes. Must attend a one hour orientation and must be 16 years or older.

RESPONSIBILITIES:

- Follow established procedures for customer sales.
- Greet customers and answer questions about products and materials.
- Direct customers to the proper department or sales staff member.
- Complete hold/sold tags.
- Assist cashier during the check out process.
- Transport purchased merchandise to the sold area.
- Assist customers in loading purchased merchandise.
- Stage carts and tape measures; re-stock customer forms, brochures and related information.
- Assist with organizing and maintaining store inventory as needed.
- Maintain cleanliness of the sales area by straightening the entrance, sweeping, emptying trash and recycling bins, stocking restroom supplies, and related duties.

TIME COMMITMENT

- 6-month – 1 year commitment; minimum 1 day per week for 4 hours.
- Store hours: Tuesday through Saturday 9am – 6pm

QUALIFICATIONS

- Demonstrates commitment to Habitat's mission.
- Strong communication and interpersonal skills.
- People-oriented, flexible and enthusiastic.
- Knowledge of building materials and home improvement a plus.
- Ability to lift 25 lbs.
- Ability to stand on feet for long periods of time.
- Bilingual Speaking a plus!

TRAINING

On-site training is provided and consists of an orientation with the Floor Supervisor or volunteer coordinator, preview of applicable ReStore procedures, review of the Volunteer Manual, and hands-on training. On-going supervision and training will be provided as needed.

BENEFITS TO INTERN:

- Internship course credit
 - Working in a supportive team environment.
 - Being part of the Habitat for Humanity ReStore mission to support the construction of housing for low-income families by using, recycling, and selling building materials and furnishings donated by the community.
 - Opportunity to interact with a multitude of different people.
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ReStore Warehouse Assistant Intern

The **Warehouse Assistant Intern** helps maintain the order and cleanliness of the ReStore warehouse, equipment, and merchandise. Below are some common tasks that may be performed by the warehouse volunteer assistant; however, we welcome volunteers to help in whichever areas they feel most proficient. Must attend a one hour orientation and must be 18 years or older.

RESPONSIBILITIES:

- Answer general customer questions.
- Organize and maintain store inventory – repackaging/labeling/counting.
- Assist staff with pricing merchandise.
- Load purchased material into customer vehicles.
- Assist with the receiving of donated items, unloading ReStore and donor vehicles.
- Prepare donated items for sale.
- Prepare store displays and shelving and stock merchandise on the sales floor.
- Maintain organization and cleanliness of warehouse area.
- Perform maintenance of warehouse equipment, and store racking.
- Knowledge of moving techniques desirable.
- Physically able to move inventory often weighing several hundred pounds.

TIME COMMITMENT

- 6-month – 1 year commitment; minimum 1 day per week for 4 hours.
- Store hours: Tuesday through Saturday 9am – 6pm

QUALIFICATIONS

- Friendly and helpful attitude.
- Ability to lift 25 lbs.
- Ability to perform basic math functions.
- Ability to work in a warehouse environment.
- Ability to stay on feet for an extended period of time.
- Knowledge of building materials and home improvement is a plus.
- Ability to stand on feet for long periods of time.
- Bilingual Speaking a plus!

TRAINING

On-site training is provided and consists of an orientation with the Floor Supervisor or volunteer coordinator, preview of applicable ReStore procedures, review of the Volunteer Manual. On-going supervision and training will be provided as needed.

BENEFITS TO INTERN:

- Internship course credit
 - Working in a supportive team environment.
 - Being part of the Habitat for Humanity ReStore mission to support the construction of housing for low-income families by using, recycling, and selling building materials and furnishings donated by the community.
 - Opportunity to interact with a multitude of different people.
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ReStore Warehouse Repair Intern

The **Warehouse Repair Intern** helps return donated items to saleable condition. Below are some common tasks that may be performed by the Warehouse Repair Volunteer. Must attend a one hour orientation and must be 18 years or older.

RESPONSIBILITIES:

- Repair appliances and other donated items.
- Process lumber, denail and bale, as needed.
- Refinish items
- Accurately inventory item to its specific repair job and turn in paperwork.
- Assist with the receiving of donated items, unloading ReStore and donor vehicles.
- Maintain organization and cleanliness of construction area.
- Perform maintenance of construction tools and equipment.

TIME COMMITMENT

- 6-month – 1 year commitment; minimum 1 day per week for 4 hours.
- Store hours: Tuesday through Saturday 9am – 6pm

QUALIFICATIONS

- Friendly and helpful attitude.
- A general knowledge of basic hand tools.
- Ability to use power tools safely.
- Ability to work safely and organized at all times.
- Ability to lift 50 lbs.
- Knowledge of building materials and home improvement is a plus.
- Ability to stand on feet for long periods of time.
- Bilingual Speaking a plus!
- Perform maintenance of warehouse equipment, and store racking.
- Knowledge of moving techniques desirable.
- Physically able to move inventory often weighing several hundred pounds with assistance

TRAINING

On-site training is provided and consists of an orientation with the Floor Supervisor or volunteer coordinator, preview of applicable ReStore procedures, review of the Volunteer Manual. On-going supervision and training will be provided as needed.

BENEFITS TO INTERN:

- Internship course credit
 - Working in a supportive team environment.
 - Being part of the Habitat for Humanity ReStore mission to support the construction of housing for low-income families by using, recycling, and selling building materials and furnishings donated by the community.
 - Opportunity to interact with a multitude of different people.
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Retail Management Intern

The **Retail Management Intern** is a part-time internship position that involves providing outstanding customer service, generating sales, merchandising, and protecting the ReStore's assets. More specifically, the intern will be working on the cash register, providing customer service, helping price merchandise, assisting with volunteer management, answering phone calls, and maintaining cash wrap area.

Training and resources: Upon starting the internship, the intern will be familiarized with the policies, procedures, and goals of Habitat ReStore. They will then be shown how to use the register, how ReStore's pricing policies work, and they will be familiarized with our operating budget. The ideal candidate should have a background in retail whether it is work experience or classroom education they are looking to translate into real world experience.

TIME COMMITMENT

- Store hours: Tuesday through Saturday 9am – 6pm

Benefits: The volunteer will learn about Habitat for Humanity's mission of building simple decent affordable housing. S/he will: a) learn ReStore's role in attaining the affiliate's goal, b) engage in a meaningful volunteer experience, c) gain hands-on, retail experience, d) learn how to manage volunteers and how to maintain an operating budget, and e) be able to earn course credit for their internship.

Position requirements: Intern must: a) have excellent written and verbal communication skills, b) have an energetic and professional attitude, c) have good customer service skills, d) commit to at least twelve hours on site each week, e) be able to work Saturdays and have reliable transportation, f) pay close attention to detail, g) have an interest in Habitat's mission and in non-profit work, h) be able to lift 50 pounds, climb stairs, and stand for the majority of the day and i) have basic computer skills (Microsoft Word, Excel, Outlook).

At Habitat for Humanity SF/SCV we strive to provide a decent, safe and affordable place to live for every man, woman and child in the San Fernando and Santa Clarita Valleys. We further promote education and self-sufficiency by connecting our recipients to social services.

Design and Marketing Intern

The **Design and Merchandising Intern** is a part-time internship position that involves understanding ReStore's sales goals and arranging the store in a way that helps achieve those goals. This internship will provide hands on experience in retail merchandising and design and will demonstrate how a store's set up can significantly contribute to the bottom line.

Upon starting the internship, the intern will be familiarized with the policies, procedures, and goals of Habitat ReStore. They will then be familiarized with ReStore's merchandise, floor plan, sales strategy, and current design and merchandising techniques. The ideal candidate should have a background in design whether it is work experience or classroom education they are looking to translate into real world experience.

TIME COMMITMENT

- Store hours: Tuesday through Saturday 9am – 6pm

The intern will learn about Habitat for Humanity's mission of building simple decent affordable housing. S/he will: a) learn ReStore's role in attaining the affiliate's goal, b) engage in a meaningful volunteer experience, c) gain hands-on, retail merchandising experience, and d) learn how to design the layout of a store in a way that minimizes theft and maximizes sales and impulse purchases, d) be able to earn course credit for their internship.

Intern must: a) have excellent verbal communication skills and be comfortable giving direction to others, b) have an energetic and professional attitude, c) be creative, d) commit to at least twelve hours on site each week, e) have a flexible schedule, f) pay close attention to detail, g) have an interest in Habitat's mission and in non-profit work, and h) be able to lift at least 25 pounds.

At Habitat for Humanity SF/SCV we strive to provide a decent, safe and affordable place to live for every man, woman and child in the San Fernando and Santa Clarita Valleys. We further promote education and self-sufficiency by connecting our recipients to social services.

ReStore Assistant and Internet Marketing Intern

The **ReStore Assistant and Internet Marketing Intern** will develop an internet marketing plan for the ReStore with websites such as Craigslist, EBay, Half.com and other internet outlets.

RESPONSIBILITIES:

- Assist ReStore Manager and Assistant Manager in Restore daily activities.
- At the direction of the ReStore manager, post unique donations, large shipments, or other applicable items on appropriate website (collectibles, antiques, items deemed of significant dollar value).
- Regularly maintain the ReStore accounts with all applicable websites updating content as directed to do so.
- Keep up-to-date on methods of pricing, inventory and procedures.
- Assist volunteers as needed.

QUALIFICATIONS

- Intermediate - Advanced level computer skills are required.
- Knowledge and experience with Craigslist.com, Ebay.com, Half.com
- Knowledge of Internet Explorer and Microsoft Word.
- Prior merchandising, pricing, and inventory experience is preferred.
- Demonstrated history of being a driven self-starter who is able to work independently.
- Must be people-oriented, flexible, enthusiastic, and willing to advocate the mission of SF/SCV Habitat for Humanity.
- Must possess the ability to plan, organize, and handle multiple functions simultaneously and communicate clearly and courteously, both verbally and in writing.
- Strong organizational and interpersonal skills are required.

TIME COMMITMENT

- Store hours: Tuesday through Saturday 9am – 6pm

TRAINING PROVIDED

- On-going supervisions and training will be provided as needed.

BENEFITS TO INTERN

- Internship course credit
- The opportunity to interact with a variety of different people
- Learn valuable marketing and retail skills.
- Opportunity to see the inner workings of a nonprofit.
- Being part of the SF/SCV Habitat for Humanity ReStore's mission to support the construction of housing for low-income families by reusing, recycling, and selling building materials and furnishings donated by the community

- This is an unpaid position.

Safety

Safety of ReStore volunteers is a priority in every aspect. ReStore volunteers should familiarize themselves with the layout of the ReStore and be aware of all exits, fire extinguishers, earthquake kits, and first-aid kits. A staff member should be notified immediately if any injury occurs.

- *Anyone acting in an unsafe manner or refusing to abide by our safety regulations or code of conduct will be asked to leave*

Personal Protective Equipment (PPE) is provided for all volunteers to be used for multiple tasks

- Safety glasses
- Gloves
- Masks
- Back support for lifting
- Construction helmets

PPE is required for certain jobs at the manager's discretion. This includes, but is not limited to safety glasses and masks at any time airborne wood chips or sawdust might be present, or other airborne materials, and appropriate helmets when loading or unloading objects above shoulder level.

- No open-toed shoes or sandals are allowed while volunteering regardless of the given task
- Should an accident occur, contact a staff member immediately.

Machinery Operations Requirements:

The following machinery *may not* be used by volunteers unless properly trained by a ReStore staff member:

- Tow motor (forklift)
- Table saws
- Trucks
- Other power tools

NO volunteers under the age of 18 may operate any of the machinery listed above at any time.

Avoid Injuries!

- Keep work areas *clean*; a clean ReStore is a safe ReStore!
- Do not leave tools, soda cans or other loose items laying about the sales floor or back warehouse
- Be aware of store surroundings such as corners, hanging or fallen objects, and sharp edges to avoid slips, trips and falls
- If you see an example of something out of place, fix the problem or let a staff member know so it can be taken care of right away
- Always use Personal Protective Equipment (PPE), such as work gloves, when the task warrants their use
- When lifting, bend with your legs, not with your back
- When moving large, heavy or awkward items, do not lift alone. Always work with another person
- Carts and dollies are always available and should be used whenever needed

Every volunteer is responsible to let the staff know of any health or ability limitations. Do not perform unsafe actions that are outside of your personal ability—you are responsible for your own health.

Smoking is only allowed in outdoor designated areas and strictly prohibited inside the ReStore and within 25 feet of the ReStore door.

Food and beverages are only allowed in designated areas.

Volunteer Agreement/Release Form & Orientation

Volunteers must complete a volunteer form and take part in an orientation prior to any volunteer activity.

Any groups must first be approved by management prior to volunteering and cannot total more than 10 people unless approved by management.

Community service volunteers who have been convicted of any sexual offense, violent crime or theft are prohibited from volunteering at the ReStore.

Dress Code

Habitat for Humanity prides itself on its warm and professional atmosphere. We hope to provide you with a relaxed place to volunteer. This is reflected in our expectations regarding dress. Tennis Shoes, work boots or steel toed shoes must be worn when working at the ReStore. NO SANDALS, FLIP-FLOPS, HEELS, SLIP-ON OR SLIPPER TYPE SHOES. No apparel or body décor and/or ink that advertises drugs, alcohol, sex, intolerance of any type or violence can be worn. No bare midribs. Pants must be worn at the waist. Nametags must be worn during each shift. If you are working in the Warehouse or stocking heavy items, no loop piercings may be left on or open such that they could be caught and tear.

- Must wear a name tag daily (located by sign in sheet)
- Closed toed shoes must be worn at all times
- No sandals, slippers or heels
- Clothing must be appropriate and not offensive in any way—no bare midribs or bra straps showing, no undergarments exposed above pant line
- No promotion of drugs, alcohol, sex, intolerance of any type or violence
- Headphones are not allowed to be worn during shifts
- Cell phones will be turned off during shift. They may be used only during breaks

In addition, Habitat for Humanity wishes to ensure that its employees and volunteers are not injured on the job. Therefore, if you work in the warehouse you are expected to dress in clothes that are comfortable and do not pose a safety risk. In particular, you should not wear loose-fitting clothes that could be caught in equipment. If you have long hair, you should tie it back or pin it up. You must also wear thick-soled shoes to protect your feet from sharp or heavy objects.. You must also wear safety equipment when appropriate, including hard hats, back supports, gloves, safety glasses and dust masks. Your supervisor will provide you with this equipment when needed.

Smoking

Smoking is only allowed in outdoor designated areas and strictly prohibited inside the ReStore and within 25 feet of the ReStore door.

Food & Beverages

Food and beverages are only allowed in designated areas. The use of alcohol or drugs prior to or while volunteering is strictly prohibited.

Age Restrictions

Children age 16 and older can volunteer for most tasks in a Habitat ReStore operation, so long as the tasks do not involve any activities deemed hazardous by the U.S. Secretary of Labor (e.g. no power tools are being used, no machinery or driving). In contrast, because the activities of children ages 14 and 15 are very heavily regulated, the volunteer activities of such children in Habitat ReStore operations are necessarily more limited. For example, children ages 14 and 15 can not perform tasks in any ReStore warehouses and can not load or unload goods for a ReStore operation from a truck or conveyor. However, volunteer activities within the retail portion of our ReStore are safe for youth volunteers.

More specifically, children ages 14 and 15 may be able to safely perform the following: clean displays and other areas; vacuum; assist customers; perform clerical functions (e.g. make copies, operate a computer, answer the phone, organize files); pack or bag items for customers; price-mark items; shelve items; organize or sort retail items (e.g. clothing, books); set up retail displays; inventory items; paint safe objects or items (e.g. paint baseboards, window frames, or door frames in a safe location); build mailboxes or flowerboxes for future Habitat homes in a safe location; and plant flowers.

Children ages 14 and 15 may not perform any of the following volunteer work: activities in warehouses (except office and clerical work); activities in connection with the maintenance or repair of machines, or equipment; outside window washing that involves working from windowsills; work requiring the use of ladders, scaffolds, or their substitutes; activities involving the operation of power-driven machinery, such as golf carts, lawn mowers, trimmers, weed-eaters, and hoisting apparatus; activities that involve loading or unloading goods to or from trucks or conveyors and general construction work.

Drivers Manual

The following policies are those which drivers must be familiar:

- Truck keys must be signed out and returned for each use
- Operators must possess a valid drivers license
- There must be no less than two (2) volunteers per shift and no more than three (3)
- All volunteers in the truck *must* wear seatbelts at all times
- Passengers (not the driver) may use a cell phone during transit
- There is *no smoking* allowed in the truck
- Check and secure contents of truck prior to each shift
- Check and secure contents of truck after each shift
- Volunteers *are not allowed* to enter homes for pick- ups without a staff member present.
- Park and lock with master lock.
- *DRIVER HAS FULL DISCRETION AT TIME OF PICKUP TO REFUSE AN ITEM IF THE ITEM DOES NOT MEET DONATION GUIDELINES AND/OR CRITERIA BASED ON DESCRIPTION AND/OR CONDITION.* (If donation does not meet accepted criteria, leave donation refusal letter)

Truck Inventory

The following items MUST remain in the truck at all times:

- Heavy duty dolly with solid tires
- Boards
- Floor broom and stick broom
- Adhesive tape
- Load binder
- Barrel with straps, blanket, wheels and shrink wrap
- All necessary tools
- First Aid Kit

Precheck Vehicle

Adhere to the following guidelines at all times:

- Hazards—use defensive driving at all times, avoiding any and all potential hazards
 - Human error—Do not drive if you are fatigued or feel other health, wellness, or other limitations might impair your safe driving
 - Dangerous conditions—Do not drive in dangerous conditions
- Pre-drive Inspection and Regular Maintenance—check the Truck log to ensure you can check off that the truck is not overdue for:
 - Oil changes
 - Brake inspection
 - Batteries
 - Fluids

- Wiper fluid
 - Antifreeze
 - Coolant
- Tire pressure and tread wear
- Secure cargo before and during travel
- Always remember:
 - Wear seatbelts
 - Avoid fatigue
 - Give the right of way to other vehicles; never take right of way

Truck Operations

- **Tommy lift:**
 - Lift up (watch feet)
 - Switch up (right side under red handles)
 - Unfold and switch till flat
 - Lock after use (slide left and secure)
 - Truck must be running for then heavy and multiple loads
- **Straps**
 - Tab to bottom then slide in slit
 - Won't release unless completely flat
 - Rid slack
 - Ratchet tight
 - Back bar pulled flat to release
 - Always secure loads to avoid door damage
- **Load Bar**
 - Works like jack from wall to wall
 - Try to line up with beams on sides, not just paneling
 - Secure after use
 - Keep rope in inside of door when shut
- **Driving truck and after use:**
 - Inside cab: Roll windows down to back up to avoid distracting reflections in mirrors when backing up
 - Parking brake must be on when truck is parked
 - Check mirrors often
 - Be aware of the need for wide turns
 - If anything gets taken out (inventory) replace before day's end.
 - Sweep out after use
 - Leave truck as you would want to find it.

Always Remember

- Have fun! ☺
- Don't rush, be safe!
- Know that all your efforts are greatly appreciated!

I have read and understand the complete Volunteer Manual and agree to comply with all guidelines outlined within the manual.

Volunteer Signature

Date

Print Name

Email address

Phone