

 Habitat for Humanity®

**ReStore**

# Volunteer Orientation Packet, 2013

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## Volunteer Overview

**Mackenzie Farlie, ReStore Volunteer Coordinator:**  
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**Thank you for volunteering at the Habitat for Humanity ReStore!**

Volunteer positions at the ReStore have a huge impact on the success of Habitat for Humanity of Huron Valley. All proceeds of the store go directly to support the organization and allow for us to keep growing! Having volunteers supports the store, increases the amount of products we sell, expedites the process of placing donated items on the floor, and ensures that customers have a positive experience with Habitat's ReStore.

## **ReStore Volunteer Overview**

- Volunteers must be 16 years old (with parent's permission) or older to volunteer
- ReStore is open and running between the hours of 10am-6pm Monday through Saturday, and 11am-3pm on Sundays. ReStore Donation Support volunteers work 8 hour shifts on the truck. Other volunteer jobs have a more flexible time commitment
- Volunteers often commit to a weekly or bi-weekly schedule
- Training is provided "on the job"

## **Volunteer Responsibilities**

- Act as a representative of Habitat for Humanity and our ReStore
- Please dress comfortably for work in our warehouse and on the road. Wear clothing that you would be comfortable getting a little dirty
- **Wear closed-toes shoes (no sandals)**
- **Sign up ahead of time for your shift**, we schedule around our volunteers and need to know when to expect you. **Please sign up at least a weekday prior** to coming in to volunteer. You can sign up for your next shift when you are in the store, or you can call and speak with Alana to see what shifts are available and sign up
- If you are unable to make it for your shift, you must let us know ASAP. Same day cancellations are acceptable for emergency situations, otherwise please let me know at least a day in advance
- Please be on time for your scheduled shift, as we coordinate our work around your help
- Follow the ReStore safety guidelines at all times while volunteering
- Promptly alert the Volunteer Coordinator to any concerns you may have, or ways we can improve the volunteer program at the ReStore

## **Late or Missing Shift**

Please contact Mackenzie Farlie at 734-677-1558 x108, or Mackenzie@h4h.org if you are going to be late or miss your shift. If she does not pick up, please leave a message.

Before you begin volunteering with ReStore, please read the following the information carefully. You will also need to ask for the following forms:

- Volunteer Application
- Release and Waiver of Liability Form
- Criminal Background Disclosure Form

## **Excellent Customer Service:**

As a team of staff and volunteers we work together to create a welcoming and helpful atmosphere in the store. We want to greet customers with smiles and ensure that we are there to help them if needed in the store.

*Follow the 10/4 guideline:*

- 10 feet, have visual contact (smile and look up at customers)
- 4 feet, verbal recognition “Welcome to the Restore” “How can I help you”

Smile and ask customers if they need assistance, have any questions, or need anything.

- If you don't know the answer, seek out the answer from a staff member and ensure that the customer finds out the answer

Help customers first (before answering phone or if you are interrupted during a project). Actively seek information about the store, merchandise, and organization.

## **Organization Wide Responsibilities**

- Enthusiastic Support of HHHV's mission
- Smile and laugh frequently
- Treat everyone in the organization with care and respect
- Proactively seek and provide feedback
- Handle conflict in a “Go Direct First” style
- Demonstrate high integrity and honesty in all activities
- Take responsibility for own success and happiness
- Accept other duties as assigned with a smile

## Safety Instructions

### **Volunteer Responsibilities:**

- Participate in all required trainings
- Wear appropriate personal protective and work clothes, as instructed
- **Report to work in a fit condition: no alcohol or drugs**
- **Report all incidents to a staff person immediately**
- **Report unsafe acts or conditions to your supervisor**
- **Follow first aid & medical treatment and emergency response plans**
- **Stay alert for hazardous situations and help maintain a safe store**

### **GENERAL SAFE WORK PRACTICES**

- Practice good housekeeping at all times
- **Cell phone use is strongly discouraged**
- **Work at a safe speed**
- Learn the right way to do your job
- **Utilize personal protective equipment as needed, depending on job**
- Never work while you are ill or fatigued
- Horseplay, running, or playing around is not permitted

### **PERSONAL PROTECTIVE EQUIPMENT (PPE)**

***It is mandatory that safety glasses and work gloves are worn for the demolition of any products that go into the dumpster.***

- Closed toed shoes or boots must be worn at all times
- Safety glasses when eye hazards are present
  - Wood chips
  - Steel particles when hammering
  - Dust
  - Material falling during overhead work
  - Protruding materials in your path
  - Demo projects with sledge hammer
  - Using power tools
- Gloves: When loading or unloading materials, moving merchandise in store
- Dust Masks: When cleaning dusty merchandise and dirty sections of the store
- Other PPE for specific tasks: ear plugs, gloves, dust masks, hard hats, knee pads and lifting belts

### **MEDICAL EMERGENCIES AND FIRST AID**

- Check to ensure first aid kit is in place is when arriving at the ReStore, tell supervisor if missing
- Get first aid for any injury, even the small one

## **RESTORE SAFETY HAZARDS**

- Lifting heavy merchandise
- Moving large merchandise
- Tripping and obstructed walkways
- Merchandise falling from racking or not stowed properly
- Being distracted by using a cell phone or misplacing a cell phone

## **EQUIPMENT HAZARDS**

- Ladders
- Electricity
- Shelves and Racking

### **LADDERS**

Hazards:

- Broken or damaged parts
- Falls

Safe Practices: Step Ladders

- Never climb past the second rung from the rung you are on
- Make sure spreaders are locked in place

Safe Practices: LADDERS

- Check ladder for defects
- If damaged, don't use it
- Set ladder on a firm level surface
- Use ladders only for short-duration work
- Maintain 3-point contact
- Don't reach over the side
- Clear the area around the ladder

### **ELECTRICITY**

- Have staff train you before starting any electric testing or repair project
- Ensure conditions are dry and if surrounding area is wet, ask supervisor for assistance
- Disconnect from power source before moving or repairing electrical items
- Check cords for damage
- Don't fasten cords with staples or wire

### **SHELVES AND RACKING, and AISLES**

- Objects falling from shelves
- Shelves falling or collapsing
- Never climb up or down shelving or racking units
- Never walk out onto shelves or racks when loading or unloading merchandise, or at any other time
- Use fall protection at all times when working above 10 feet
- When storing items on upper shelves, always make sure they are stacked firmly and evenly so they cannot fall off
- Attach chains or cables to top shelving when there is a possibility of objects falling off
- Watch your step carefully, for items in the aisles on the floor.

### Overall Requirements:

- **Report any condition that looks unsafe to staff immediately**
- **Work slowly and carefully**
- **Wear closed toed shoes or boots at all times**
- Wear personal protective equipment when necessary
- Make sure you know how to evacuate your worksite
- See staff immediately for first-aid assistance
- Check ladders for defects, don't use if damaged
- When lifting materials, bend your knees – not your waist
- Double check all tools before you use them, don't use if damaged
- Check cords for cracks, cuts or damaged plugs, tag out of service if damaged
- When working around moving equipment, be aware of the blind spots
- Use cell phones in cases of emergencies only



## **Frequently Asked Questions by Customers**

### **Are you open tomorrow?**

Yes! We are open Monday- Saturday 10am-6pm and Sunday 11am-3pm.

**Is all of the merchandise used?** No, it is a mixture of both new and gently used merchandise.

### **Are your prices negotiable?**

Unfortunately no, we are not able to negotiate on prices. All of our prices are final. Our staff prices all of our merchandise and we price items 50-75% off retail prices. 88% of our funding goes to support our local Habitat for Humanity and affordable homeownership.

### **Are there any more appliances available?**

"All of our appliances for sale are on the floor. Our merchandise changes daily so please come by regularly for new appliances." (We may have plenty of appliances in the back but they may not be tested, prepped, priced for the floor. Customers are not allowed in the back to view these appliances).

### **How much is your laminate flooring? How much do I need?**

Our prices for laminate flooring prices are located on our display. On each example of color, there is a sticker outlining price per square foot, how many feet are available in a box, and how much each box costs. From the square footage needed for the room that will be floored, you can calculate how many boxes you need. We have small sample pieces of laminate flooring available under the display case (it is heavy to lift) for customers to take home. Customers need the blue foam padding located above the display racks to install before adding the flooring. Remember, we have pull bars that are helpful for installation for sale as well!

### **Do you have a restroom?**

Yes! We have a public bathroom located in the southeast corner of the warehouse by the plumbing section.

### **Do you have a screw driver or wrench?**

Yes! We do have tools available in the toolbox behind the counter. These tools are available if a customer has to dismantle a purchased item before loading into their car. Tools are not to be used before a purchase! Please accompany the tools and ensure that they are all returned after the customer uses them.

### **Do you have a tape measure?**

Yes! We do have tape measures in a tub on the front counter. They are attached to a wooden block, to prevent them from being carried out with customers.

### **My construction company is tearing out cabinets in a home this week, can you use them?**

Yes! Please see if Vic is in the office and introduce them. If Vic is not in the office, give them Vic's card. Take down their name, number, information regarding donated materials, and date of demolition. Slide the note under Vic's door. (Office in ReStore with large windows).



**I have a large refrigerator at home that I would like to donate but cannot drop off, do you pick up?**

Yes! We pick up most weekdays during our business hours. Please take down their name, number, and items they would like to donate and slip information under Vic's Door. If Vic is not in the office, give them Vic's card.

**Is my merchandise donation tax-deductible?**

Yes! Please have donors fill out a donation receipt form located at our front desk. Please make sure that you (as a volunteer) sign the form and date the form. Give them the white top copy and place the yellow copy on the shelf above the front ask. Customers are not required to fill out a donation receipt form, but always offer it to donors.

**I would like to volunteer with Habitat, what should I do?**

Ask if they would like to volunteer at the ReStore or with construction. Have them fill out their information on the sign-up form near the front desk. If they would like to volunteer with the ReStore, please give them my card located next to the register. If they would like to volunteer for construction, you can refer them to our website at [www.h4h.org](http://www.h4h.org).

**I purchased an item but am not able to take it home, can I leave it here?**

Yes! Customers can purchase the item and we will place a sold sign on it (signs located below cash register) that lists purchase date, customer name, customer phone number, item description, and deadline for pickup, which is the date three days after purchase. We normally place purchased items near the front loading dock on the floor.

**Can I place a hold on an item?**

Yes you can place a hold on an item, only during the length of time you are in the store. We can place a hold sign on the item (signs located below cash register). Otherwise, the item will be available for sale to all customers.

**Do you deliver the product that I purchase?**

Yes, we do. The delivery charge varies by location. *Items dropped off on first floor or in garage only, unable to remove doors to gain access, purchaser must have a clear path for delivery, installation is not allowed.*

**Do you accept returns?** Yes, we accept returns for items with both the price sticker on them and accompanied by the original receipt, within 14 days of purchase. No refunds are available. You will be given store credit that is valid for one year.

**The ReStore is currently accepting the following for donations:**

**Appliances:** In working order, including: ranges (top and free standing); ovens (free standing); washer/dryers; water heaters; refrigerators/freezers; range hoods; and microwave ovens.

**Architectural Items:** Columns, mantelpieces, cabinets/counter-tops (including individual pieces or full cabinet sets) for kitchen and bath. Must have all doors and hardware. Counter-tops should be in good condition with minimal chips or scraps.

**Flooring:** Carpets and carpet padding (excellent condition with no visible wear, stains or odors); hardwood/parquet flooring (free of rot and in usable condition); and vinyl, sheet vinyl, linoleum, and ceramic tile (new).

**Doors:** Pre-hung or door slabs; exterior or interior without rot, cracks or missing panes/panels; entryway units; and sliding glass (must have all tracking, no cracked or fogged glass).

**Electrical:** Prefer residential only, wire (50' or more), switches, and outlets.

**Hardware:** Complete sets of door hardware; and hinges, nails, screws, hangers, and connectors.

**Paint/Stain/Finishes:** New in unopened cans or full cans with no rust on or in it and with label.

**Plumbing:** Sinks (all types for kitchen and bath with minimal staining, cracks and chips); bathtubs (fiberglass, cast iron or steel with minimal staining and chips); shower enclosures (must have all components); faucets (complete sets only); pipe/PVC/metal/copper (minimum of 6 ft. length); pipe supplies and fittings; and commodes (clean and in good working order).

**Lumber:** Dimensional (treated or untreated, minimum of 6 ft. lengths); sheet goods (1/2 sheet or larger); particleboard, pressboard, plywood, and paneling; and trim and molding (minimum of 6 ft. length).

**Lighting:** Clean with all components in good working order.

**Storm Doors and Windows:** Must have all tracks and framing.

**Windows:** Double hung and double pane only (picture, bay, etc.) and must have all sashes, no rot, cracks, or fogged glass; metal screens in good working condition; and wood screens in good working condition.

**Roofing Materials/Gutters:** New shingles (full bundles); rolled roofing materials; and gutters (full lengths, no rust or damage, include all fittings).

**Furniture:** Good condition, no rips, tears, broken parts, or odors.

**Miscellaneous:** Shutters (interior and exterior); free standing wood stoves; thermostats and electric AC; fans; insulation (new only).

**Televisions:** Must work. We accept TVs 32 inches and smaller.

**Tools:** Power and hand tools in good working order.

**Outdoor lawn:** Lawnmowers, snow blowers, ping pong tables, etc.



### Donation Guidelines:

- We do not accept anything with animal feces or hair, ant or other insect infestations, mold, mildew, dirt, etc. - due to health guidelines.
- We do not accept anything broken, soiled, or unsafe.
- All toilets must be thoroughly washed before being donated.

### Specific Items the ReStore Does Not Accept:

- Baby or children's Items
- Bedding
- Clothing
- Food
- Mattresses or Box Springs
- Books
- Unframed Glass/Mirrors/Bi-Fold Doors with Mirrors - any Unframed Glass or Mirrors
- Fabric curtains, vertical blinds, traverse rods, plastic blinds
- Anything filthy or broken
- Anything dangerous, such as splintering wood or protruding nails
- Carpets - only newer, no stains, tears, or pet hair
- Soiled, Stained, Mold, Tears or Pet Hair on fabric furniture
- Oven Hoods - Dirty or Damaged
- Items with nails protruding, splintering wood and/or animal feces - we cannot accept
- Cabinets - Mold, Damaged, Missing Doors or Drawers
- Paint - do not accept Used or Open
- Dirty or Damaged toilets
- Dirty or Damaged sinks
- Hollow Bi-Fold or damaged doors
- Lumber/wood/drywall that is less than 4 ft in length, or over 12 ft. in length
- Hazardous waste

## **Take with Restrictions**

- Countertops - only rectangle and square shapes with no damage. Do not take Odd Shapes, Odd Sizes, OR CUT- OUTS
- Ceiling Acoustic Tiles - only New in the Box
- Flooring - Hardwood and Laminate Flooring - only in original box or bundled
- Fireplaces - Fronts only (inside surrounds for Scrap only)
- Tile - only new in Box (unless Granite, Marble or Slate)

## **Scrap/Recycling Only**

- Exercise Equipment
- Furnaces
- Hot water heaters
- Water Softeners
- Shower doors
- Rusty hardware
- Electronics, such as printers, monitors, etc.

**Some exceptions may occur to the above list pursuant to the discretion of ReStore Staff, including drivers.**

**The ReStore drivers and other staff reserve the right to refuse any donation items for any reason.**

**Donations must be located in the garage or on a main level at the time of pick-up. Dropped-off donations are accepted at the Warehouse location only, until a half-hour before the store closes: Mon-Sat 10am-5:30pm, and Sun 11am-2:30pm.**

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**Now are you are ready to volunteer! Please ask for the following forms:**

- Volunteer Application
- Release and Waiver of Liability Form
- Criminal Background Disclosure Form