

# Volunteer Handbook



**Habitat**  
for Humanity®

**ReStore**

*Serving Madison and Clark Counties*

## Welcome!

### **Thank you for volunteering with us.**

Welcome to the ReStore! We're excited to share our mission with you. We're proud of our success as a member of Habitat and the ReStore family of stores. We know this is a reflection of the contributions of our amazing volunteers.

We put together this guide to help you feel welcome on your first day, as well as, to help answer many of the common questions new volunteers ask, or are likely to be asked on their first day.

Proceeds from the ReStore support building homes for some truly amazing and deserving families in Madison and Clark Counties. But our impact goes beyond the county line, helping to provide low-cost goods to families all over the state and keeping hundreds of thousands of pounds of reusable material out of our landfills every year. We could not achieve these successes and fulfill our mission without your help.



## Our Mission

### **Habitat for Humanity of Madison and Clark Counties (HFHMCC)**

Habitat for Humanity is an ecumenical Christian ministry partnering with volunteers and donors to eliminate substandard housing. Families in need achieve homeownership by purchasing simple, decent, and affordable homes that they help build with community partners.

### **The Richmond ReStore**

Richmond Habitat for Humanity's ReStore is a resale store stocked with home improvement goods donated by community residents and businesses. One hundred percent of the net income from our store benefits HFHMCC and its mission.



## About Habitat for Humanity

### Habitat Families

- HFHMMC has served more than 100 families since it's incorporation in 1992.
- Families are selected based upon need, ability to pay, and willingness to partner with Habitat. Habitat serves families with incomes below 60% of area median income for Madison and Clark counties.
- Those selected as "partner families" go through extensive training on homeownership, property maintenance, and financial management, in addition to spending a minimum of 100 hours working on their homes. In all, families are required to provide 250-500 hours of sweat equity, based on family size, prior to purchasing their homes. This process normally takes 12-18 months.
- Habitat homeowners carry a no-interest mortgage for 20-30 years, based on their income, which includes a forgivable second note. The average monthly mortgage payment is between \$350 and \$450.

### Habitat Homes

- Habitat homes feature quality, energy-efficient design, and construction. Habitat's construction department provides oversight for all builds and they are joined by community volunteers and partner families for all aspects of building. The homes adhere to neighborhood requirements and restrictions.

### Community Support

- Faith-based organizations, individuals, and corporations who are committed to providing simple, decent, affordable housing generously support HFHMCC through financial support and volunteerism. Additional funding sources include grants, mortgage receipts, and contributions from our ReStore.
- In addition, the ReStore at 830 Eastern Bypass supports the community by providing household goods and building materials to the public at discounted prices.

### Environmental Impact

- HFHMCC also operates a deconstruction program that removes salvageable items from buildings undergoing renovation or demolition. Items removed are then sold to the public at the Habitat ReStore.
- Through the deconstruction program and the ReStore, HFHMCC estimates that in 2014 more than 400,000 pounds of usable materials were diverted from landfills.

## Contacts

If you are going to be late or miss a shift, please call 859-353-5556. If before or after hours, you will need to leave a message in the ReStore general mailbox (voice mail).

### Manager on Duty

The ReStore **Manager on Duty (MOD)** is in charge of day-to-day activities in the ReStore. He/she is also responsible for scheduling and supervision of ReStore volunteers. Contact the MOD if you need to reschedule a volunteer date, if you will miss a scheduled volunteer date, if you need verification of service hours, or for other volunteer issues.

### ReStore Director

Michael Richardson

[michael@habitatmadisonclark.org](mailto:michael@habitatmadisonclark.org)

Tel. 859-519-6005





## General Information

### Store Hours

Monday – Saturday 10am – 6pm

### Volunteer Shifts

Generally, shifts are as follows:

Morning: 10:00am – 2:00 pm

Afternoon: 1:00 pm – 5:00 pm

However, other shift hours can be approved by the Manager on Duty (MOD).

### Parking

Please park on either side of the main entrance to the store to leave the closest spaces available for customers.

### Arrival

If you're scheduled to arrive before the store opens, you can enter through the back door into the break area.

Once you arrive, be sure to sign in on the volunteer binder located in the conference room.

### Breaks

The **Manager on Duty (MOD)** will assign you a specific break time, but please let the store manager know before leaving for a break. Breaks are 15 minutes for a 4-hour shift. If you are staying all day you will have a ½ hour lunch break. Please be sure to take your break off the main floor area and away from the front counter and other customer sales areas.

### Smokers

Remember, Madison County Health Regulations do not permit smoking in any work area. This includes the loading dock and dumpster areas. There is a designated area outside by the back door that smokers can use.

### Volunteers Discount

Volunteers are authorized a 20% discount on their purchases anytime while they are volunteering at the ReStore.



## Cell Phone Usage

Cell phones are to be used during break times **ONLY**. If an emergency arises and you must make or receive a call, **PLEASE** move away from customers to the break area and limit your call.

## What to Wear

Wear comfortable, clean clothing. Keep in mind that clothing may be torn or dirtied during the course of the day and that there may be lifting and some cleaning and painting involved. Below are some general guidelines for clothing.

- Volunteer should wear a name tag and vest at all times.
- No bare midriffs or cut-off t-shirts are allowed.
- T-shirts must be long enough to cover bare skin when a volunteer leans over or stretches upward.
- No open-toed shoes are allowed.
- Clothing items that are offensive, controversial, disruptive, or otherwise distracting are not permitted. Clothing that bears an overtly commercial, political or personal message are also not allowed.



**Wear Close-toed shoes**



**Use Proper Lifting Techniques**



**Don't be a Tool: Put things away when you're done using them.**

## Safety

**Failure to follow these rules could result in serious injury and/or possible termination as a ReStore volunteer.**

- Any pre-existing medical condition that would restrict a person from performing any physical activity must be reported and on file before working in the ReStore.
- Under no circumstances will any person be allowed in the store or warehouse while under the influence of alcohol or drugs.
- Prevent the blocking of emergency exits, fire extinguishers, or any equipment requiring immediate access.
- In case of a fire or fire drill, immediately stop what you are doing and proceed to the nearest fire exit.
- No horseplay will be permitted in the store or warehouse.
- All warehouse rules (safety signs) must be followed at all times.
- Use proper personal protective gear provided for various jobs (goggles, gloves, etc.).
- Use correct lifting techniques at all times. Do not attempt to lift heavy items without assistance.
- Climbing on equipment, machinery, racks, or stacked pallets is prohibited.
- Do not stand empty pallets on their side or upright. Pallets must lay flat on floor.
- Aisles and store area must be kept clear of clutter and debris.
- All spills must be cleaned up immediately.
- Do not mix cleaning supplies or other chemicals.
- Report any accident immediately to a staff member.
- Report any unsafe condition or practice to a staff member.





### Emergency Procedures

#### Injuries

- In the event of a serious injury to a customer, staff member, or volunteer, contact the MOD immediately.
- In case of accidental chemical ingestion or exposure, MSDS forms are kept on file in the office.
- First aid kits are located in the break room, warehouse, and behind the front desk.
- Fire extinguishers are located throughout the building.

#### Robbery

- If an individual demands money, it is to be assumed that they are armed.
- **All instructions given by the perpetrator are to be followed.**
- Once the individual has left the property, contact the **MOD** and the police immediately if they are not already aware of the situation.
- The ReStore Director (if not yet aware of the situation) is to be notified by the highest-ranking staff member available to do so.

#### Snow and Ice Storms:

In case of severe winter weather the ReStore Director, in consultation with store staff and the affiliate Executive Director will make a determination whether to close the store, alter store hours, or cancel/delay the pickup schedule. Volunteers may contact a store manager or the ReStore Director to find out if the store is open, or to call in if they feel it is unsafe for them to travel.

#### Tornado/Earthquake

- In the event of a tornado watch store customers and staff will be immediately notified.
- In the event of a tornado warning or earthquake, volunteers and staff will be instructed to take shelter in the mall shelter area.
- If time does not allow for shelter to be taken as noted, the safest places are under large sturdy furniture, the most interior room possible (often a bathroom), or in doorways. Stay away from windows. Do not go outside. If already outside or in a vehicle, lie flat in the lowest ground possible away from buildings, utility poles, trees, etc.

# Volunteer Personnel Policies

## Offensive Behavior, Discrimination

HFHMCC is committed to providing a work environment free from harassment, discrimination, or offensive behavior based on race, ethnicity, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, veteran status, or for any other reason. It is HFHMCC's clear policy to respect the dignity of the individual and to treat all persons equitably. Offensive language, racial, ethnic or religious slurs, or other remarks, jokes, or conduct that encourages or permits an offensive or hostile work environment or diminishes the worth of another person is not acceptable and is grounds for dismissal.

## Sexual Harassment

Sexual harassment is defined as unwelcome or unwanted sexual advances, requests for sexual favors, and other verbal, nonverbal or physical conduct of a sexual nature when:

- Submission to or rejection of this conduct is used explicitly or implicitly as a factor in decisions affecting hiring, evaluation, promotion, or any other aspect of employment.
- Conduct is sufficiently severe, persistent, or pervasive as to substantially interfere with an individual's employment or creates an intimidating, hostile, or offensive environment.

Examples of sexual harassment include, but are not limited to: unwanted sexual advances; demands or requests for sexual favors in exchange for favorable treatment; repeated sexual jokes or propositions; verbal abuse of a sexual nature; graphic, verbal commentary about an individual's body, sexual prowess or sexual deficiencies; leering, whistling, touching, pinching, assault, or coerced sexual acts; insulting, obscene, or demeaning comments or gestures; and displays in the work place or common areas of sexually suggestive objects or pictures.

Persons who believe they are being harassed or experiencing discrimination may seek to resolve their complaints informally. Informal resolution includes clearly and promptly notifying the alleged offender that the behavior is unwelcome. However, this is not a required first step for pursuing either an informal or a formal complaint.

## Reporting an Incident

Anyone who feels that he or she (or another person) has been a victim of offensive behavior, harassment or discrimination should report the incident as soon as possible after the occurrence to the ReStore Director (or the HFHMCC Executive Director, as appropriate). Each incident will be promptly and confidentially investigated. No one will be subject to reprisal for having filed a good faith complaint.

### Personnel Policies, continued

#### Weapons

Illegal or concealed deadly weapons (without license) are not allowed at any ReStore work site, in ReStore vehicles, or while in the conduct of ReStore business.

#### Violence or Destruction of Property

The Affiliate will not tolerate any type of violence committed by or against anyone at the ReStore or while in the conduct of ReStore business. Any acts or threats of violence, verbal or implied, are strictly prohibited.

The following list, while not inclusive, provides examples of conduct that are prohibited:

- Causing physical injury to another person;
- Making threatening or harassing remarks;
- Aggressive or hostile behavior that creates a reasonable fear of injury to another person or subjects another individual to emotional distress;
- Intentionally damaging ReStore property or property of another co-worker.

Any potentially dangerous situations should be immediately reported to a ReStore manager.

#### Volunteer Purchases

- Items must be on the floor for three days and available to the public before they can be purchased by staff or volunteers.
- You may not price or participate in the pricing of something you wish to purchase.
- Please do not indicate that you wish to purchase an item before it has been priced.
- We will hold an item you wish to purchase until the end of your shift. It must be paid in full before leaving the building.
- Once paid for, items can be held up to 7 days, after which our regular return policy will take effect.



## Volunteer Job Descriptions

### CASHIER

Volunteers in this position must be able to coordinate and supervise activities at the customer service desk.

Duties include:

- Operating the cash register and assisting the MOD with end-of-the-day closings as needed.
- Handling sales and customer service
- Cleaning and organizing the front desk
- Answering phones
- Other duties as assigned by the MOD

### GREETER

This position must be filled by a volunteer familiar with ReStore policies and location of merchandise. Must be friendly and able to engage and direct customers. Also, must be able to assist customers with smaller donations.

Duties include:

- Greeting incoming and outgoing customers
- Checking customer receipts and verifying “SOLD” tags are placed on the proper merchandise
- Helping customers locate merchandise
- Helping customers locate pre-purchased items
- Other duties as assigned by the MOD

### HOUSEKEEPING/MERCHANDISING

Volunteers in this position are responsible for the maintenance and upkeep of the interior and exterior facilities of the ReStore. Duties include cleaning and maintaining proper display of merchandise. Ensure the safety and "shopability" of the main sales floor area and assist customers and donors.

Duties include:

- Cleaning counters and windows
- Sweeping the store, warehouse, dock and front sidewalk
- Organizing, dusting and cleaning merchandise
- Using an upholstery extractor to clean donated items
- Creating and updating displays
- Ensuring all merchandise is safely displayed
- Re-shelving goods as necessary
- Other duties as assigned by the store manager





### Volunteer Job Descriptions, continued

#### **WAREHOUSE ASSISTANT**

Volunteer must be familiar with donation acceptance guidelines, and able to work outdoors in inclement weather. Ability to lift more than 50lbs greatly desired, but not a requirement.

Duties Include:

- Greeting donors at the receiving dock
- Assisting with unloading donated items and providing written donor receipts
- Pricing and merchandising large donations
- Testing appliances
- Cleaning and sterilizing upholstered furniture
- Keeping the warehouse area neat and all exits clear



# Customer Frequently Asked Questions

## ....and easy answers you can give

### **Do you negotiate on prices? Can I pay any less for that?**

We don't negotiate on prices, that way we can be sure every customer is treated fairly and equally. We mark down items, so check back often.

### **Can I speak to a manager then?**

Yes. I'd be happy to get a manager for you.

### **Can anyone shop here?**

Yes! We're open to the public and all proceeds benefit Habitat for Humanity of Madison and Clark Counties.

### **Can I return this if I get it home and don't like it?**

Sometimes you can. Appliances and electronic items can be returned within 30 days with a purchase receipt if they are defective.

### **Do you ever have any problems with bedbugs?**

We've never had a confirmed case, but just to be sure we carefully inspect all new donations and treat them with a safe sterilizer and insecticide.

### **Do you deliver?**

We don't deliver, but you can store your purchases here for up to 7 days. Just be sure to ask for a "Sold" tag at the register.

### **Do you have layaway? Can I pay some on this to hold it, and come back later?**

Sorry, we don't have any layaway or hold policy at this time.

### **How do I buy this? What if I'm not done shopping?**

If the item is too big to fit in a shopping cart, just take off the price tag and bring the tag to the register. So long as you're in the store and have that tag we won't resell it.

# Customer Frequently Asked Questions

## ....and easy answers you can give

### How much is this?

If there is no price tag on an item, it means someone else in the store is getting ready to buy it. We can't sell an item without a price tag. If an item has just been received and has not been priced, you can call back the next day to find out the price.

### Can you help load?

We can help bring items to your vehicle, and help load them for you if store personnel are available. However, we cannot place any items on top of your car nor do anything that seems unsafe to staff, volunteers, or your vehicle. We are not responsible for tying down items on the vehicle.

### How do I donate?

If you have your item with you, just pull around to the receiving area. Otherwise, you can call us or go to our website to schedule a donation pick-up.



### *We Do Not Accept:*

- **Hazardous Waste/ Chemicals/Oil-based Paint**
- **Most automotive parts, especially tires**
- **Used mattresses and box springs**
- **Used carpet and padding**
- **Large quantities of any item without pre- approval**
- **Clothing**
- **Sofas or furniture items which are unsuitable for resale.**
- **Trash/Debris, etc.**

**If someone is trying to leave these items at the store, please politely decline the donation. If they insist, call a manager. Many of these items are illegal for us to have on site, while others are very expensive to dispose of.**