



VOLUNTEER ORIENTATION MANUAL



Our Vision:

A world where everyone has a decent place to live.

Our Mission:

Seeking to put God's love into action, Habitat for Humanity brings people together to build homes, communities and hope.

CONTENTS

HABITAT FOR HUMANITY OF MORGAN COUNTY

- Meet our Affiliate (pg. 4)
- Why we build (pg. 4)

RESTORE

- What is a ReStore? (pg. 4)

VOLUNTEER CODE OF CONDUCT (pg. 5)

SCHEDULING (pg. 6)

VOLUNTEER ROLE (pg. 7)

SAFETY (pg. 8)

VOLUNTEER AGREEMENT/RELEASE FORM & ORIENTATION (pg. 9)

DRESS CODE (pg. 10)

SMOKING (pg. 10)

FOOD AND BEVERAGES (pg. 10)

AGE RESTRICTIONS (pg. 11)

DRIVERS MANUAL (pg. 12)

- Truck Inventory
- Precheck Vehicle
- Truck Operations

Signature Page (pg. 14)

Meet our Affiliate

Seeking to put God's love into action, Habitat for Humanity brings people together to build homes, communities and hope. Habitat for Humanity of Morgan County unites the community with people in need to provide the life-changing opportunity to purchase and own quality, affordable homes. Habitat for Humanity is committed to eliminating poverty housing and making decent shelter a matter of conscience and action. To accomplish these goals, Habitat invites people of all backgrounds, races and religions to build houses together in partnership with families and individuals in need. Since 1991, Habitat for Humanity of Morgan County has helped families globally relocate from substandard and poverty housing into simple, decent, and affordable homes. More than 48 of these homeowners are here in our community of Morgan County. The foundations laid by Habitat go far beyond the physical structure of a home. Habitat for Humanity is creating stable foundations in all areas of life – impacting future generations. To learn more or get involved, visit www.MorganCountyHabitat.org.

Why We Build

Imagine a world where everyone has a decent place to live. That is the goal Habitat for Humanity works toward every day — starting in our own backyard.

Habitat demonstrates the principles on which we were founded to be the hands and feet of Jesus Christ by providing the opportunity of affordable homeownership to hardworking families in our community.

We make every effort to promote dignity and hope to the families we serve and ensure their needs are met in a sustainable and transformational way. That is why every Habitat partner family must first complete 230 hours of sweat equity working on our construction sites and the ReStore AND successfully pass HomeWorks homebuyer education and financial literacy classes.

But our families' hard work doesn't stop there. Once the keys are passed, homeowners pay an affordable mortgage back to Habitat.

It is a sustainable program for families seeking to achieve the dream of homeownership. And it's sustainable for Habitat for Humanity because mortgage payments we receive can be invested right back into the community.

It's why we build.

The Habitat ReStore

Habitat's ReStores sell reusable and surplus building materials as well as home furnishings and appliances.

ReStores 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.

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

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 safety hazard in a warehouse setting. Volunteers are not allowed to use them during a 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.

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

If unable to make a regularly scheduled shift please let the manager know. 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!

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 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 HFHMC 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 lying 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 midriffs. Pants must be worn at the waist. 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.

- 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 midriffs 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

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.*

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 an 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:
 - Brake inspection
 - Fluids

- 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

- **Lift:**
 - Lift up (watch feet)
 - Unfold and switch till flat
 - Lock after use
 - Truck must be running for then heavy and multiple loads
- **Straps**
 - Rid slack
 - Ratchet tight
 - 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:**

Parking brake must be on when truck is parked

Check mirrors often

Be aware of the need for wide turns

Sweep out after use

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