

Habitat ReStore Volunteer Guidelines

Thank you for choosing Habitat for Humanity ReStore for your volunteering! We could not function without volunteers like you and we're glad to have you on our team! Please read through our guidelines carefully.

Habitat for Humanity Mission

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

The mission of the ReStore is three-fold:

- Provide funds to Fox Cities Habitat for Humanity
- Provide building materials at reduced prices to everyone in our community
- Keep reusable materials out of area landfills

Locations

ReStore EAST

3000 E College Ave.

Appleton, 54915

ReStore WEST

5742 Integrity Way

Appleton, 54913

Store Hours

Monday through Friday 10am-6pm

Saturdays 9am-5pm

Office Hours

Monday through Friday 8am-4pm

Staff

ReStore Director:

Matthew Daniels

920-967-8902

Operations Manager

Craig Fink

920-205-1153

Volunteer Manager

Beni Westgor

920-967-8901

Gifts In Kind Program Manager

Mark Ellis

920-967-8903

Donations Coordinator

Mary Feavel

920-967-8907

EAST Assistant Manager

Phil Bowers

920-967-8904

Store Associates

Laura Harvey, William Vande Hey , Brennan Gilson

Volunteer Shifts

Volunteer openings can fill up quickly. The sooner you can schedule yourself for a shift, the better! Habitat ReStores use an online scheduling system. You may sign up for shifts on your home computer or on the computer at the ReStore. **Please note that availability to sign up closes 24 hours before the start of a shift. Cancelling a shift within 24 hours of the start cannot be done online.** You must call the Volunteer Manager to cancel any shift within 24 hours of the start of your scheduled shift. When signed up for a shift, you are expected to complete the entire shift. Show up on time, ready to work and with a positive attitude! Volunteer shifts are available as follows:

Monday – Friday

10am-2pm | 2pm-6pm | 4pm-6pm

Saturdays

9am-1pm | 1pm-5pm

Code of Conduct

Any person at any Habitat for Humanity ReStore activity is entitled to be treated with dignity, courtesy and respect. Discrimination is not tolerated under any circumstance. Consistent with this policy, we DO NOT TOLERATE any of the following:

- Verbal abuse, insults and/or demeaning remarks
- Any uninvited or inappropriate physical contact
- The display of offensive objects, pictures or gestures
- Flirtation or discussions of a sexual nature
- Profanity, vulgarity or inappropriate commentary
- Inactive participation

Habitat for Humanity and the ReStore are part of a professional, global, non-profit organization. In keeping with the professional presence, we require the following dress code:

- Closed toed shoes required (no sandals, slippers, clogs, mules)
- Pants must be worn at the waist
- No spaghetti strap or midriff baring tops
- No clothing or hats advertising sex, drugs, alcohol, violence profanity or vulgar images
- All attire is subject to staff approval

Progressive Discipline

Habitat ReStores employ a Three Strikes discipline policy. This may include verbal warnings, written warnings, suspensions, temporary dismissal or immediate and/or permanent dismissal. When unacceptable behavior or practices are observed or reported, they will be dealt with by staff quickly and directly. When a violation of our standard of behavior occurs, we will conduct a thorough investigation of the matter.

We reserve the right to immediately dismiss anyone from an event or worksite who engages in activities prohibited by our policies and to bar such persons from coming to any events or worksites in the future.

Safety

Safety of Habitat ReStore volunteers and customers is a priority in every aspect. Anyone acting in an unsafe manner or refusing to abide by our safety regulations or code of conduct will be asked to leave and forfeit volunteer hours. Appropriate online training (provided by Lockton Affinity Insurance) may be required for anyone over the age of 18. All volunteers under the age of 18 is prohibited from using any company vehicle, forklifts or any power tools. We take safety seriously! If at any time during your volunteer shift you see an unsafe or questionable situation involving volunteers or customers, report the situation to a staff member immediately! All accidents, near misses or other safety concerns must be reported to a staff member.

Back Safety

- Keep your back straight and upright while lifting
- Lift with your legs
- Never twist mid-lift
- Any item over 40 lbs requires a team lift
- Mechanical lifts (dolly, appliance cart, forklift) by trained volunteers used for any item over 80 lbs

PPE Personal Protective Equipment

- Safety glasses are required while using any power tool and while in the Recycle Area
- Gloves are available and recommended for use at all times
- Masks are available
- Hearing protection may be required for certain jobs
- PPE is always recommended but staff may require PPE use at any given time

Emergency Action Plan

All volunteers must be aware of ReStore Emergency Action Plan.

Emergency	What to Do	Who to Call
Volunteer or Staff Injury	<ul style="list-style-type: none"> -For serious injuries, dial 911 -For minor injuries, offer assistance -All injuries must be recorded and reported immediately to the Resource Coordinator 	Any Staff
Customer Injury	<ul style="list-style-type: none"> -For serious injuries, dial 911 -For minor injuries, offer assistance -All injuries must be recorded and reported immediately to the Volunteer Coordinator 	Manager on Duty
Fire	<ul style="list-style-type: none"> -Evacuate building if: -Fire cannot be easily extinguished, anyone's safety is at risk, sprinkler system is activated -Call 911 not controlled and evacuate in orderly manner -Meet at ReStore sign by College Ave and get head count 	Any Staff
Tornado	<ul style="list-style-type: none"> -Monitor weather conditions and make decision to take cover -Move to designated Tornado Shelters located in Break Room or Manager's Office -Secure funds 	Manager on Duty
Robbery	<ul style="list-style-type: none"> -Always remain calm and cooperate with suspects -Call 911 when safe to do so -Once robber leaves, lock doors and secure area 	Any staff (after robber leaves)
Gas Leak	<ul style="list-style-type: none"> -If natural gas scent is detected, contact authorities from phone away from suspected source -Evacuate building if necessary and secure building if possible -Meet at front sign by College Ave 	Any Manager
Dishonesty	<ul style="list-style-type: none"> -If dishonesty is observed on the part of a staff member, volunteer or customer, report the incident to a manager as soon as possible -Do not confront the suspect directly -Be discreet, contain information about the incident and inform only those who need to know 	Matt or Beni

Store Policies

- Volunteers must check in and check out on the volunteer kiosk at the beginning and end of each shift
- Volunteers must wear provided Habitat apparel and name tag for each shift
- Cell phones and headphones may not be used on the sales floor or back room during shifts. Volunteers are welcome to use cell phones on breaks.
- Smoking of any kind (tobacco or vapor) is only permitted during breaks and in designated smoking area (behind the store at picnic table). Remove any Habitat apparel while smoking.
- Break room, rest room and store cleanliness are the responsibility of all staff and volunteers. Discard of trash and recycle items in their appropriate places.
- Customer Loading Help
 - Volunteers may help customers load vehicles but may not tie down straps, ties ropes or close doors or tailgates of vehicles. We reserve the right to refuse or stop loading if deemed potentially unsafe. In that case, find the Manager on Duty to speak with customer.
- Breaks
 - 4 Hour Shifts – 20 minute break
 - 8 Hour Shifts – 30 minute lunch and up to 2 15 minute breaks
- Parking & Entry
 - Volunteers may park vehicles in the front store parking lot, at least 6 spots from the store
 - Prior to 10am, volunteers should use the Office entrance, located just east of store entrance behind the blue mailbox
 - After 4pm, volunteers may exit via the store entrance
- Purchases
 - Volunteers may purchase items at any time during their shift.
 - All volunteer purchase must be priced by a member of staff at staff's leisure
 - All volunteer purchases must be accompanied by a ReStore receipt when leaving the building
 - **If you notice any suspicious or unethical activity, report to a staff member immediately. All reports will remain anonymous.**

Thank you again for choosing to volunteer with us. Safety first, courtesy a close second. Please remember, we are here to help! Feel free to ask any questions that you may have at any time.