

# ReStore Volunteer Handbook

**PLEASE READ CAREFULLY!**

## Habitat Mission & Vision

### **Our Mission**

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

### **Our Vision**

An island-and a world-where everyone has a decent place to live.

## What is Honolulu Habitat for Humanity ReStore?

Habitat ReStore is a nonprofit home improvement store and donation center that sells new and gently used furniture, appliances, home accessories, building materials, and more to the public at a fraction of the retail price. Honolulu ReStore generates funds that support Habitat for Humanity's vision of a world where everyone has a decent place to live.

By accepting donations, Honolulu ReStore can divert tons of reusable materials from our local landfills. When you support your local ReStore by shopping, donating, or volunteering you are not only supporting your community in providing decent shelter to others, but you're also helping to reduce waste in our world. Thank you for volunteering at the Honolulu Habitat for Humanity ReStore! We could not function with the help of our volunteers; we're glad you're joining our team!



## **Process to Volunteer**

### **Complete Orientation**

- Prior to attending your first ReStore Volunteer Shift, everyone is required to complete an online orientation with **Volunteer Services!**

**Schedule yours by contacting [volunteer@honoluluhabitat.org](mailto:volunteer@honoluluhabitat.org)!**

### **Register for a Shift Online**

- Register for a shift online at <https://www.honoluluhabitat.org/volunteer-come-volunteer-with-us/> or contact [volunteer@honoluluhabitat.org](mailto:volunteer@honoluluhabitat.org) for instructions on how to sign-up.

### **Cancelling a Volunteer Shift**

In the event you know you are unable to make your scheduled shift (sick, scheduling conflict, emergency, etc.), *please let us know as soon as possible* – preferably one week in advance.

Please notify us ***no later than two (2) hours prior notice of cancellation.***

Call the Honolulu Habitat ReStore at (808) 380-8617 to speak with a staff member, leave a voicemail or email us at [volunteer@honoluluhabitat.org](mailto:volunteer@honoluluhabitat.org).

\*\* Volunteers that fail to notify staff that they cannot make their shift, and don't show up, will be placed on a "No Call, No Show list" and may have their volunteer hours restricted.

### **Arrival and Start of a Volunteer Shift**

1. Check-In for the start of your shift at <https://honoluluhabitat.charityproud.org/VolunteerRegistration/CheckinAll>
2. Create a name tag!
3. Place personal belongings in designated area
4. Review the day's priorities with staff member to get assignment

### **During The Volunteer Shift**

#### **Wear Appropriate Attire**

- **Volunteers *must* wear closed toed shoes and face masks** (required by law)
- Wearing long pants is recommended, but not required
- Wear appropriate clothing that you don't mind getting dirty

### **Drink Lots of Water!**

- Bring your own reusable water bottle. ReStore is not climate controlled

### **Notify a Staff Member**

- If you must leave the warehouse for any reason during your shift (phone call, lunch, emergency)
- Provide an anticipated time of leave and return

### **Safety**

Safety of ReStore volunteers, customers, and staff is the number one priority in all ReStore operations. Any volunteer who acts in an unsafe manner or refuses to abide by safety regulations will be dismissed.

Personal Protective Equipment (PPE) is mandatory when using power tools or lifting merchandise above the head. Otherwise, the below PPE are provided for all volunteers as needed or requested:

- Safety glasses
- Masks
- Gloves
- Hearing Protection

Do not use any heavy machinery or power equipment unless properly trained including any ReStore vehicle, pallet jack, and power tools.

The use of headphones during your volunteer shift poses a safety hazard and is strictly prohibited while volunteering or shopping in our warehouse.

The ReStore staff takes your safety seriously! Report any accident or injury to a staff member *immediately*. You and any witnesses will be asked to fill out an **incident report**.

### **Code of Conduct**

1. **Promote a Respectful Community:** In our words and actions treat all volunteers, employees and community members with respect, courtesy, and dignity.
2. **Prioritize site safety:** Safety rules and guidelines on the volunteer site have been created to keep you and others safe as you volunteer and must be followed.
3. **Uphold a zero-tolerance policy for alcohol, drugs, and weapons:** The purchase or possession of drugs or weapons is strictly prohibited on Habitat for Humanity property and volunteer sites.
4. **Model behavior that respects the rights of all people:** Uninvited physical contact, inappropriate advances, or repeated and unwelcome flirtation will not be tolerated under any circumstance. Habitat also prohibits discrimination of any kind based on race, sex, creed, marital status, age, physical and/or developmental ability, color, or national origin.
5. **Safeguard assets:** Use reasonable care to protect and safeguard all Habitat for Humanity assets. Stealing, misappropriation or diversion of Habitat for Humanity funds,

property, or other assets for personal benefit is not permitted nor is otherwise engaging in fraudulent activity regarding Habitat for Humanity's assets, operations, or beneficiaries.

6. **Maintain confidentiality:** Build trust by respecting the confidentiality of volunteers, staff, Habitat beneficiaries, and community members. Unless you receive prior approval, you are not to disclose confidential information.

**\*\*\*If or when processing donations you come across a DONOR'S PERSONAL OR IDENTIFYING INFORMATION or PERSONAL ITEMS OF ANY KIND (family pictures, memorabilia, etc.), PLEASE REMOVE AND GIVE IMMEDIATELY TO A SUPERVISING STAFF MEMBER. UNDER NO CIRCUMSTANCES SHOULD A VOLUNTEER ATTEMPT TO CONTACT A DONOR to inform them of our possession of the items, or attempt to return the items to them, or for ANY other reason.**

*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 events or worksites in the future.*

### **End of Volunteer Shift**

1. Sanitize and return all tools and equipment as you found it
2. Sanitize and return Personal Protection Equipment (PPE)
3. Complete Volunteer Survey Question of the Day!
4. Check-out from your shift at <https://honoluluhabitat.charityproud.org/VolunteerRegistration/CheckinAll> and notify staff that you are leaving

## **Honolulu Habitat ReStore Policies:**

### **Donation Intake**

ReStore staff are responsible for enforcing donation acceptance guidelines. With staff guidance, volunteers clean and organize merchandise before being priced and placed on the sales floor.

- Refer to the Honolulu ReStore list of Accepted Items posted on our website <https://www.honoluluhabitat.org/restore-donations/>. A copy of this list also is available from the cashier.
- All donations are property of the Honolulu Habitat ReStore.
- No merchandise may be sold from the donation receiving area (Bay 3).
- Customers are not permitted to shop in the donation receiving area (Bay 3).
- Bay 3, receiving area is off-limits to customers that are shopping. Customers dropping off donation items are allowed to check-in with our donations clerk, but may not enter.

### Merchandise Pricing

Pricing donations is the responsibility of staff and lead volunteers. ReStore's policy states that the marked price of an item is its final price and is not open to haggling or bargaining. If a customer seeks to negotiate the price of an item, or has any concerns regarding the marked price, please direct them towards a staff member. Please seek a staff member if you have any questions.

### Sold Items

- The ReStore will store purchased items for up to 24-hours after date of purchase, or until the end of the following business day.
- If customer **does not** pick up merchandise with 24-hours, the items become property of the Honolulu ReStore and are returned to the sales floor.
- ReStore will issue the customer a donation receipt for the unclaimed items.

### Returns

- All items are **SOLD AS IS** and may not be returned.
- If necessary, direct customer to staff or manager for assistance.
- Exceptions made are contingent on a Manager's approval for even exchanges of only non-working appliances returned within 30 days of purchase. Original price tag attached, and receipt included.

## Volunteer Handbook Acknowledgement

I have read and understand this handbook.

I accept and agree to all its terms and conditions.

Print Name \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_