



Community Service Volunteer Welcome Manual

West Tuality Habitat for Humanity ReStore
3731 Pacific Avenue
Forest Grove, OR 97116
503-357-1201
fgrestore@frontier.com

***PLEASE DO NOT REMOVE THIS HANDBOOK FROM THE
CONFERENCE ROOM!***

The West Tuality Habitat for Humanity ReStore is pleased to provide an opportunity for Washington County Corrections community service workers to earn community service hours.

We appreciate your selection of our facility as a venue to perform your community service hours and hope that your experience here will be pleasant and productive.

Please read our Community Service Handbook and ***sign the receipt form in the back cover and return that signed page to the ReStore manager PRIOR to starting your community service hours.*** Understanding and signing the forms and compliance with our community service guidelines is a CONDITION of your community service program as the West Tuality Habitat ReStore.

Please note and retain the contact information on the front page. This is the phone number you will need to use in contacting the ReStore regarding your community service.

Frequently Asked Questions's for Community Service Volunteers

Who May Do Community Service at the ReStore?

- Students needing hours for school
- Those with court-ordered hours from Washington County
- Felony and/or violent offenses are an automatic disqualification.
-

What should I bring on my first day?

- Your paperwork from the court/case worker/school
- A photo ID (license, passport, school ID)

When can I do my hours / How do I start?

- Monday – Saturday, 9:00am to 5:00pm. Shifts are:
 - 9:00am – 1:00pm
 - 1:00pm – 5:00pm (no break)
 - All Day (30 minute lunch break)
- PLEASE NOTE: Saturdays are a busy day for the ReStore and Volunteer shifts tend to fill up quickly. If you schedule a Saturday and do not show up without calling, you will not be able to schedule another Saturday and you will be removed from any future Saturdays you had scheduled.

What should I wear?

- Comfortable, casual clothes that you can work in and don't mind getting dirty (jeans, athletic pants, shorts, etc.) Shorts must be at least mid-thigh in length – NO 'short shorts' or 'booty shorts'
- Closed-toe, closed-heel shoes such as athletic trainers or work boots, no ballet shoes, crocs, etc. (if you arrive wearing inappropriate footwear, you will not be permitted to work that day).
- A Nametag (given to you by a staff member)
- Jacket / sweatshirt / raincoat – often tasks require you to be outside, or in a backroom with open doors, so cold/rainy weather will be a factor

What CAN'T I Wear?

- loose hanging jewelry
- hats/headwear, except for baseball caps or religious headwear
- anything featuring offensive or explicit slogans/language/images
- overly baggy clothing
- clothing that interferes with your ability to work, including items that you don't want to get dirty or paint on
- Anything that allows your undergarments to show, i.e., low-rise pants, sheer shirts, etc.

What will I be doing?

- Tasks vary day to day, but will usually consist of general housekeeping (sweeping, cleaning up and organizing various departments, dusting, cleaning the break room and bathrooms, wiping the windows, etc.) sorting donations, putting priced items on the floor, creating or breaking down displays, transporting large items from the receiving area to the sales floor, assisting in the loading and unloading of our donations truck, assisting other staff as needed.

What should I do when I arrive to work?

- Stop at the checkout counter each time you arrive to sign in. If you don't sign out, the hours for that day will not be counted!
- Perform the tasks that are assigned to you. Doing nothing, hanging out, leaving the store without signing out, etc. will result in either a) receiving 0 hours for the day or b) your dismissal from the site.
- Notify the Volunteer Coordinator (or other staff member) upon arrival if you have any physical limitations that will affect your ability to perform particular assignments.
- No swearing or inappropriate conversational topics. Should any inappropriate behavior occur, you will be told to leave immediately.

What is considered inappropriate behavior / grounds for dismissal?

- Defiance/refusal to perform requested tasks
- Confrontational behavior towards staff, volunteers, customers, or others performing community service
- Arguing/disputing number of hours accrued with staff
- Leaving site without signing out
- Neglecting or refusing to adhere to clothing requirements
- **Talking or texting on a cell phone while working.**
- Hiding out/Avoiding performing duties
- Foul language/swearing and lewd or explicit conversations
- Alcohol / drug use prior to and/or during your shift

- NO “VISITORS” ALLOWED. Your friends and family may not visit you during any portion of your community service hours at the ReStore.

As a ReStore community service volunteer you MUST:

- Be 16 years of age or older and **present a valid government issued photo ID the first time you serve at the ReStore.** If you are under the age of 18 you must have a parent read, fill out and sign both insurance and consent forms as well as the guidelines form.
- You must work a minimum of 4 hours each day that you come in.
- Present yourself on time; dressed in clothing which does not advertise alcohol, tobacco, or drug related material. Gang colors and markings are strictly prohibited.
- **Sign the ReStore Volunteer Log daily, in addition to your own paperwork.**
- Stay aware of your own safety at all times.
- No open toed footwear is permitted. No sandals, flip-flops or Crocs are allowed.

As a ReStore community service volunteer you MAY:

- Assist customers with finding products in the store.
- At our discretion, ride along with the pick-up driver to retrieve donations.
- Assist donors with unloading donations once they have been approved.
- Clean, assemble, and place incoming donations in the appropriate place on the sales floor.
- Assist customers with taking purchases to vehicles.
- Ask for instructions should you find yourself without something to do.
- Ask questions.
- Bring your own food.
- Bring your own gloves.

As a ReStore community service volunteer you MAY NOT:

- Handle cash, checks, or credit cards at any time other than your own.
- Operate any Habitat vehicles or machinery.
- Use your cell-phone for non-emergency calls.
- Use foul language, gestures, or inappropriate comments.
- Price items unless directed specifically by management.

- Be alone in the building.
- Consume tobacco products in the building OR the general view of the public.
- Come in either intoxicated or exhibiting any behavior indicative of drug use as determined by the staff. If we believe that you are either / or, you will leave with a police officer.

Additional rules /regulations as a ReStore community service volunteer you agree:

- iPods and other Mp3 player are not allowed on the store premise.
- The Habitat ReStore is not responsible for lost or stolen personal items such as jewelry or wallets.
- Lunch (if provided) allows a maximum break time of 30 minutes. You are permitted to use your cell phone at this time.
- If you forge your hours on the sign-in sheet, you hereby forfeit any earned hours prior to that date as they are no longer verifiable. You may not return to complete the remainder.
- If you are asked to leave due to disobedience, behavior or disciplinary issues, you will have your hours mailed to you. You may not return to complete the remainder.
- You only receive one warning as a disciplinary measure. The second time you are corrected, you will be asked to leave. Your hours will be mailed to you. You may not return to complete the remainder.
- Store manager's office and general office area is strictly off limits unless invited in and accompanied by staff

Mandatory Break:

It is required that you take a 30-minute lunch break if you work a full 8 hour day. You are allowed 2 15-minute breaks if working a full 8 hour day. Please remember to ask your immediate supervisor in regards to taking lunch and other breaks.

Respect for Staff:

EVERY staff member, regular volunteer, customer and donor is to be respected. ANY staff member or regular volunteer may request that you perform certain tasks, and you are required to comply. We, the Habitat for Humanity ReStore staff and adult (non-community service) volunteers reserve the right to remove any community service worker at any time for any reason.



Community Service Worker Acknowledgement of Reading of
Community Service Volunteer Handbook.

I HAVE READ AND UNDERSTAND THE COMMUNITY SERVICE WORKER RULES AND HANDBOOK
RULES/REGULATIONS.

I AGREE TO THESE RULES AND REGULATIONS, TERMS AND CONDITIONS IN REGARDS TO MY
COMMUNITY SERVICE HOURS AT THE FOREST GROVE RESTORE.

Photographic Release. Volunteer does hereby grant and convey unto Habitat all rights, title, and interest in any and all photographic images and video or audio recordings made by Habitat during the Volunteer's Activities with Habitat, including, but not limited to, any royalties, proceeds, or other benefits derived from such photographs or recordings.

Signature _____ Date _____

Print Name _____

Your signature indicates acceptance of these terms. Should you be unable to follow these guidelines, you will be asked to find an alternative location to complete your hours. We look forward to working with you and believe that you will find your work here challenging and rewarding.

