



Volunteer Handbook

3731 Pacific Avenue
Forest Grove, OR 97116

www.fgrestore.org

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Thank you for volunteering at the Habitat ReStore! We could not function without the help of volunteers and we're glad you're on our team! The mission of the Habitat Restore:

Mission Statement

The Forest Grove Habitat for Humanity ReStore exists to provide monetary resources for the West Tuality Habitat for Humanity Affiliate Program, in the affiliate's continual mission to provide affordable housing to deserving and qualifying individuals in the local community.

The ReStore accepts donations of used furniture and building materials, and in turn adds value to those items when possible and resells them to the general public, then channeling those funds after store expenses to the affiliate program to use in building low cost and affordable housing in our community.

Goal and Vision Statement

- The goal of the ReStore is to operate on a consistent, efficient and profitable basis in our local business environment, while striving to increase sales, increase community acceptance and support, and generate the best possible return to the affiliate to support for and to provide funding to the local house building program.
- The ReStore will maintain a visible presence in the local business community by supporting local business in our needs, by participating in local civic and business activities, and by contributing in kind goods to distressed families when possible.
- The ReStore will operate as efficient a business as possible, and on a continual basis try to improve operations, increase donations of materials, lower costs where possible, increase volunteer contributions and generate on going good will in the business and personal community to allow the ReStore to continue to provide funding to the house building program of the West Tuality Habitat for Humanity affiliate.

Who do we serve?

Our Partner Families are low-income working families in our community. They are required to make a down-payment, contribute 500 hours of “sweat equity” and pay for their home through an interest free, no-profit mortgage. They come from all walks of life and through West Tuality Habitat for Humanity; they will become first-time homeowners.

West Tuality Habitat believes that volunteers are the backbone of our ministry. Hundreds of families would not be living in decent housing if it weren't for you. Volunteers are always needed and appreciated.

Store hours are:

- Tuesday – Saturday: 9am-5pm

Staff Contact Information

- Diane Wiley, ReStore Manager – 503-357-1201

Issues involving the ReStore Facility, in order

1. ReStore Manager – Diane Wiley 503-887-0985
2. Building Engineer – Dale Wiley 503-887-0586
3. Building Owner – Jeff Duyck – 503-341-4289

Issues involving the ReStore Operations- in order

1. ReStore Manager – Diane Wiley 503-887-0985
2. Administrative Assistant / Building Engineer– Dale Wiley 503-887-0586
3. West Tuality Habitat President – Mike Hundley- 503-784-6299

How do I get started ?

You can call the ReStore at 503-357-1201 or e mail us at fgrestore@frontier.com and let us know you will be coming in to volunteer on a given day.

You will need to fill out a volunteer registration form and liability waiver before starting your volunteer shift.

We ask that you sign up for at least one four hour shift / block of time at a time.

That is all it takes to become a volunteer at the ReStore , and you go to work making an immediate impact on helping deserving individuals in our community own their own homes.

Thank you for starting this great journey in helping your fellow man!

Scheduling

Volunteers may sign up for any of the following shifts:

- Tuesday – Saturday, 9am-1pm and 1pm-5pm
- Please call the ReStore to schedule a volunteer shift (503-357-1201)

If you are sick or unable to make your scheduled shift for any reason, please call as soon as possible so we can arrange coverage for your shift.

Tasks to be performed at the ReStore

We have several different areas that we require people to fill positions. If there is a current volunteer opening on your scheduled day, you may select a position that you would like to work, if you have been suitably trained for that position, and based upon that day's workload and position need requirements.

THE RESTORE MANAGER WILL MAKE ALL WORK ASSIGNMENTS IN THE DAILY SCHEDULE.

CASHIER AND FRONT STORE

This position is responsible for taking customers payments, making change, answering the phone and greeting customers UPON ENTERING AND LEAVING the store. This position will also arrange furniture, dusting furniture, sweeping the showroom floor, maintain accessories in the store, and assist customers in any way needed. There will be a minimum of one cashier and no more than two cashiers in the store at any given schedule time. At no time should a cashier ever be out of site of the cash register or entry doors. This position must undergo a four hour shift in a training capacity before independently working in this position.

HOUSINGKEEPING

The housekeeping positions are very important in keeping our store clean and presentable at all times. There will be one or two housekeeping positions on at any given shift time. There is a housekeeping task list that will be made available so that the people in this position are able to self direct in keeping the store clean on a daily basis.

STOCKING

There will be one to 3 people on stocking detail on a given shift schedule. They will be responsible for cleaning and pricing merchandise and bringing it from the intake area to the appropriate area in the store.

DONATION INTAKE

There will be a minimum of one and up to 4 people working in the donation intake / shop area. These positions are responsible for receiving donations from the general public, issuing donation receipts, and placing the donated items in the intake area for cleaning, repair if needed, pricing and movement to the sales floor. These positions will perform a wide range of duties **as assigned by the ReStore manager.**

Flexibility and the ability to work in a dynamic ever changing environment is essential to this position. Insuring that our customers donating materials have a pleasant and enjoyable donation experience is the key to insuring future donations. **The priority at all times is to move the highest value donations through the cleaning, pricing and movement to the sales floor as soon as possible. Work assignments will be made with that goal as priority.**

Donation intake and processing is an area of our greatest need in volunteers. These positions are vital to having merchandise processed and moved to the sales floor for quick sale.

DELIVERY AND PICKUP

There will be up to 3 persons staffing our pickup and delivery process on a given week day. These positions are responsible for delivery of sold items, pickup of donated items and the return of such to the donation intake area at the store. Safe and efficient operation in order to maximize the quality and volume of donations is required. The ability to work as a team is essential in this position.

Our delivery and pickup personnel are often referred to as *DONATION AMBASADORS*. They are often our customer' only contact with West Tuality ReStore, and it is essential we present a positive public image.

Code of Conduct

It is our policy that every person at any Habitat activity is entitled to be treated with dignity, courtesy and respect. Consistent with that policy, we *DO NOT TOLERATE* any of the following:

- Verbal abuse, insults, and/or demeaning remarks
- Any uninvited physical contact
- The display of offensive objects, pictures or gestures
- Repeated, unwelcome flirtation or discussions of a sexual nature
- vulgarity
- Inactive participation
- Coming to the store under the influence of alcohol, drugs or medical drugs that impair your ability to work safely and project a good image to our customers.

West Tuality Habitat for Humanity and the 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 circumstance.

*** We reserve 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.***

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 will require you to be outside, or in a backroom with open doors, so cold/rainy weather will be a factor

Safety

Safety of 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. Do not use any heavy machinery or equipment unless properly trained including the following:

- Any ReStore vehicle – Must be insurance approved / subject to DMV check
- Forklift – must be Certified operator
- Power tools
- Power saws
- Cardboard compactor

Personal Protective Equipment (PPE) is provided for all volunteers to be used for multiple tasks:

- Safety glasses
- Gloves
- Masks
- PPE is required for certain jobs at the manager's discretion

Staff may require PPE use at any given time.

Fire extinguishers are located throughout the building and are identified by signs.

If you are injured in any way, no matter how minor, please notify the manager immediately. Please ask another worker for assistance or to call 911 if required.

ALL INJURIES NO MATTER HOW MINOR MUST BE REPORTED TO STORE MANAGEMENT IMMEDIATELY.

FAILURE TO REPORT ANY INJURY IMMEDIATELY WILL RESULT IN YOU BEING DISMISSED FROM VOLUNTEERING AT THE RESTORE .

We take safety seriously! Please report any accident or injury to a staff member immediately.

General Policies

1. Volunteers must schedule themselves for shifts
2. Always sign in on the clipboard and put on a nametag when starting your shift
3. Wear appropriate clothing (you'll get a little dirty!) and closed toed shoes
4. Cell phones may be used during breaks in the break room or outside
5. No headphones may be worn during volunteer shifts

6. The cleanliness of the ReStore is the responsibility of ALL VOLUNTEERS AND STAFF; please do your part!

7. Breaks

- 20 minutes for a 4 hour shift
- 2 15 minute breaks and a ½ hour lunch break for an 8 hour shift

There is a break room in the main part of the ReStore. There is a water dispenser, microwave and refrigerator available for your use. This room is also our conference room and may be in sporadic use by others. Please observe any signs on the doors indicating a meeting in progress.

Store Policies

- **Holds**

Items are only held if paid for in advance and are scheduled for delivery. All other items must be paid for and removed at the time of sale.

- **Returns**

- ***All items are sold as is*** and may not be returned (except appliances)
- Appliances: May be returned within 5 days of purchase, with original receipt.
- Any returns must have a manager's approval

- **Pricing**

- Unless trained by a staff member, pricing donations should be left to staff and regular volunteers

- **Customer Service**

- Customer service is a priority at the ReStore. Every effort should be made by every volunteer to put customer and donor attentiveness first

- **Donation Intake:**

- All volunteers are responsible for knowing and enforcing donation acceptance guidelines. Please refer to posted signage in the back room or staff members for more information
- All donations are property of the Habitat ReStore

- All merchandise must be cleaned and priced before being put out for sale
- No merchandise may be sold from the back room; no customers are allowed in the back room