



# Volunteer Manual

For volunteers completing required service hours.

## What is Habitat?

Habitat for Humanity is a non-profit ecumenical Christian housing ministry. Founded by Millard and Linda Fuller in 1976, the idea of Habitat is that no one should have to live in substandard housing. There are more than 2,300 affiliates in 100 foreign countries and in over 1,700 communities across the United States. Habitat for Humanity - Greater Columbus was founded in 1987, with the help of a dedicated board, a small staff, many extraordinary sponsors, church congregations and individual volunteers. We have completed over 220 homes in the last 23 years. Habitat for Humanity focuses on improving neighborhoods, not just building houses. Habitat provides a way for low income individuals to move from substandard housing and experience home ownership. Affordable housing is a key to transforming transient communities into safe, stabilized neighborhoods.



## What is Habitat's ReStore?

The **Habitat ReStore** is a retail store open to the public that sells new and recycled, good condition home remodeling/building supplies. We receive quality donations from companies, individuals and builders. We then re-sell items at a very low cost. All proceeds are used to help pay for the cost of running the affiliate. Habitat's mission is to work in partnership with God and people to build affordable homes, empower families and develop communities. The Habitat ReStore is a means of providing affordable home improvement materials to make our neighborhoods more attractive. By selling recycled items we prevent useable materials from going to the landfill and keep our streets and yards clean of excess debris. By offering affordable home improvement supplies, we empower people to take an interest in their neighborhoods and homes and offer them the tools needed to make it happen.

# Job Duties

- Unloading and loading donations for customers and donors.
- Helping liaison customer questions.
- Assisting with the implementation of the take-a-number system.
- Maintaining the organization of each department as necessary.
- Merchandising donations in their proper department to uphold a shoppable and attractive presentation.
- Assisting staff with various projects dealing with the remodeling or reorganizing of the store.
- Pricing merchandise according to staff directions and ReStore pricing manual in the processing center.
- Being committed to the continual improvement and upkeep of the Habitat ReStore.

# Expectations

1. Sign-in sheets are kept in the Volunteer Center of the store. You are responsible for signing in on two sign-in sheets. **The clipboard sign-in sheet AND the binder record sheet.**
  - First, print your name on the next available line of the clipboard sign-in sheet.
  - Next, find the timesheet with your name on it in the Mandatory Hours Binder. **In order for your hours to count you must sign in completely (with staff initials)** on this record sheet. Jared Van Dyne, Katie Ramunni, Jeff Moore, Geoff Howard, Christina Morrell and Shaun Adams **ONLY** will sign you in when you arrive and sign you out when you leave. Jared, Katie, Jeff, Geoff, Christina or Shaun will need to sign you out for lunch and break times and sign you in when the break times are over.
2. Wear clothes you do not mind getting dirty or possibly damaged. Sturdy shoes are required; steel toed shoes/boots are preferred. Absolutely no open toe/open heel or slip on shoes. No clothing with swearing, crude jokes, rude gestures or harassment. Clothing must provide proper coverage for the workplace.
3. All pricing is set and determined by Habitat ReStore staff, as outlined in the ReStore pricing manual.
4. The following are considered serious violations of Habitat policy and may result in disciplinary action, up to and including removal from Habitat:
  - Failure to be kind and courteous to customers/donors/volunteers.
  - Shopping in the store while you are signed in to work.

- Refusal to carry out job responsibilities or instructions (insubordination).
  - Fraudulent statements or actions involving Affiliate records or business activities, including **time sheets and record sheets**.
  - Failure to abide by attendance policy as outlined in the attendance section of this manual.
  - Misappropriation or theft of Affiliate or co-worker/volunteer's property or funds.
  - Possession of a weapon on Affiliate premises.
  - Reporting to work under the influence of alcohol or drugs that impair judgment, performance or behavior.
  - Possession, use or sale of illegal drugs on Affiliate premises.
  - Disorderly conduct, including the use of obscene, abusive or threatening language or gestures.
  - Unauthorized solicitation during working time or distribution of advertising material, handbills or other literature in work areas.
  - Physical or verbal intimidation or violence including racial or sexual harassment, or the like.
  - Inappropriate use of Affiliate equipment including computers, phones and supplies.
  - Any other breach of appropriate business standards and conduct.
5. The use of cell phones and MP3 players at any time during your volunteer shift is strictly prohibited.
6. Compliance with Habitat safety policy is required. All safety equipment will be available for your use at the ReStore.
- Only staff members are allowed to operate the forklift.
  - Wear proper protective gear, as outlined in the dress code section (#2 under expectations) of this manual.
  - Protective equipment is required to be worn as instructed by staff and safety signage throughout the warehouse.
  - While you are working be aware of your surroundings for your safety and the safety of those around you.
  - Observe general safety practices.
  - Ask for help when lifting heavy items.
7. Attendance
- You are expected to start on your assigned start date given during your orientation. **If for any reason you will be absent or late, you are to notify Katie at least one hour before the onset of your shift by phone call (no texts), email or in person.**
  - You are expected to be on time every day and take breaks at the scheduled times only.

#### 8. Lunch & Break Times

- You are entitled to a 30 minute lunch break if you work at least 8 hours at one time. You must sign out for your lunch break. If you are participating in a workforce development or internship program, it is up to your agency whether or not these 30 minutes will be taken out of your daily hours.
- You will receive one 15 minute break (on the clock) for every 4 hours continually worked in addition to lunch each day.
- You will need to have Jared, Katie, Jeff, Ashley or Shaun sign you out for lunch and then back in after your lunch/break is over. If you go over your allotted time, it will be taken out of your hours for that day.
- All smoking breaks must be taken within your allotted breaks/lunch time. HFHGC strives to provide a healthy environment. Therefore, any form of tobacco consumed in Affiliate buildings is prohibited. Additionally, no smoking is allowed within twenty-five (25) feet of the exterior entranceways or windows.
- Cell phones, land phones and MP3 players can only be used during allotted breaks/lunch time.

**To set up your volunteer hours contact Katie Ramunni**

**ReStore Resource Coordinator**

**614-364-7029 [kramunni@habitat-columbus.org](mailto:kramunni@habitat-columbus.org)**

**Habitat's ReStore is open to the public Monday-Saturday 9:00am-6:00pm and  
Sundays Noon-5:00pm**

