

Volunteer

Handbook

(ReStore)

550 W. Elm St.

Lima, Ohio 45801

419-222-4257

[www.restorelima.org](http://www.restorelima.org)

Facebook- Habitat for Humanity ReStore Lima

Twitter @ReStoreLima

**Contents**

 **Our Mission**

 **Our Vision**

 **Our Principles**

 **Store Hours**

 **Staff Contact Information**

 **Scheduling**

**Volunteer Code of Conduct**

 **Anti-Discrimination Policy**

**Safety**

**Dress Code**

**General Policies**

**Purchasing/Removing Items**

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!

**Our Mission**

Seeking to put God’s love into action, Habitat for Humanity brings people together to build homes, communities and hope. In addition, the mission of the Habitat Restore is threefold:

* Provide funds to Habitat for Humanity Lima Area Inc.
* Provide building materials, furniture, household goods at reduced prices to our community.
* Keep usable materials out of our landfills.

**Our Vision**

A world where everyone has a decent place to live

**Our Principles**

* Demonstrate the love of Jesus Christ
* Focus on shelter
* Advocate for affordable housing
* Promote dignity and hope
* Support sustainable and transformative development

**Store hours**

* Tuesday – Friday: 10am-5pm
* Saturday: 10am-3pm

**Staff Contact Information**

* Jim Lewis, ReStore Manager 419-222-4257
* Benji Bergstrand, Assistant Manager 419-222-4257
* Bruce Hilty, Executive Director 419-222-4937
* Mark Suderman, Volunteer Coordinator 419-222-4937

**Scheduling** (Volunteers may sign up for any of the following shifts and/or alternate times):

* Tuesday – Friday, 9am-1pm and 1pm-5pm
* Saturday, 9am-1pm and 11am/12pm-3pm
* Please call Jim Lewis or Benji Bergstrand to schedule a volunteer shift (419-222-4257)
* If you are sick or unable to make your scheduled shift please call in and inform us.

**Volunteer Code of Conduct**

Becoming a Habitat volunteer comes with great rewards and responsibilities. Volunteers are representatives of Habitat for Humanity and its ministry. When you accept a volunteer role with Habitat for Humanity, you are committing to act in a way that promotes Habitat’s mission, respects the local community, and ensures the safety of all participants. In addition to complying with all laws, regulations and Habitat for Humanity policies, all volunteers are expected to follow the volunteer code of conduct outlined below.

1. **Promote a respectful community**: Treat all volunteers, employees and community members with respect, courtesy, and dignity. This includes avoiding the use of insensitive or offensive language. Volunteers are also expected to refrain from engaging in physical or emotional violence toward others.
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. Activities that pose a safety risk to yourself or others should be avoided. Report any unsafe working conditions to the onsite supervisor.
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. The purchase or possession of alcohol is also strictly prohibited on Habitat for Humanity volunteer sites, even if permitted by local laws or by the laws of the volunteer’s home country.
4. **Model behavior that respects the human rights of all people and protects beneficiaries and children from exploitation and abuse.** Habitat for Humanity has adopted the standards established by the United Nations to respect the human rights of all people and especially beneficiaries and children. Help model acceptable behavior by making sure your actions reflect the standards Habitat for Humanity has adopted. Inappropriate physical or sexual relationships with other volunteers, staff, and community members should be avoided. And, at no time may volunteers engage in sexual activity with a child (a person under the age of 18 regardless of the legal age of consent) or any Habitat beneficiaries.
5. **Follow the gift giving policy**: To avoid potential misunderstandings, injured feelings, embarrassment or jealousy, volunteers are asked not to exchange gifts with Habitat beneficiaries, staff members or community members without consulting Habitat staff. Volunteers may speak with a staff member about appropriate ways to exchange gifts and our staff is happy to suggest gifts that will benefit the entire community.
6. **Safeguard ministry 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.
7. **Maintain confidentiality**: Build trust with other volunteers and Habitat for Humanity by respecting the confidentiality of volunteers, staff, Habitat beneficiaries, and community members. Unless you receive prior written approval from LAHFH, you will not disclose confidential LAHFH information or confidential information given to you by others.

**Anti-Discrimination Policy**

Habitat for Humanity – Lima Area expects all staff members (including volunteers) to behave in a way that reinforces the Christian mission and founding principles of the organization. All staff members should be accorded respect and consideration and feel that Habitat for Humanity provides a safe and productive workplace.

Habitat for Humanity – Lima Area, Inc., therefore, prohibits any actions or conduct which may discriminate against or harass other employees, harass any partner family or applicant for a Habitat home. Habitat does not tolerate any actions, words, jokes, or comments based on an individual’s sex, sexual orientation, race, ethnic background, age, religion, physical condition, or other legally protected characteristic. Any comments or actions, therefore, which demean or are hurtful to people of a certain sex, sexual orientation, race, ethnic background, age, religion or certain physical condition are prohibited. Any such conduct may result in disciplinary action, including immediate discharge for employees. Volunteers exhibiting this behavior may be asked to end their volunteer relationship with the organization.

If an individual believes he/she is being harassed or discriminated against, he/she should immediately report the perceived harassment according to the following:

* Immediately report the incident to one of the following individuals: your supervisor (for employees), the executive director or the president of the board (for volunteers/families).

This procedure does not require reports to be made to your supervisor or to anyone who you believe is participating in the conduct. Instead, you may choose from the above-listed individuals the person with whom you would be most comfortable speaking.

**\*\*** *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.***\*\***

**Safety**

We require all volunteers first to sign our waiver of liability and watch our safety videos. We ask for you to read over this handbook and sign the volunteer covenant. This is a requirement before you can start your volunteer service.

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
* Forklift
* Power tools
* Power saw, etc.

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

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

**If you would be injured and need emergency attention and you go to the hospital, you can tell them it happened at work, but DO NOT name Habitat for Humanity as your employer. Name your sending agency or, if you’re a true volunteer, please tell them that your insurance will provide the coverage. Also, if you are able, following the injury please make sure that all are safe around you, check in with your supervisor, and fill out a work/injury form. The supervisor may want to obtain a witness statement as well.**

**Dress Code**

* Closed-toe and heel, sturdy shoes are mandatory! (No Exceptions!)
* Volunteers should wear apparel that is appropriate for their specific work area and weather conditions. Jeans and t-shirts are acceptable at the construction site and the ReStores.
* Construction volunteers can wear shorts, but they must be a modest length.
* ReStore volunteers must wear long pants—no sweatpants, leggings, or athletic gear.
* ReStore volunteers cannot wear tank tops.
* When necessary, volunteers must wear personal protective equipment.
* No loose jewelry or clothing should be worn that could get caught or snagged on something on the construction site.
* Any clothing with disturbing messages or provocative in nature, which could be viewed by others as offensive or suggestive, is prohibited.

**General Policies**

* Volunteers should take the time to schedule their shifts with any of the managers.
* Always sign in and out by fingerprint; and put on a vest and/or nametag when starting your shift.
* Cell phones may be used during breaks, but not while working, unless it is an emergency.
* No headphones may be worn during volunteer shifts.
* If you have any limitations or disabilities that will affect your work, please show documentation of that fact to the ReStore Manager.
* The cleanliness of the ReStore is the responsibility of ALL Staff AND Volunteers.
* Breaks
	+ 15 minutes for a 4 hour shift
	+ 2 -15 minute breaks and a ½ hour lunch break for an 8 hour shift

**Purchasing/Removing Items**

* For active ReStore volunteers to make purchases in the ReStore, items must be on the sales floor for 48 hours in order to use their 20 percent volunteer discount. The discount may not be used in conjunction with any other existing discounts. Volunteers may purchase an item before the 48 hours; however, they must pay full price for it.
* Item Release form:

**Item Release Form**

The following items(s) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ has (have) been deemed unsellable by a member of the ReStore Management.

\_\_\_\_\_\_\_\_\_\_\_\_ (Initials of ReStore supervisor)

Staff/volunteer \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ has permission to take this item home. Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 \*Requests are limited to one per week

****

**Habitat for Humanity - Lima Area
Volunteer Covenant**

**Agreement to Covenant:**  I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, have received and read a copy of the Habitat for Humanity Lima Area Inc. Volunteer Handbook which outlines the policies, and expectations of Habitat for Humanity, as well as my responsibilities as a volunteer.

I understand and agree with the mission and principles of Habitat for Humanity and the conditions set forth in this Volunteer Handbook and do hereby commit myself to work together toward the successful formation and continued operation of the Lima Area Habitat for Humanity Affiliate.

I understand this handbook is not intended to cover every situation which may arise during my volunteer service, but is simply a general guide to the goals, policies, practices and expectations of the Lima Area Affiliate.

I understand that this handbook is not a contract of employment and should not be deemed as such.

By my signature below, I acknowledge, understand, accept and agree to comply with the information contained in the Volunteer Handbook provided to me by Habitat for Humanity Lima Area Inc.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
(Volunteer signature)

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Staff signature)