



Volunteer Handbook

Updated 5/15/17

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Greetings And Welcome!

Dear Volunteer,

It is our pleasure to welcome you as a volunteer at the Anchorage Habitat ReStore! We are delighted you have taken the time and effort to join us in supporting our local Habitat Affiliate. Volunteers are truly the core of our organization and we are extremely grateful for the thousands of volunteer hours and all of the hardwork performed each year. Without individuals like you, who are willing to serve and do good work, we simply would not be able to reach our goals and fulfill our mission of building simple, decent, affordable housing in our community. We hope that you find the duties of your particular position to be fulfilling and that your volunteer experience with us is rewarding and positive. This volunteer handbook includes details about our organization and various guidelines and responsibilities of our volunteers. Once again, thank you and welcome!

Sincerely,

Habitat ReStore Anchorage & Habitat for Humanity Anchorage Staff

Mission and Values

Our Mission

Habitat for Humanity Anchorage works in partnership with people throughout the community to build houses, build hope, and change lives. We do this by building and renovating simple, decent, and affordable houses and by using our voice in the community to make adequate housing a matter of conscience and action.

Our ReStore's Mission is to support Habitat for Humanity Anchorage by generating revenue through the sale of donated construction and home related items.

Habitat Anchorage ReStore Goals and Objectives

- Generate income for Habitat Anchorage
- Reduce the amount of waste that enters the landfill
- Promote HFHA's mission and values
- Offer discounted materials and supplies to our customers
- Provide enriching volunteer experiences

About our ReStore

Welcome to the Habitat Anchorage ReStore! Since opening our doors in November 2004, we have generated thousands of dollars to support the construction of habitat homes in Anchorage all while diverting over 2 million pounds of waste from the landfills. In recent years, the store has been growing rapidly thanks to our loyal customers and dedicated volunteers!

Our main purpose at the ReStore is to provide funding to Habitat for Humanity Anchorage. We are one in the same seeking to put god's love into action to build homes, communities, and hope. It takes more than a hammer to build a house, all of the hard work at our ReStore goes toward construction of homes for those who partner with us to create a more stable future.

The Anchorage Habitat ReStore offers new and used building materials and home goods at bargain prices. All of our inventory is received through donations from various businesses and individuals throughout the community.

ReStore Operations

Hours of Operation

Monday – Saturday

10:00 AM – 6:00 PM

*Closed for most major holidays

Location

5023 Cordova Street

Anchorage, AK 99503

Parking

Parking spaces in our parking lot are reserved for our customers. Parking is available along the street for employees and volunteers to park. Be aware of areas marked “No Parking.”

Important Contacts

ReStore Phone Number (907) 743-8060

Habitat For Humanity Office (907) 272-0800

Organizational Hierarchy

General Manager – Danny Juarez

Assistant General Manager- Alicia Cook

ReStore Assistant- Ali Tingley

Volunteer Code of Conduct

Becoming a Habitat volunteer comes with great rewards and responsibilities. Volunteers like you 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. Another key way volunteers can promote a welcoming, respectful environment is to make efforts to understand and honor the local culture and by following all rules and policies set forth by a program staff member or supervising volunteer.

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 must 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, embarrassment, injured feelings 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 HFHI, you will not disclose confidential HFHI information or confidential information given to you by others

Volunteer Expectations and Responsibilities

It is the aim of Habitat for Humanity Anchorage (HFHA) to encourage people to work by creating an environment that supports the diversity of people and their ideas. Habitat Anchorage is committed to supporting high standards of business ethics in every aspect of its operation, recognizes that people work best when they know what is expected of them; in turn HFHA, expects volunteers to follow rules of conduct setup to protect the interests and safety of all employees and volunteers.

- Volunteers are expected to fully support the mission of Habitat for Humanity Anchorage and embrace the core values.
- Volunteers must abide by all of Habitat for Humanity Anchorage's volunteer guidelines.
- Volunteer must remain respectful, courteous and professional at all times when interacting with the public, Habitat staff, fellow volunteers, and partner families.
- Volunteers must register online and complete the liability waiver once a year.
- Volunteers must be on time for their shift – if you are going to be late or unable to volunteer for your shift, contact the point person or ReStore Volunteer Coordinator as soon as possible.
- Volunteers must sign in and out on the appropriate sign-in sheet at the volunteer location. This is your responsibility. Volunteers completing hours for community service (school, church, or court-ordered) must record their hours as advised, or they may not be counted.

- Volunteers must practice professional ethics; do not divulge confidential information to which you may have access.
- Volunteers must follow the dress code for their volunteer assignment. Closed-toed shoes are required at all times.
- Habitat for Humanity Anchorage is not responsible for any lost or stolen items. Please keep your valuables safe. A safe location will be offered for your valuables upon request.
- Volunteers must not promote any commercial products, religious doctrines or beliefs, or political candidates/parties during their volunteer assignment.

If at any time you encounter a problem or have a question during your volunteer assignment please:

- Notify your overseeing supervisor. They will take the necessary steps to correct the issue/problem.
- If you still have further questions, please contact the ReStore Volunteer Coordinator.
- Please allow 72 hours if you need a letter to document hours.
- Letters can be obtained from the ReStore Management.
- Volunteers wishing to terminate their assignments at Habitat must notify their supervisor as soon as possible.

Habitat for Humanity Anchorage commits to the following:

- To do the very best to make your volunteer experience productive and rewarding.
- To provide adequate information, training and assistance for each volunteer to be able to meet the responsibilities of their commitment.
- To ensure diligent supervisory aid to the volunteer and provide feedback on performance.
- To respect the skills, dignity and individual needs of the volunteer.
- To be receptive to any comments from the volunteer regarding ways we can better accomplish tasks.
- To treat the volunteer as an integral member of the Habitat team, while upholding our core values.

Termination/Exit

Any conduct that is in not in line with the mission and core values of Habitat for Humanity Anchorage or the above stated expectations and responsibilities may result in the volunteer being asked not to return.

Grievance Policy

While Habitat for Humanity Anchorage desires every volunteer to receive fair and impartial treatment, it does recognize that conflicts, misunderstandings, and problems arise from time to time. Problems or concerns may arise among volunteers or between volunteers and Anchorage Habitat ReStore staff. Although most misunderstandings can and should be solved on an informal basis, more formal provisions exist in order to resolve difficult problems. The procedure for raising a problem or concern is as follows:

1. The volunteer should respectfully and directly inform the person who is the source or cause of the problem/concern that a problem/concern exists. Those involved should attempt to resolve the issue informally and independently.
2. If the volunteer does not wish to communicate directly with the person who is the source or cause of the issue or fails to satisfactorily resolve the issue after discussing it with the other party, the volunteer should then contact the project supervisor or the ReStore Volunteer Coordinator.

ReStore Volunteer Safety

General Safety

At the Anchorage Habitat ReStore, safety comes first! There is no task in the ReStore, that is worth the risk of injury. Safety awareness must be a part of everything employees and volunteers do; a safe working environment is everyone's responsibility.

Any accident involving the ReStore, its employees/volunteers or vehicles should be reported to the staff immediately. A staff member must fully complete an Incident Report in any case of injury or property damage. ReStore volunteers should familiarize themselves with the layout of the ReStore and be aware of all exits, fire extinguishers and, first-aid kits. Anyone acting in an unsafe manner or refusing to abide by our safety regulations or code of conduct will be promptly asked to leave.

Personal Protective Equipment (PPE)

Proper protective equipment (PPE) must be used at all times! Volunteers must check with their supervisor to determine the proper PPE to use for their given task. Volunteers should always err on the side of caution when making decisions about what PPE should be used.

The following PPE will be provided by the ReStore for all volunteers.

- Safety glasses
- Gloves
- Masks
- Construction helmets

Required PPE provided by the volunteer

- Sturdy closed-toe boots or work shoes.
- Work Pants
- Clothes appropriate for the climate and time of year

Machinery Operations Requirements

Volunteers may not use the following machinery, unless properly trained by a ReStore staff member:

- ForkLifts
- Trucks
- Power Tools
- Garage Doors

NO volunteers under the age of 18 may operate any of the machinery listed above at any time. Avoid Injuries!

Lifting

Lifting properly is important. While there are some general lifting guidelines, a different approach may be needed for each load to be lifted. Lift Smart!

- When lifting, bend with your legs, not with your back.
- Hold heavy loads near your body.
- When lifting, avoid turning your body – move feet instead.
- When moving large, heavy or awkward items, do not lift alone always work with another person.
- Carts and dollies are always available and should be used whenever needed.
- Every volunteer is responsible to let the staff know of any health or ability limitations.

Do not perform unsafe actions that are outside of your personal ability—you are responsible for your own health. It is ok to ask for help or decline lifting an object.

Slips, Trips & Falls

- Keep work areas clean and clear of clutter; a clean ReStore is a safe ReStore!
- Do not leave tools, soda cans, coffee cups, water bottles, or other loose items lying about the sales floor or back warehouse.
- Be aware of store surroundings such as corners, hanging or fallen objects, and sharp edges.
- If you see an example of something out of place, fix the problem or let a staff member know so it can be taken care of right away

Volunteer Age Restrictions

Volunteers must be 14 years old or older to work in the ReStore. All volunteers under 18 years old must have a Volunteer Release and Wavier of Liability signed by a parent or legal guardian. Youth ages 14-18 years old must be accompanied by a parent or 21 years or older. No special experience is necessary for youth or supervising adults. Groups are required to maintain at minimum a 4:1 youth to adult ratio.

Teens age 16 and older can volunteer for most tasks in a Habitat ReStore operation, so long as the tasks do not involve any activities deemed hazardous by the U.S. Secretary of Labor (e.g. no power tools are being used, no machinery or driving).

In contrast, because the activities of Teens ages 14 and 15 are very heavily regulated, the volunteer activities of such children in Habitat ReStore operations are necessarily more limited. For example, Teens ages 14 and 15 cannot perform tasks in any ReStore warehouses and cannot load or unload goods for a ReStore operation from a truck or conveyor.

Volunteer activities within the retail portion of our ReStore are acceptable for youth volunteers.

More specifically, Teens ages 14 and 15 may be able to perform the following:

- clean displays and other areas
- vacuum;
- assist customers;
- perform clerical functions (e.g. make copies, operate a computer, answer the phone, organize files)
- pack or bag items for customers
- price-mark items
- shelve items
- organize or sort retail items (e.g. clothing, books)
- set up retail displays
- inventory items
- paint safe objects or items (e.g. paint baseboards, window frames, or door frames in a safe location)

Teens ages 14 and 15 cannot perform any of the following volunteer work:

- activities in warehouses (except office and clerical work)
- activities in connection with the maintenance or repair of machines, or equipment
- work requiring the use of ladders, scaffolds, or their substitutes

- activities involving the operation of power-driven machinery, such as golf carts, lawn mowers, trimmers, weed-eaters, and hoisting apparatus
- activities that involve loading or unloading goods to or from trucks or conveyors
- general construction work

Community Service

Individuals required to complete court-ordered community service must be at least 18 years old. Individuals must register with the ReStore Volunteer Coordinator before beginning volunteer work. Habitat Anchorage CANNOT accept court-ordered community service for any of the following:

- Any form of theft, i.e. burglary, larceny, petty theft, coercion, fraud, forgery, etc.
- Any violent crime, i.e. assault, domestic violence, etc.
- Any convictions of an offense of a sexual nature

This is not an exhaustive list and Habitat Anchorage reserves the right to refuse any charges that conflict with the organization's mission and vision. If the ReStore Volunteer Coordinator determines that an individual's charges do not conflict with the above criteria, the volunteer will need to register online and provide their court paperwork and a valid form of photo identification. Volunteers will track their hours on either the Habitat Anchorages' tracking sheets or those issued by the court. Habitat Restore staff must sign off on the volunteer's hours at the end of each of their shifts. Any hours not verified by staff or lost tracking sheets will result in the volunteer not getting credit for those hours.

Upon completion of their required hours, the volunteer must submit their time tracking sheets to the Volunteer Services Manager who will provide a letter verifying the completion of the required hours. Requests for letters should be made 72 hours in advance.