



Memo

To: ReStore Volunteers
From: ReStore Volunteer Coordinator
Date: 1/1/2015
Re: ReStore Volunteer Information

Hello,

Thank you for your interest in volunteering with Habitat for Humanity Metro Maryland ReStore. Our volunteers keep our stores going!

All Volunteers - Please visit our online registration site and create an account. After creating an account, you can sign up for shifts. **YOU MUST SIGN UP FOR ALL SHIFTS PRIOR TO ARRIVING IN THE RESTORE.** The online registration site can be found at <https://habitatmm.volunteerconnect.com>.

Volunteers 18 years and older: If you have created an online account, and have signed up for your first shift online, you do not need to complete pages 2 and 3 of this packet. Make sure to print, read through and sign pages 4 and 5.

Volunteers under 18 years old: If you have created an online account, and have signed up for your first shift online, you do not need to complete page 2 of this packet. **A parent or guardian MUST sign the waiver on page 3 as well as review and initial on each line of pages 4 and 5 with you.**

Please be sure to print clearly and sign or initial where necessary.

You may bring the pages of the packet with you on your first day or you can fax it in advance of your volunteer day.

Thank you for taking the time to read this and familiarize yourself with the policies and procedures of ReStore. If you wish to keep track of your hours for your personal records, please use the optional volunteer shift log on page 6. In order to receive an official confirmation of your hours, please submit the hours request form on page 6 to the ReStore Volunteer Coordinator after the completion of your last shift. ReStore requires at least two business days in order to provide hours verification requests. If you have any additional questions regarding this packet please contact our ReStore Volunteer Coordinator.

PLEASE NOTE: All volunteers in the ReStore must be at least 14 years old. All volunteers under the age of 16 must have a parent or other adult chaperone volunteer with them for the duration of their volunteer shifts.

Thank you,

ReStore.Volunteer@HabitatMM.org
www.ReStoreMetroMD.org
<https://habitatmm.volunteerconnect.com>
Phone: 301-990-0014 x30
Fax: 301-990-7536

Habitat ReStore Volunteer Information Record

PH: 301-947-3304

www.ReStoreMetroMD.org

Contact Information (REQUIRED)

Name: Mr. / Mrs. / Ms. _____
First Last MI

DOB: _____

Address: _____
Apt.

City State Zip Code

Phone: () _____
 Home Work Cell

Email: _____
 I would like to be added to the Habitat ReStore list-serve

School / Organization / Affiliation: _____

Emergency Contact / Medical Information (REQUIRED)

Name: _____ Phone: _____

Relationship to You: _____ Alt Phone: _____

Pre-existing Health Conditions: _____

Relevant Medication Information (including allergies): _____

ReStore Volunteer Skills

Please check the areas where you feel you have a particular skill or interest.

- Be able to lift at least 50 pounds
- Customer Service
- Knowledge of basic home repair/building material
- Operating simple cash register
- Interpersonal skills (work well with people)
- Positive Attitude
- Bilingual _____
(language spoken)

Please check next to area you are interested in volunteering:

- Sales
- Donation Pick-Up (*must be 18 years of age*)
- Warehouse
- Administration
- ReStore Committee
- Other
- I have volunteered in a Habitat ReStore before.
Location: _____

Is this to complete Court Ordered or

Student Service Learning hours?

Number of Hours Needed

Date to Be Completed By

Release and Waiver of Liability

* PLEASE READ CAREFULLY! THIS IS A LEGAL DOCUMENT THAT AFFECTS YOUR LEGAL RIGHTS! *

This Release and Waiver of Liability (the "Release") executed on *(enter today's date)* _____ by *(please print name)* _____ (the "Volunteer") in favor of Habitat for Humanity International, Inc., a nonprofit corporation, and Habitat for Humanity Metro Maryland, Inc., a Maryland nonprofit corporation, their directors, officers, employees, and agents (collectively, "Habitat").

The Volunteer desires to work as a volunteer for Habitat and engage in the activities related to being a volunteer (the "Activities") and Habitat agrees to engage the Volunteer, subject to the terms and conditions set out herein. The Volunteer understands that the Activities may include constructing, rehabilitating and repairing buildings, working in the Habitat offices, working in the Habitat ReStore. The volunteer further understands that the nature of the work involved, with respect to the construction of homes may be inherently dangerous work at different times and stages of construction. The Volunteer hereby freely, voluntarily, and without duress executes this Release under the following terms:

Release and Waiver. Volunteer does hereby release and forever discharge and hold harmless Habitat and its successors and assigns from any and all liability, claims, and demands of whatever kind or nature, either in law or in equity, which arise or may hereafter arise from Volunteer's Activities with Habitat.

Volunteer understands that this Release discharges Habitat from any liability or claim that the Volunteer may have against Habitat with respect to any bodily injury, personal injury, illness, death, or property damage that may result from Volunteer's Activities with Habitat, whether caused by the negligence of Habitat or its officers, directors, employees, or agents or otherwise. Volunteer also understands that Habitat does not assume any responsibility for or obligation to provide financial assistance or other assistance, including but not limited to medical, health, or disability insurance in the event of injury or illness.

Medical Treatment. Volunteer does hereby release and forever discharge Habitat from any claim whatsoever which arises or may hereafter arise on account of any first aid, treatment, or service rendered in connection with the Volunteer's Activities with Habitat.

Assumption of the Risk. The Volunteer understands that the Activities included work that may be hazardous to the Volunteer, including, but not limited to, construction of homes, working with power tools and other tools customarily used in the construction of homes, loading and unloading of construction materials and supplies, and transportation to and from the work sites. Volunteer hereby expressly and specifically assumes the risk of injury or harm in the Activities associated with Habitat's work and hereby releases Habitat from all liability for injury, illness, death, or property damage resulting from the Activities.

Photographic Release. Volunteer does hereby grant and convey unto Habitat all right, 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. Volunteer further hereby agrees that Habitat may use any image or likeness of Volunteer in its sole discretion without any royalty or payment to Volunteer.

Other. Volunteer expressly agrees that this Release is intended to be as broad and inclusive as permitted by the laws of the State of Maryland, and that this Release shall be governed by and interpreted in accordance with the laws of the State of Maryland. Volunteer agrees that in the event that any clause or provision of this Release shall be held to be invalid by any court of competent jurisdiction, the invalidity of such clause or provision shall not otherwise affect the remaining provisions of this Release which shall continue to be enforceable. No promise or assurance contrary in any fashion to the provisions set out herein has been made by any person to Volunteer regarding this Release. This release shall continue in effect from the date written above through each and every date on which the volunteer provides service to Habitat, unless and until revoked in writing by the Volunteer and Habitat, through and of its officer or directors.

IN WITNESS WHEREOF, Volunteer has executed this Release as of the day and year first above written.

Print Name: _____

Signature: _____

If Volunteer is under the age of 18, the following signature is required.

Name of parent or guardian: _____

Signature: _____

Policies and Procedures

Before Orientation

- Volunteers must complete waiver form and contact information by creating an account online. Waiver must be completed at least once per year.
- Those under 18 must have a parent or guardian signature on a paper waiver form prior to volunteering.
- Paper waiver forms should be given to **any staff member**.

Initial _____

Policies at Habitat ReStore

- All volunteers must be at least 14 years or older; volunteers under the age of 16 must have a parent or chaperone volunteer with them for the duration of their shift.
- Volunteers who are under 18 are not allowed on ladders, to use power tools or to do any heavy lifting.
- Volunteers are required to punch in at <https://habitatmm.volunteerconnect.com/kiosk> at the beginning of every shift. Volunteers must punch out only if they leave earlier or stay later than shift time end.
- **You must let staff** know when you are taking a break or going out for lunch.
- Volunteering for at least 4 hours = 15 minutes break.
- Volunteering for at least 8 hours = 30 minutes break/lunch.
- **Cell phones may not be used on the sales floor and must be put on vibrate.** Please ask staff for any exceptions.
- If you need paperwork completed please contact the Assistant Manager, or bring paperwork to ReStore on your last day of service. **ReStore staff needs 2 business days to process any paperwork.**
- Smoke breaks are a privilege and will be taken away if abused. Underage smoking will not be tolerated.

Initial _____

Proper Attire

- All volunteers must wear long pants and sturdy closed toe shoes. No shorts, leggings, yoga pants, pants that do not cover the ankle, clogs, sling backs, sandals, slippers or high heels are permitted.
- Always wear a Habitat shirt (available for purchase for \$6) or ReStore apron and name tag (to be provided on first day of service). **Aprons are to be worn until all customers have left the store.**
- Clothing should not have rips, tears or inappropriate slogans. Tank tops and revealing clothing is prohibited.

Initial _____

Volunteer Purchase Policy

- A volunteer may purchase merchandise before or after their shift or on break. If merchandise is purchased before a shift or on a break merchandise must be left with staff until the end of the shift.
- No items may be put aside or on hold and volunteers must be rung up by a staff member.

Initial _____

ReStore Volunteer Shifts

- ReStore Gaithersburg is open Monday through Saturday from 9am to 5pm; ReStore Silver Spring is open Tuesday through Sunday from 10am to 6pm. Shifts are available in 4 hour blocks (9am to 1pm, and 1pm to 5pm in Gaithersburg; 10am to 2pm and 2pm to 6pm in Silver Spring).
- **Volunteers can expect to stay 15 minutes after closing** to perform closing duties and help the last customers.
- High School students completing SSL hours may work weekdays from 3pm to close after confirming with staff.
- Sign up for all shifts before coming in to volunteer at <https://habitatmm.volunteerconnect.com>.
- If you will be late or need to cancel, please inform the Assistant Manager in advance.
- **Volunteers must be on time.** If a volunteer is 30+ minutes late, he/she will receive a verbal warning. If he/she is late again, staff may send him/her home and he/she will not receive his/her hours for that day. If he/she continues to arrive late after a dismissal, he/she will lose the opportunity to volunteer at ReStore.

Initial _____

Customer Service

- Always greet and assist all customers.
- If you cannot answer a question, remind the customer that you are a volunteer and find a staff member.
- If a customer is picking up an item, ask for their receipt and match the 4 digit # on their receipt to the 4 digit # on the sold form that is attached to the piece of merchandise. Customer must sign the bottom of the sold form.
- If you are able to, help customers bring their merchandise to their car.
- Lift with your legs, not your back. Find a partner to lift any item over 50 pounds, and use a dolly or hand truck to move any item over 80 pounds.
- Customers should direct how they want merchandise put in their car, you do not have formal training in loading.
- **Never secure or tie down merchandise to a customer’s car.** It is their responsibility.

Initial _____

Cleaning

- Please be aware of any cleaning that may be needed, even though it’s menial, it is very important to the general maintenance of the store.
- Move any clutter, debris or other items blocking walkways or other floor space. These present a hazard.
- Volunteer area and back room must stay clean.

Initial _____

Pricing

- Merchandise always has a sticker price.
- If you come across any merchandise that does not have a sticker price or sign mentioning the price, inform staff.
- If there is no sticker or sign, ask the customer to wait while you get a staff member to help.
- **Volunteers are not to use pricing guns unless otherwise directed by management.**

Initial _____

Reminder:

- The warehouse (backroom) area is for employees and volunteers only. A customer may only be there with an employee or volunteer. Loading dock may only be opened when assisting customers and donors.
- If you have a question or concern, ask a staff member.

Initial _____

Please sign to acknowledge that you have read and understand all the above policies and procedures.

Print Name: _____

Date: _____

Signature: _____

If Volunteer is under the age of 18, the following signature is required.

Name of parent or guardian: _____

Signature: _____

Volunteer Shift Log

This is an unofficial log. These hours have not been verified by ReStore staff

DATE	START TIME	END TIME	TOTAL HOURS

*This log is for non-official use only. All hours are tracked electronically and you must utilize ReStore’s electronic system in order for your hours to be accurately tracked. For official paperwork please submit a written request to a ReStore staff member at the end of your last shift. **We require 2 business days to process all paperwork.**

Volunteer Hours Request Form				
Name				
Submitted	date	time		
Ready	date	time	ready by	
Forms must be picked up at the ReStore you volunteered at during regular store hours.				

=====DETACH SURVEY INFO BELOW=====

In order to get your hours verification you need to take the following survey.

<http://goo.gl/axVGmX>

IMPORTANT: Once the survey has been submitted you need to do one of the following:

- Print the confirmation page stating the survey has been completed. The confirmation print out must be handed in to get your hours verification.
- Take a screen shot of the confirmation page and email it to Restore.Volunteer@HabitatMM.org. In the subject line in all caps write your NAME and VOLUNTEER SURVEY. This must be done prior to picking up your hours verification