

Thanks for volunteering at Habitat for Humanity ReStore. We hope that your experience here will be rewarding and we look forward to you being part of our team! Below are some general guidelines that we hope will be helpful.

- **Online Registration:** Please visit our online registration and sign-up for a shift PRIOR arrival at ReStore. After creating your account, you can begin to sign-up and manage your shifts (add/change/cancel). The online registration can be found at: <http://vhub.at/HFHMM>
- **Waivers:** Our waiver is attached to our online registration. You must be at least 14 years old to volunteer at a ReStore. There is no need to print the waiver UNLESS the volunteer is under 18 years old. All volunteers under 18 years old must have a printed waiver with both their and their parent/guardian's signature on the waiver. Please give to a staff member when you arrive.
- **Arrival:** Please arrive on time. If you're going to be 30 or more min late, please cancel your shift and sign-up for another day/time. All volunteers MUST sign-in for their shifts on the kiosk on the computer at the ReStore. Volunteers 14 and 15 years old, must have a parent/guardian or adult chaperone accompany them for the duration of their volunteer shift. Please wear long sturdy pants (like jeans) and sturdy shoes, no open toed shoes are permitted for safety reasons. Please leave all valuables on your person or in your locked vehicle. Habitat for Humanity Metro Maryland cannot be responsible for lost or stolen property.
- **Break Times:** All volunteers are welcome to use our breakrooms during your break. Please let a staff member know when you take your break. There is a refrigerator, microwave and table there for your convenience. All breaks need to be taken away from customer view, either in the breakroom, back or outside. You do not need to punch out unless you leave the store.
 - Volunteering for 4 or less hours: 15 min break
 - Volunteering for over 4 hours: 30 min break
- **The customer is always our first responsibility.** 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 or a volunteer Captain wearing a red apron. If a customer needs help, stop whatever you are doing and assist them, and then return to your assigned task. If you are unable to help because you are assisting another customer, let a staff member or another volunteer know that a customer needs help. If no one is available, direct them to the register area.
- **Conduct on the sales floor:** Please remember that while in the store, you are a representative of Habitat for Humanity Metro Maryland. Please be polite at all times and avoid cursing, slang, or disrespectful speech. Sitting, drinking, or **cell phone use on the sales floor is not allowed.** If you need to take a break to sit down or take a call, please let a staff member know and go into the breakroom. Per Maryland state law, smoking is prohibited in public areas. HFHMM also prohibits vaping.

- **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 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. Thank you for your purchase!

- **You are an important part of the team!** If you have finished your assignment, or need direction, please let staff or a volunteer Captain wearing a red apron know so that we can assign you a new task.

Volunteer Tasks:

- Please be aware of any cleaning that may be needed. It is important our ReStores remain clean and clutter free for our customers, volunteers and staff.
 - If you are scheduled for a closing shift, volunteers are asked not to leave until all customers have left the store. You can expect to stay 15 min after closing to assist in the closing.
 - If you come across any merchandise that does not have a sticker price or sign mentioning the price, inform staff or volunteer Captain wearing a red apron.
 - Volunteers are not to use pricing guns unless otherwise directed by management.
 - 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. Give the bottom of the sold form to a staff member or a volunteer Captain.
 - If you are able, please help customers bring their merchandise to their car if they need assistance.
 - Customers should direct how they want merchandise put in their vehicle; you do not have formal training in loading.
 - **Never secure or tie down merchandise to a customer's car.** It is their responsibility.
 - Volunteers cannot accept tips. If a customer would like to tip, suggest they offer a donation to Habitat ReStore instead.
 - Lift with your legs, not your back. Find a partner to lift any heavy item and use a dolly or hand truck to move any item over 50 pounds. If you are not comfortable/able to lift heavy items, please let a staff member know to direct you in another task.
- **Skills/Interests:** If you have a particular skill, such as furniture repair, construction, finance, art... Let us know! We want your time here to be beneficial to both you and Habitat for Humanity. Volunteers keep ReStore going!

Thank you for volunteering with Habitat for Humanity Metro Maryland ReStore!!

Habitat for Humanity Metro Maryland

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