



for San Luis Obispo County

ReStore

ReStore South

2790 Broad Street
San Luis Obispo, CA 93401

Phone
(805)546-8699

Email
restoresouth@hfhsloco.org

ReStore North

844 9th Street
Paso Robles, CA 93446

Phone
(805)434-0486

Email
restorenorth@hfhsloco.org

**VOLUNTEER
MANUAL**

Thank you for volunteering!

Revised July 2021

RESTORE VOLUNTEER MANUAL

Welcome to the Habitat for Humanity for San Luis Obispo County (HFHSLOCO) ReStore. We hope that your experience volunteering here is a positive and rewarding one!

By choosing to volunteer here, you are helping Habitat for Humanity for SLO County build homes, communities, and hope. We do this through:

- Building new homes for low-income families in SLO County to purchase through 0% home loans
- Preserving and maintaining homes owned by low-income homeowners through our Home Preservation program
- Transforming lives, and promoting positive social and economic change throughout SLO County through our Neighborhood Revitalization Initiative

The ReStores are a critical source of funding for our work in SLO County, diverting usable materials from landfills and providing quality home improvement materials at a low cost to local customers.

This manual is intended to help you become familiar with our policies, procedures, pricing and volunteer jobs. If you have questions, please ask our staff anytime.

If you have any questions, are interested in other Habitat volunteer opportunities or need verification of community service hours, please contact our Volunteer Coordinator in our office location or by email at volunteer@hfhsloco.org

Habitat for Humanity for SLO County Office
1264 Higuera Street, #102
San Luis Obispo, CA 93401
805-782-0687

ABOUT OUR RESTORES

RESTORE HOURS	ReStore South: 10am-6pm Tuesday through Saturday ReStore North: TBA The ReStores are closed on most major holidays.
RESTORE NORTH	844 9th Street, Paso Robles (currently under construction) 805-434-0486
RESTORE SOUTH	2790 Broad Street, San Luis Obispo 805-546-8699

DONATIONS	HFHSLOCO ReStores accept appliances, furniture, building materials, supplies, tools, and other merchandise that may be found in a typical hardware or home supply store. All merchandise should be clean and in good condition. Final acceptance of all donations is made by the ReStore Managers. Donation pick-ups are scheduled by appointment.
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VOLUNTEERS

Volunteers are critical to operating our ReStores. It is only through the time and effort of people like you that we can continue to fulfill our mission.

ReStore volunteers help with many aspects of store operations including accepting and cleaning donations, pricing and displaying items, operating the cash register, and helping customers. A few volunteers are also needed to assist staff with donation pick-ups and to take pictures of new inventory for our social media accounts and marketing materials.

To help the efficiency and consistency of store operations, ReStore volunteers usually commit to a regular weekly or monthly shift, although short-term volunteering for individuals and teams can be arranged. Please let the ReStore Manager know your availability when you sign up to volunteer.

RESTORE VOLUNTEER RESPONSIBILITIES

- 1) Please arrive 10-15 minutes prior to the start of your scheduled shift unless you have made arrangements with the Manager.
- 2) If you are unable to work as scheduled, please let the Manager know as soon as possible so they can find a replacement for your shift.
- 3) Volunteers must review safety and operation information prior to their first shift and may be expected to attend safety and operation meetings as needed.
- 4) Please notify the Manager when your contact information changes (e.g., mailing address, phone number, email address).
- 5) All volunteers must complete the HFHSLOCO waiver form and update their emergency medical form yearly.
- 6) Ideally, volunteers can commit to working a regular weekly or monthly shift for six months or more.
- 7) All volunteers are encouraged to wear HFHSLOCO T-shirts for easy identification by customers. Please let the Manager know if you need a shirt or name tag.
- 8) Volunteers must sign in and out so that their service hours can be tracked.

- 9) Volunteers needing verification of hours for court-ordered, school-related, or other community service must inform the Volunteer Coordinator in the office directly to provide timely verification. For mandated community service, failure to sign in can result in a loss of hours.

VOLUNTEER TASKS

There are many ways that volunteers help at the ReStores and we want to make sure that volunteers have a task that is well suited to your interests and abilities. Our ReStore Managers will be happy to answer any questions and will be taking you on a brief tour of the store so you can see our store and volunteers in operation!

CASHIERING

Cashiers are often the first contact customers have with our stores so they are responsible for welcoming the customers to the stores and answering any questions they may have. Cashiers are also responsible for ringing up sales, running credit/debit sales, general cleaning, answering the phones & other office work as needed.

SHOWROOM ORGANIZATION

It is important that our store be as tidy and welcoming as possible! Volunteers help us to do that by arranging and straightening items on shelves and other areas. They also keep a look out for unmarked items or items that are out of place. Volunteers organizing the showroom may be asked to do general cleaning and answer customer questions.

DONATION CLEAN-UP AND PREPARATION

The items sold in our ReStore are donations made by individuals, companies, and organizations. The revenue made from these sales is used to fund Habitat's work in the County. Donations that are received must be cleaned and prepped before they are placed in the store for sale. Volunteers helping to process donations must be able to pick-up between 25lbs-50lbs.

MERCHANDISE PRICING

Once the donations are clean and ready to be sold, they must be priced before being placed in the showroom. Volunteers pricing the items are trained to use our pricing guide to determine item prices, use the pricing gun to mark items with the price, as well as date and identify items that need special attention. In addition, volunteers often research unusual items we receive to determine what a fair price would be.

MERCHANDISE MANAGEMENT

Volunteers place priced items into retail space in appropriate areas. They also identify unmarked items or items that are out of place and move them to the correct location. Damaged merchandise is removed from the floor and placed in our recycling or trash containers. Habitat is a green builder and our ReStores contribute to keeping our County clean and safe by

	accepting used items that are in good condition and recycling items received that cannot be re-purposed.
DONATION PICK-UP	Pick-ups are arranged through the ReStore Manager. A volunteer is needed to ride-along with a staff driver to pick-up donations each week.
TAKING PICTURES	A volunteer is needed each week to take pictures for our marketing, social media and advertising. Volunteers use their smart phone to take pictures and email them to our staff.

RESTORE OPERATION POLICIES AND PRACTICES

DONATIONS	<p>All types of merchandise typically found in home improvement, building supply, and hardware stores will be considered for donation. Other types of merchandise, such as (but not limited to) sporting goods, antiques, small appliances, and furniture will be accepted at the Manager’s discretion.</p> <p>All items must be clean and in good working order.</p> <p>All donations are subject to current inventory levels.</p>
PRICING	<p>The Pricing Guide is used to assist in pricing all incoming merchandise. All donated items will be cleaned and priced prior to being placed in the retail area. Items with potential antique or collectible value should be held until appraisal or research can be done.</p> <p>The intake area is off-limits to customers. Merchandise should not be “sold off the truck.” Price tags should include price and date. When no direct example is included in the price book, ask the Manager for direction and guidance.</p> <p>No trade-ins are allowed. Prices are not generally negotiable, but the final sales price decision in any situation is at the discretion of the Manager.</p>
CASHIERING	<p>Managers will select volunteers to operate the store’s cash register: previous experience operating a cash register is considered in the selection. Volunteers operating the cash register must follow the procedures outlined in the ReStore Operations Manual.</p>

RETURNS/ REFUNDS	Store credit is given for merchandise returned with a valid receipt. Cash refunds are not offered. Notices stating this policy are posted at the cashier area. Any exceptions to this policy are at the discretion of the store managers and Habitat CEO.
STORAGE	The ReStores do not deliver items. Items paid in full may be stored or held for 24 hours (or longer at the discretion of the Manager) to allow for customer pickup. The ReStore offers a courtesy 24-Hour HOLD for customers who need to take measurements or make other determinations regarding their possible purchase.
CASH MANAGEMENT POLICY	It is the responsibility of the Manager to oversee cash management procedures and register operation.
OFFICE SUPPLIES/ EQUIPMENT	The ReStore Managers purchase all equipment and supplies used for day-to-day operations or ask Habitat staff to order for them. If you run out of something or notice supplies are low, please notify the Manager.
OTHER	All questions or concerns with a customer must be referred to the Manager for resolution. Useful information, including HFHSLOCO brochures and recycling information from the IWMA, is available in the checkout area to assist you in answering questions.

RESTORE SAFETY PROCEDURES

To help ensure your safety as well as the safety of staff, other volunteers, and customers, please follow the safety checklists posted in each store.

- 1) All fire extinguishers clearly identified, within reach, and properly charged.
- 2) First aid kits are available, and all employees/volunteers are trained in their use.
- 3) All aisle ways are clear and free from obstruction (minimum 3ft clearance).
- 4) Floor surfaces maintained, clean, and dry. Spills are cleaned up immediately.
- 5) Material handling equipment is used for heavy loads.

- 6) Staff and volunteers are trained in proper lifting techniques.
- 7) No items stacked in an unsafe manner - nothing above 12 ft.
- 8) All exits clearly marked and free of obstructions.
- 9) All work sites clean and orderly.
- 10) Staff and volunteers trained in the proper use of hand tools and related protective equipment.
- 11) Adequate protective equipment (e.g., safety glasses, gloves, etc.) is provided.
- 12) Portable ladders are in good condition and all staff/volunteers trained in their proper use.
- 13) Emergency contacts clearly posted.
- 14) Managers trained in emergency first aid and CPR

ACCIDENTS

Any accident involving the Habitat ReStore, its volunteers or customers, should be reported to the ReStore Manager who will immediately notify the HFHSLOCO CEO, or call 911 in the event of serious injury. An Incident Report form should be completed if property damage or personal injury has occurred. No staff or volunteer should make any statements assuming responsibility for damages on behalf of the store or HFHSLOCO. All media inquiries should be directed to the HFHSLOCO CEO at (805) 782-0687.

NATURAL DISASTER PREPAREDNESS

In the event of a natural disaster, follow the directions of the Manager. If safety allows and customers are being escorted from the ReStore, make sure walkways are clear and help customers find exits. Be aware of any personal injuries that may have occurred or if other dangers, such as gas or water leaks, need immediate attention. Call 911 or utility company emergency numbers if necessary.

Safety First!

**The best safety device is a careful worker.
Assess the risks and plan your work.
Get in the safety habit!
There is always time to do it safely!**

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VOLUNTEER ORIENTATION ACKNOWLEDGEMENT

Name: _____

Location: _____

Position: _____

Start Date: _____

I have received a copy of the ReStore Volunteer Manual and have viewed the Safety Orientation Video. I understand that it is my responsibility to know and act according to HFHSLOCO safety policies. I know that I am entitled to a safe place to work, and I know that working safely is a requirement at HFHSLOCO.

If I have any questions, I will discuss them with the ReStore Manager, Assistant Manager or Volunteer Coordinator.

Volunteer Signature

Date

ReStore Manager Signature

Date

Office Use Only – Volunteer Coordinator: Initial _____ Date _____