



Greater Des Moines
Habitat
for Humanity®

ReStore

VOLUNTEER ORIENTATION

2200 EAST EUCLID AVENUE
DES MOINES, IA 50317

4033 NW URBAN DALE DRIVE
URBAN DALE, IA 50322

515.471.8686
www.gdmhabitat.org

GETTING STARTED

Thank you for choosing to volunteer at the Greater Des Moines Habitat for Humanity ReStore.

Your help is valuable and appreciated as we work to serve our community.

Before you get started, please read through the following document.

It will provide education on the topics of:

THE VISION OF HABITAT RESTORE
THE DIFFERENT VOLUNTEER ROLES WITHIN THE RESTORE
RESTORE SAFETY PRACTICES
YOUR FIRST VOLUNTEER SHIFT

VISION OF THE HABITAT RESTORE

We want to see a world where everyone has a decent place to live. At Greater Des Moines Habitat for Humanity we move towards that vision by bringing people together to build homes, communities, and hope. GDM Habitat serves families through the creation of affordable homeownership opportunities, Rock the Block repair projects, and the Habitat ReStore.

The Habitat ReStore provides access to affordable home improvement items, allowing those in our community to make improvements to their own homes. Additionally, the dollars raised through the sale of goods in the stores directly supports Habitat's mission. In 2015, the East Euclid ReStore returned the equivalent of 15 houses worth of funding back to Habitat!

We couldn't make this impact without our volunteers, donors, and partners.

Together we will continue to change lives in greater Des Moines.

VOLUNTEER ROLES IN THE RESTORE

While volunteering at the ReStore we want you to feel challenged yet comfortable with what you're doing. It is for this reason that we have a variety of roles suited for all abilities and comfort levels. Below, you'll find these roles outlined.

FLOOR ASSISTANT

A volunteer in this role will be responsible for helping our ReStore Associates in their daily activities. In this role you may be asked to assist customers, stock shelves, arrange aisles, or help load customers' vehicles.

RECEIVING ASSISTANT

A volunteer in this role can expect to help in the processing of our donations. With the sheer number of donations we receive we need your help with pricing, recycling, assembly, cleaning, testing, and the unloading of vehicles. If there is something you want to learn (how to assemble a light fixture, for example), we would be happy to teach you.

SALVAGE

Yes, the opposite of construction! On a regular basis we have the opportunity to remove cabinetry, flooring, fans, doors, and windows and more from homes before they're demolished. Materials we collect are then sold in the ReStore. Most salvage projects take place in Polk County.

CORE CREW

Greater Des Moines Habitat for Humanity and the Habitat ReStore have a volunteer leadership program called "Core Crew". The Core Crew is comprised of volunteers who have shown their commitment to Habitat through regular volunteering. Members are volunteers from all parts of the organization including construction, Rock the Block, the ReStore and in the office. In the ReStore, this means that the person has volunteered a minimum of three shifts, and has expressed their interest in Core Crew to the ReStore Volunteer Coordinator.

As a Core Crew member you will receive

An invitation to quarterly Core Crew Meetings and the yearly volunteer appreciation banquet

More flexible volunteer shifts

Recognition on our "Get to know our Core Crew" wall.

A ReStore t-shirt

The opportunity to lead and teach other volunteers

A note to those seeking to complete court ordered community service hours, please contact Zach Frank prior to signing up for a shift at zfrank@gdmhabitat.org or at 515-471-8686 x 140

RESTORE SAFETY PRACTICES

Safety is our number one priority at the Habitat ReStore. We want to provide the knowledge you need to make good decisions and stay safe. Below are a few points that will be helpful as you begin volunteering in the ReStore.

LADDER SAFETY

Ladders are for staff and volunteer use only. Before you use a ladder remember to:

Check the condition of the ladder

Make sure that the step ladder is fully open with the spreader bars locked and that it is on stable ground

Never exceed the load limit of a ladder (posted on the ladder)

Always face the ladder maintaining three points of contact at all times. Keep in mind the “Belt Buckle Rule”. This rule states that one’s belt buckle should always remain between the vertical struts of the ladder AND the belt buckle should always stay below the top platform of the ladder.

SAFE LIFTING

Before lifting, make sure you can comfortably handle the weight. Also make sure that there is clear path of travel. Adopt the “power stance” when lifting an item. Stand with your feet shoulder’s width apart, close to the item. Bend down at your knees and grip the load securely. Lift the item with your legs, keeping your back straight. Keep your head up when lifting to help maintain proper posture. When carrying an item, keep your elbows in and the load close to your body. To turn, shift your feet- not your torso.

When loading a customer’s vehicle do not force items. Remember to close hatches and tailgates gently. Only customers should tie down their purchase. It is okay to politely decline if you cannot load something safely.

HOUSEKEEPING

Keep aisles and workspaces free of clutter and trash. Clean up spills right away and place caution signs.

RULE OF COMFORT

Generally, if you ever feel uncomfortable with something you've been asked to do, simply don't do it. Tell the staff person or volunteer that you do not feel comfortable and they will find you something to do that is within your ability. For example, if you have a lifting restriction, please notify your staff partner so that they know your abilities from the start.

OBLIGATION TO REPORT

If you are hurt in any way during your volunteer experience at the ReStore, make a staff member aware of what happened.

APPROPRIATE CLOTHING

Please wear clothes that you do not mind getting dirty. Close-toed shoes are a requirement. Tennis shoes or boots work great!

YOUTH POLICY

Youth under the age of 14 may not volunteer at the ReStore. Youth ages 14- 17 must be accompanied by an adult unless completing school-based service learning hours. Documentation and supervisor contact for service learning hours is required before participant can volunteer.

All youth must bring a waiver with a parent or guardian signature the first day of their first shift. For groups we must maintain a youth to adult ratio of 8:1. Please give the signed, completed waiver to the ReStore volunteer coordinator, Zach Frank.

YOUR FIRST VOLUNTEER SHIFT

For volunteering at the East Euclid ReStore- Enter into the building through the office entrance on the SW corner of the building. If you are early for your shift, please feel free to wait in the break room just inside the office entrance. When it is time for your shift to start, make your way to the Volunteer Welcome Area. Sign in for your shift at the computer kiosk by clicking “Check In” next to your name. Once you’ve signed in head to the Customer Service desk inside the ReStore and speak to one of our associates. They will assign you to a staff partner and get you started on a project.

For volunteering at the Urbandale Avenue ReStore- Enter into the building through the receiving entrance on the North side of the building. The Volunteer Welcome Area is just inside the receiving department. Sign in at the kiosk by clicking “Check In” next to your name. Once you’ve signed in introduce yourself to the nearest staff member and they will get you started!

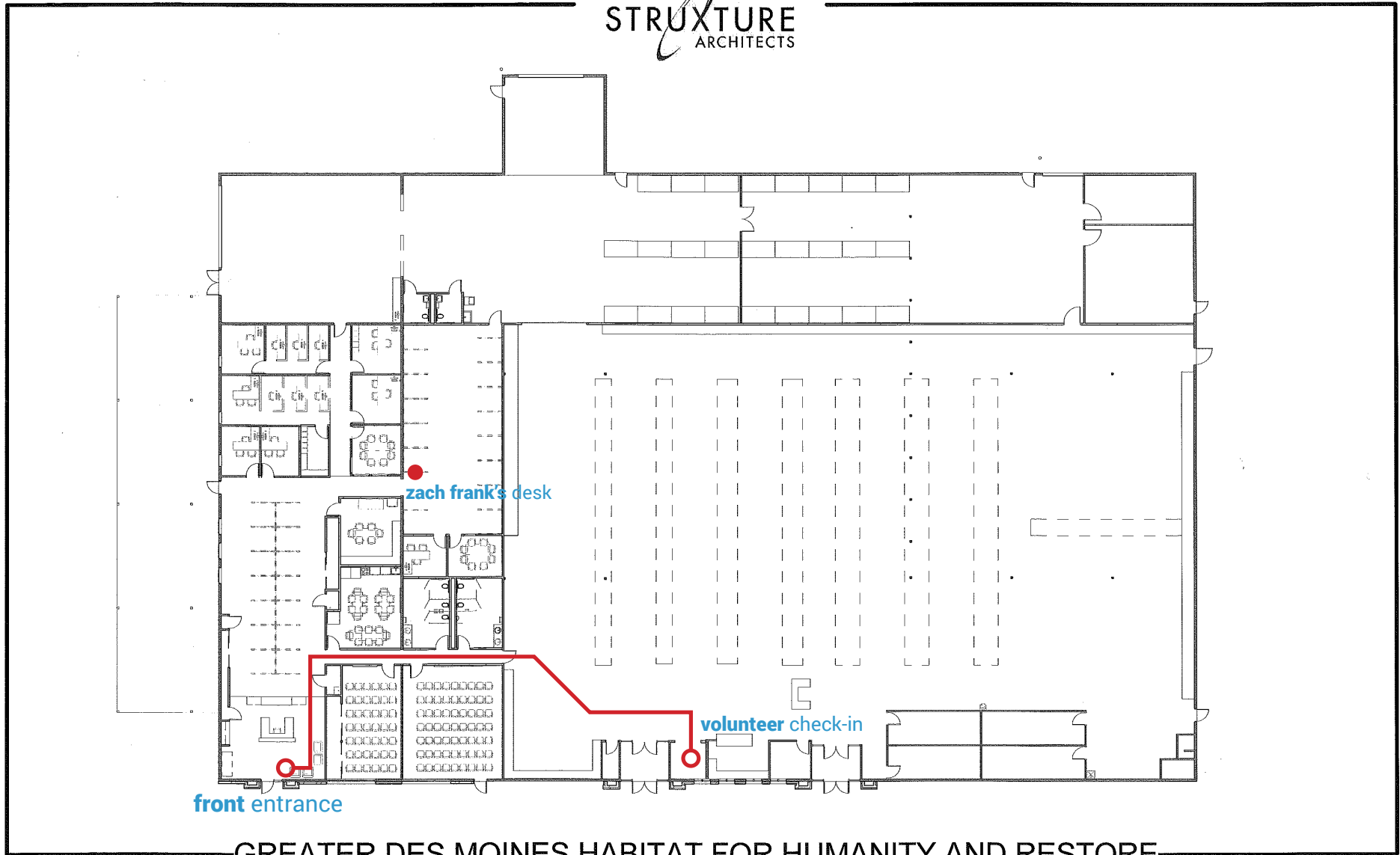


MEET THE RESTORE VOLUNTEER COORDINATOR

Hello! My name is Zach Frank and I coordinate volunteers at the ReStores. I am here to make sure you have an enjoyable and excellent volunteer experience. If you have any questions, concerns, or just want to introduce yourself please don't hesitate to stop by! Also, feel free to contact me via email at zfrank@gdmhabitat.org or 515-471-8686 ext. 140.

You're now ready to volunteer at the ReStore! You're now ready to volunteer at the ReStore! Make sure to sign up for shifts and get to volunteering! Thank you for choosing Habitat. We can't wait to meet you!

east euclid



front entrance

zach frank's desk

volunteer check-in

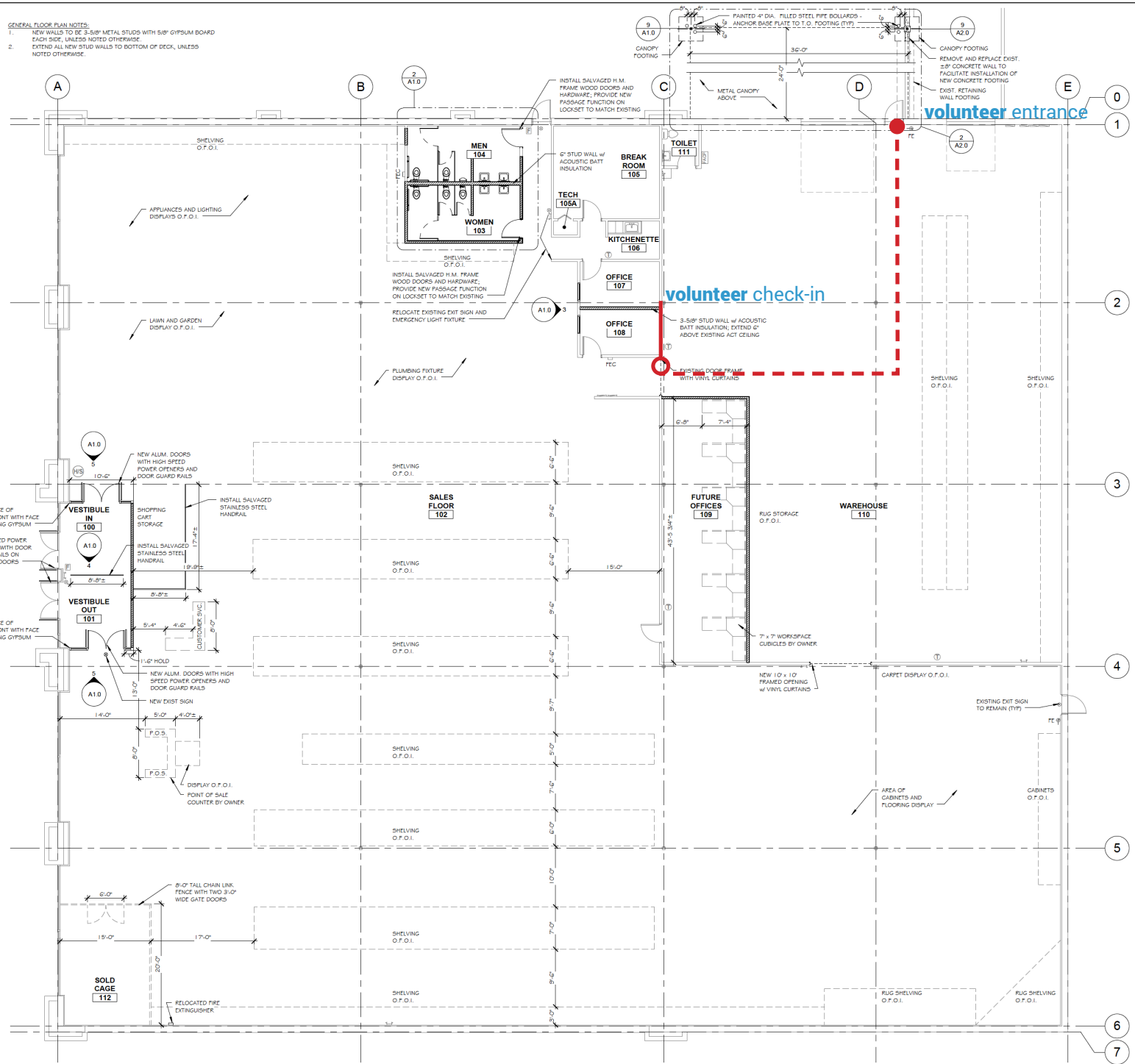
GREATER DES MOINES HABITAT FOR HUMANITY AND RESTORE

SCALE: 1" = 1/32"

22 FEBRUARY 2011

- GENERAL FLOOR PLAN NOTES:**
1. NEW WALLS TO BE 3/8" METAL STUDS WITH 5/8" GYPSUM BOARD EACH SIDE, UNLESS NOTED OTHERWISE.
 2. EXTEND ALL NEW STUD WALLS TO BOTTOM OF DECK, UNLESS NOTED OTHERWISE.

front door



1 FLOOR PLAN
1/8" = 1'-0"

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