



Greater Des Moines  
**Habitat**  
for Humanity®

**ReStore**

## **VOLUNTEER** ORIENTATION

**2200 EAST EUCLID AVENUE**  
DES MOINES, IA 50317

**4033 NW URBANDALE DRIVE**  
URBANDALE, IA 50322

515.471.8686  
[www.gdmhabitat.org](http://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

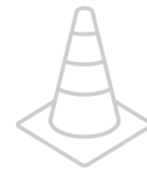
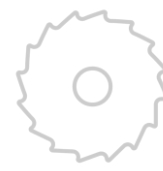
We want to see a world where everyone has a decent place to live. At Greater Des Moines Habitat for Humanity, we move towards that vision by bringing people together to build homes, communities, and hope. GDM Habitat serves families through the creation of affordable homeownership opportunities, Home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

The Habitat ReStores provide 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 support Habitat's mission. Together in 2022, the East Euclid ReStore and the Urbandale ReStore returned the equivalent of 21 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 for 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, both in and outside of our store locations. 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. This volunteer role is typically working on the main floor of the store.

### 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, or how to construct cabinets), we would be happy to teach you. This volunteer role is typically working in the back dock of the store.



## DECONSTRUCTION CREW

Yes, the opposite of construction! On a regular basis we have the opportunity to remove cabinetry, flooring, fans, doors, windows, and more from homes before they would be demolished. Materials we collect from these projects are then sold in the ReStores. Most deconstruction projects take place in Polk County, but we also work in the Dallas and Jasper Counties. This volunteer role is not directly in the stores, as volunteers travel to sites to help with removal.

## 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 New Home Construction, Home Preservation, the ReStore and the office. In the ReStore, a person can qualify for Core Crew if they have volunteered a minimum of three shifts in one year and have expressed their interest 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 and other store signage
- ReStore apparel
- The opportunity to lead and teach other volunteers



## 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 3 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 they are completing school-based service-learning hours and have met with the Volunteer Engagement Team before their first shift. Documentation and supervisor contact for service-learning hours is required before a 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 4:1. Please give the signed, completed waiver to the ReStore volunteer coordinator, Lindsay Richter.

## YOUR FIRST VOLUNTEER SHIFT

**For volunteering at the East Euclid ReStore-** Enter into the building through the ReStore entrance on the SE 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 Check-In Station with the orange sign. Sign in for your shift at the computer 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!

**For volunteering at the Urbandale ReStore-** Enter into the building through the receiving entrance on the North side of the building. The Volunteer Check-In Station is just inside the break room in the far left corner of the store upon arriving. 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!



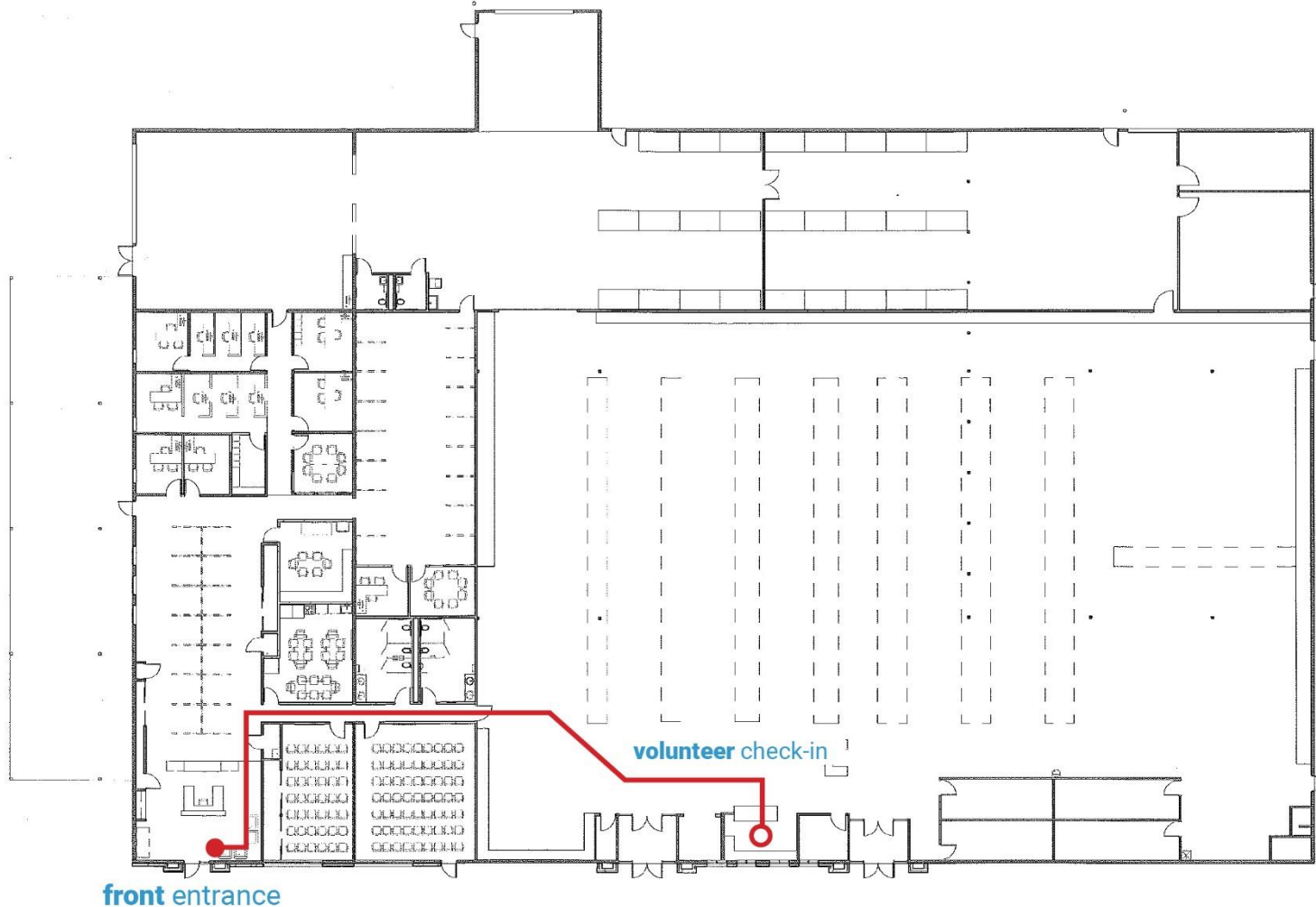
## MEET THE RESTORE VOLUNTEER COORDINATOR

Hello! My name is Lindsay Richter 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 my desk in the office on East Euclid! Also, feel free to contact me via email at [lrichter@gdmhabitat.org](mailto:lrichter@gdmhabitat.org) or 515-471-8686 ext. 140.

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

east euclid

STRUXTURE  
ARCHITECTS



front entrance

volunteer check-in

GREATER DES MOINES HABITAT FOR HUMANITY AND RESTORE

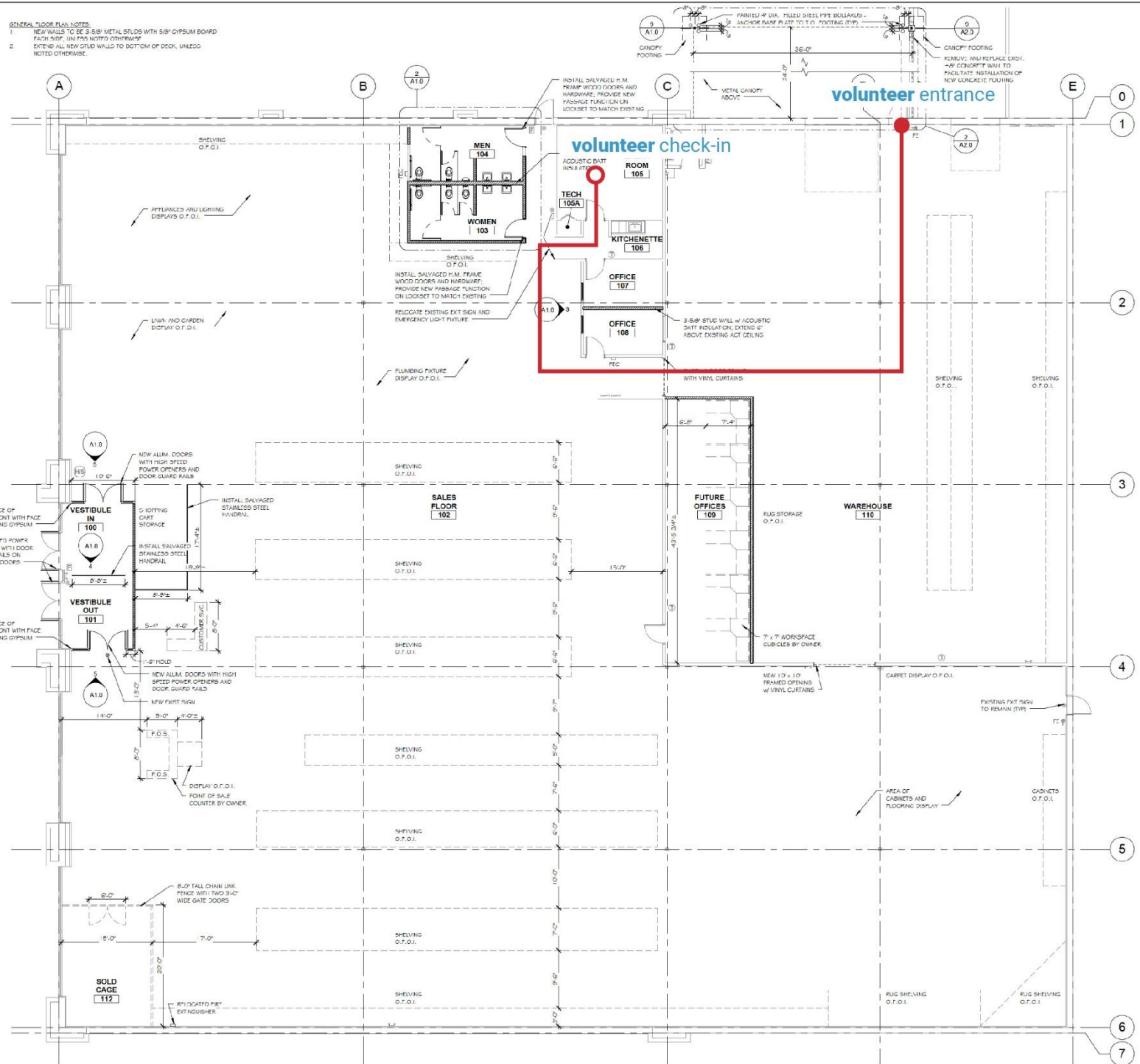
SCALE: 1" = 1/32"

22 FEBRUARY 2011



GENERAL "NOOK PLAN" NOTES:  
1. NEW WALLS TO BE 3/8" METAL STUDS WITH 5/8" GYPSUM BOARD  
FACH. AUST. 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"