



ReStore

Volunteer Manual

TABLE OF CONTENTS

ABOUT US.....	3
MISSION STATEMENT	3
VOLUNTEER OPPORTUNITIES	4
VOLUNTEER BENEFITS.....	4
VOLUNTEER RESPONSIBILITIES & EXPECTATIONS	4
AGE RESTRICTIONS	6
COMMUNITY SERVICE.....	6
INCLEMENT WEATHER.....	6
UNLAWFUL HARRASMENT & DISCRIMINATION.....	7
RELATIONS	7
DRUG & ALCOHOL USE	8
SMOKING.....	8
EMERGENCIES	8
MORE RESOURCES.....	8

About Us

The Flatirons Habitat for Humanity is a non-profit, non-government, charitable organization dedicated to improving the lives of low-income families through home ownership. We believe that decent, affordable housing is a basic human need. It is our mission to work in partnership with God and people from all walks of life to build simple, decent, affordable homes with people in need, while striving to make affordable housing a matter of conscience throughout the Boulder Valley area and around the world.

With the support of volunteers, donors and local and national business partners, we build homes in partnership with qualified low-income families. Habitat homes are affordable because they are built by volunteers working with future homeowners. Our homes are sold at cost to partner families for no profit through 0% interest loans.

Habitat homeowners:

- Contribute 225 hours of sweat equity per adult for their home
- Attend classes including budgeting, home maintenance and money management
- Build their own home with the help of Habitat volunteers

To date, Flatirons Habitat for Humanity has built 63 homes and 4 more are in progress. The hope of homeownership seems at best an elusive dream for the over 49,500 hard-working families in the Boulder Valley community who have unmet housing needs-**your** support will help make that dream come true, one family at a time.

Together, we truly are **building houses, building hope and transforming lives!**

Mission Statement

Flatirons Habitat for Humanity is a non-profit housing ministry that displays the care of Jesus Christ to people from all walks of life, regardless of faith and helps build simple, decent, affordable homes with people in need, while striving to make affordable housing a matter of conscience throughout the Boulder Valley area and around the world.

Volunteer Opportunities

The Habitat ReStore is located at 6900 W. 117th Ave, Suite 400, Broomfield, CO 80020. We sell donated household items, building materials, furniture, appliances and clothing to raise funds for our construction and operating needs. Volunteer hours are Tuesday- Saturday 8:30am-5:30pm.

We are a volunteer powered organization and we need you! We have several different opportunities for volunteers in the ReStore. These include but are not limited to:

- Sorting, testing and cleaning donations
- Price and display merchandise
- Help receive donations
- Help with truck pick ups and deliveries
- Translate Spanish
- Design merchandise displays and advertising
- Sell donations online through E-Bay and Craigslist

Volunteer Benefits

We very much appreciate our volunteers, because without them we could not accomplish our goals! There are many great benefits to volunteering!

- Development of new skills and gaining valuable experience
- Meeting new people and making new friends
- Personal satisfaction and life enrichment
- References for continuing education or employment

Volunteer Responsibilities & Expectations

As a volunteer, you will be expected to

- Operate on self-management, if you need to rest please do so and please make sure you are hydrated
- Be punctual and reliable in the fulfillment of your volunteer assignment
- Consider as confidential all information that you hear directly or indirectly concerning a homeowner, volunteer or staff member
- Accept direction from staff willingly and show initiative

Flexibility

The only thing that is for sure is that things will not always go according to plan. In addition, you may be scheduled for one task but we need you to switch to something else. We greatly appreciate your flexibility because it is critical to the success of the ReStore.

Hopefulness and a positive attitude

Please not that not everyone will do things the way you will do them. Not everyone will share the same skill set. It's important that everyone be positive, cheerful, accepting of others and committed to making things work, by doing so we will overcome the challenges that are bound to arise.

Willingness to serve

Regardless of the task you are scheduled for, in most cases you will be taking direction from someone. Your commitment to work with us is appreciated. Your willingness to take direction, which at some times may go against what you'd like to do, will be necessary. Working as a team is a rewarding experience. We appreciate your understanding and willingness to do whatever is required.

Enthusiasm

Enthusiasm can make the difference between a project being a success and a failure. We request that everyone be enthusiastic. It will make an enormous difference.

Patience

At times we will have stoppages in work. This will happen for a variety of reasons. See it as an opportunity to have a break, to think about what we are here to accomplish, to enjoy the surroundings. Lags in workload are not scheduled but will occur. We request that you accept them and be patient.

Sense of humor

Everything is better and more successful when a sense of humor accompanies us-please remember to bring yours!

Age Restrictions

Flatirons Habitat for Humanity ReStore volunteers are very important and a valued part of the team. Because of the type of work available to volunteers at the ReStore, volunteers **must** be 18 years of age or older.

Community Service

- Community service workers must call and arrange community service 24 hours before working at the ReStore
- Everyone who does community service must bring in their paperwork and a valid ID to the ReStore at the initial meeting.
- Community service workers who cannot work at their arranged time must call the ReStore or their ability to work here may be revoked.
- Community Service workers are allowed .5 hour lunch and two 15 min breaks per eight hour shift. Any additional time must be arranged
- Community service workers are not allowed to leave the premises without permission of the management
- Any drug or alcohol use by community service workers during their shift will result in immediate termination from this facility and a report to the appropriate agency
- Community service workers will perform any tasks they are assigned
- The use of I-pods or other personal music devices constitutes a safety hazard and is not permitted while the community services worker is on duty. The use of cell phones is allowed on breaks and in case of emergency only.
- Community service volunteers must not wear open toed shoes

Inclement Weather

If the Boulder Valley School District is closed, then the ReStore will also be closed.

Unlawful Harassment & Discrimination

Flatirons Habitat for Humanity is firmly committed to providing a positive work environment free of discrimination and bias. Each volunteer is personally responsible for maintaining such a work environment. Flatirons Habitat for Humanity prohibits any actions, harassment, words, jokes, or comments based on an individual's sex, sexual preference, race, ethnic background, age, religion, physical condition, or other legally protected characteristic. Any conduct or action, whether overt or subtle, which creates an offensive or hostile work environment is prohibited and will be grounds for immediate disciplinary action. No volunteer, male or female, should be subjected to unsolicited or unwelcome sexual overtones or conduct, either verbal or physical.

Any volunteer who feels that he or she is a victim of sexual or discriminatory harassment is encouraged to let the harasser know that his or her behavior is unwelcome. It is Flatirons Habitat for Humanity's belief that everyone has a right to freedom from harassment in the workplace, on the basis of race, ancestry, place of origin, color, ethnic origin, citizenship, creed, gender, age, record of offences, marital status, family status, handicap, or sexual orientation.

Relations

While Flatirons Habitat for Humanity desires every volunteer to receive fair and impartial treatment, it does recognize that conflicts, misunderstandings, and problems arise from time to time. Problems or concerns may arise among volunteers or between volunteers and Flatirons Habitat for Humanity. Although most misunderstandings can and should be solved on an informal basis, more formal provisions have been made in order to resolve difficult problems. The procedure for raising a problem or concern is as follows:

1. The volunteer should directly inform the person who is the source or cause of the problem/concern that a problem/concern exists. Those involved should attempt to resolve the issue informally and independently.
2. If the volunteer does not wish to communicate directly with the person who is the source or cause of the issue or fails to satisfactorily resolve the

issue after discussing it with the other party, the volunteer should then contact the Flatirons Habitat for Humanity Executive Director Team.

Drug & Alcohol Use

Volunteers of Flatirons Habitat for Humanity are required to be medically (physically, emotionally and mentally) capable of performing the required work, free from the presence of illegal drugs, alcohol, or substances that diminish or impair their ability to perform the job. Any volunteer found under the influence of an illegal drug or abuse of prescription drugs, in possession of, using, selling, trading, or offering for sale illegal drugs or alcohol during business hours or on affiliate property or in an affiliate vehicle will be subject to termination of their role with Flatirons Habitat for Humanity. Lastly, volunteers with a drug, alcohol or other substance dependency are urged to seek professional treatment.

Smoking

In keeping with Flatirons Habitat for Humanity's intent to provide a safe and healthy work environment, smoking is prohibited in the Flatirons Habitat for Humanity ReStore. In recognition of federal law, any volunteer under the age of 18 is prohibited from smoking at any time on Flatirons Habitat for Humanity property or in Flatirons Habitat for Humanity vehicle.

Emergencies

If you see an emergency, a dangerous situation or potential situation, notify a supervisor immediately.

A fully stocked First Aid kit is always available in the ReStore. In the event of a minor injury, tell the area supervisor and then go to the First Aid station for treatment. In the event of a major injury or collapse, notify a staff person immediately.

More Resources

If you have any further questions, please contact us at 303-404-2008 or at storemanager@flatironsthift.org