



## **INTRODUCTION**

Welcome and thank you for your interest in volunteering with Habitat For Humanity, Freeborn/Mower County. We are happy that you have joined our team in partnership with God and people from all walks of life, to provide low-income families new hope in the form of simple, decent affordable housing.

Our words and actions are for the ultimate purpose of putting shelter in the hearts and minds of people in such a way that poverty housing and homelessness become socially, politically, and religiously unacceptable in our world. With these goals in mind employees and volunteers work as a community of caring people who demonstrate our faith by our actions toward each other and toward the community at large. We seek to work together in harmony, in an atmosphere of trust and confidence in each other.

It is our hope that you will join us in this spirit of partnership and that your work here at Habitat For Humanity, Freeborn/Mower is successful and fulfilling. We hope your volunteer experience will be rewarding, enjoyable, and worthwhile. Since Habitat for Humanity is primarily a volunteer organization, we rely on volunteers like you to help families in need realize the dream of owning a decent, affordable home. From our construction to our office, special events, and committee work, we rely on volunteers in every facet of our organization.

This handbook will provide you with general policies and practices of, Habitat For Humanity Freeborn/Mower hereafter referred to as HFHFM. You are encouraged to familiarize yourself with the contents of this handbook, for it will answer many common questions concerning your volunteering. In order to retain necessary flexibility in the administration of policies and procedures, HFHFM reserves the right to change, add, or eliminate any of the policies and/or benefits described in this handbook.

To help you better understand us and what your volunteering for, read on!

## **HABITAT 101**

Habitat for Humanity International (HFHI) is a nonprofit, ecumenical, Christian, housing ministry dedicated to eliminating poverty and homelessness. Habitat works in partnership with low-income working families, sponsors, and communities to build and renovate decent, affordable housing. Through volunteer labor, donations of money and materials, Habitat builds and rehabilitates simple, decent houses with the help of the homeowner (partner) families. Habitat houses are sold to partner families at no profit, financed with affordable, no-interest loans. The homeowners' monthly mortgage payments are used to build still more Habitat houses.

Habitat is not a giveaway program. In addition to a down payment and the monthly mortgage payments, homeowners invest hundreds of hours of their own labor -- sweat equity -- into building Habitat houses and working in various support areas.

Habitat for Humanity's work is accomplished at the community level by Habitat affiliates independent, locally run, nonprofit organizations. Each affiliate coordinates all aspects of Habitat home building in its local area - fund raising, building site selection, partner family selection and support, house construction and mortgage servicing. Habitat for Humanity International's headquarters, located in Americus, GA, provides information, training and a variety of other support services to Habitat affiliates worldwide.

Habitat for Humanity invites people of all backgrounds, races and religions to build houses together in partnership with families in need. Habitat is a worldwide, grass-roots movement. There are more than 2,000 active affiliates in 89 countries, including all 50 states of the United States, the District of Columbia, Guam and Puerto Rico,

Habitat has built more than 150,000 houses around the world, providing more than 625,000 people with safe, decent, affordable shelter. HFHI was founded in 1976 by Millard and Linda Fuller. Former President Jimmy Carter partnered with Habitat in 1984 and has become Habitat's most famous spokesperson.

Throughout the world, the cost of Habitat houses varies from as little as \$800 in some developing countries to an average of \$46,600 in the United States. Families in need of decent shelter apply to local Habitat affiliates. The affiliate's family selection committee chooses homeowners based on their level of need, their willingness to become partners in the program, and their ability to repay the no-interest loan. Every affiliate follows a nondiscriminatory policy of family selection. Neither race nor religion is a factor in choosing the families who receive Habitat houses.

Donations, whether to a local Habitat affiliate or to HFHI, are used as designated by the donor. Gifts received by HFHI that are designated to a specific affiliate or building project are forwarded to that affiliate or project. Undesignated gifts are used where most needed.

## **YOUR HABITAT FOR HUMANITY FREEBORN/MOWER COUNTY AFFILIATE**

Between our inception in 1991 and spring 2008, we have built 27 homes. This year we may build 1 house in Mower county. We have a multifaceted operation that not only includes home building, but also administrative and deconstruction operations. Included in that is a Restore for selling used materials.

# **VOLUNTEER RELATIONSHIP**

## ***Nature of Volunteering-At Will***

This handbook is not an employment nor volunteer contract and is not intended to create contractual obligation of any kind. Neither you nor HFHFM is bound to continue the volunteer relationship if either you, or HFHFM, choose to end the relationship at any time.

## ***Personal Data Changes***

It is important for you to notify HFHFM of any changes in personal data. Personal mailing addresses, telephone numbers, individuals to be contacted in the event of an emergency (an emergency phone number can be vital), and other such status reports should be kept accurate at all times.

## ***Attendance and Punctuality***

In order to ensure a smooth operation, we ask that volunteers extend Habitat common courtesy in informing us of absences, late arrivals, and early departure. Volunteers are essential to Habitat; we depend on you and miss you when you are not here.

## ***Volunteer Development***

HFHFM wishes to foster an efficient and professional work environment by encouraging each volunteer to take advantage of job related educational and, vocational opportunities. When possible, volunteers are encouraged to attend conferences, seminars and other training programs. The Executive or Associate Director will consider requests for volunteer development on a case-by-case basis.

## **HABITAT FOR HUMANITY FREEBORN/MOWER RESTORE MISSION STATEMENT**

THE MISSION OF OUR RESTORE IS:

- To raise money for the building of Habitat houses
- To sell merchandise at reasonable prices
- To promote awareness of our mission to eliminate poverty housing in the two county area

### **VOLUNTEERS**

In order to accomplish it's mission, the Habitat Restore relies on volunteers to help with all aspects of store operations, from picking donations to pricing to displaying items. Also needed are volunteers for organizing, running the register, and helping customers.

When people think of volunteering for Habitat for Humanity, many think of working on a construction site, and being involved with the actual building of a house. It is important to know that you do not need to hammer to help Habitat. The Restore relies on volunteers to operate the Restore and makes the building of houses possible. It is only through time and effort of volunteers like you that Habitat can continue to fulfill its mission.

### **VOLUNTEER JOB DESCRIPTIONS**

- Cashier: Ring in sales, operate card and check machines, fill out *Shift Report*. Help answer customer calls and questions.
- Showroom Organizer: Arrange items on shelves, mark prices down every two weeks, help answer customer calls and questions.
- Pricing Assistant: Help staff in pricing product using the *Pricing Guide* and their own experience.
- Warehouse worker: Help unload trucks, keep accurate records of material coming into the Restore.
- Truck Driver/Pick Up Persons: Pickup donations throughout the community, deliver them to the Restore, help load and unload trucks

Volunteers are encouraged to add their names to the volunteer calendar at the cash register- volunteer shifts are usually half days (this may vary) or four hours. Volunteers are encouraged to wear a Habitat shirt, if they wish.

PLEASE SIGN IN-We need to track volunteer hours each month.

### **SOME GUIDELINES TO FOLLOW**

- All sales are cash and carry. No lay-away is available. No trade-ins are allowed.
- All sales are final!!!

- Any item not taken should immediately have a “SOLD” sticker completed and attached. Sold items can be stored for a maximum of seven (7) days. After that period a fee of \$5.00 a day will be assessed.
- Items can be held until the end of the business day if a customer requests. A small item maybe stored behind the counter. It should be put back on display if the customer does not claim it at the end of the day.
- Limited delivery is available, but only at the manager’s approval. Only the manager may schedule delivery times. Customers should see the manager for details and fees.

#### ABOUT THE HABITAT RESTORE

- Pick Ups: Scheduled weekday mornings by Warehouse Manager. These are recorded on *Request for Pick Up* sheets by the telephone.
- Phones: Feel free to answer the phones anytime. To put a call on hold simply press the “HOLD” button and hang up. Our numbers are: Local; 433-1349. Out of the area; 1 (800) 300-1349.
- Directions: We are located at 800 7<sup>th</sup> street N E, just south of the Hormel Plant on the corner of 7<sup>th</sup> Street and 7<sup>th</sup> Avenue.
- Donation Drop Off: Give donor forms (in folder by register) to anyone who brings donations to the store. All donations are tax deductible. Take the donation to the office (if small enough) to be priced. We accept building materials only. No clothes, appliances, small appliances, food, sporting goods, housewares, furniture, books, or electronics. Any question on a donation, ask the Restore Manager.
- Store Hours:

# **TOP 10 QUESTIONS ABOUT THE RESTORE**

## **1. What is the Purpose of the Restore?**

The primary purpose of the Restore is to raise money that buys materials for the building of Habitat homes. In addition, the store provides used items at reasonable prices to the general public and helps promote awareness of Habitat for Humanity Freeborn/Mower and its mission.

## **2. What items are accepted as donations to the store?**

We are always in need of building materials. These include: doors, windows, cabinets, sinks, plumbing and lighting fixtures, hardware, anything that can be used on a house. We do not accept: lumber, small appliances, clothing, food, household items, used paint, and used carpet (unless it is in excellent condition).

## **3. How are donations used to help Habitat?**

All donations are given to the restore and are sold to the public with 100% of the proceeds going to build Habitat homes. The construction committee typically orders materials in bulk for projects, but often, donated tools and other materials are used.

## **4. How are pick ups scheduled?**

The Restore manager schedules pick-ups every weekday morning. Our pick up area includes all of Freeborn and Mower counties.

## **5. Who works at the Restore?**

The store has a full-time manager as well as volunteers and part time truck drivers. Instead of paid employees, the Restore relies on the efforts of volunteers from the local community. The volunteers are responsible for everything from pricing materials to running the register to assisting customers. Our volunteers are the backbone of the operation and we always welcome new recruits.

## **6. How are prices determined?**

Many people confuse our Restore with centers whose purpose is to provide handouts to the needy, or just another thrift shop. In fact, many donations we receive are of very high quality, and are priced according to their original price, with additional deductions based on condition; usually 50% or better. “buy a bargain, Build a House”.

## **7. Why are all sales cash and carry?**

Because we have limited amount of displayed storage space, we are unable to do layaway or partial payments on merchandise. Items paid in full can remain in the store for seven days so the customer can arrange for pickup. Some delivery service is available at the discretion of the Restore Manager.

## **8. Are all sales final?**

**YES!**

## **9. Are prices negotiable?**

Once an item has been priced, that price is fixed unless the Store Manager decides otherwise. Our volunteers and staff set prices with guidance from the *Pricing Guide*. All price tags are dated and prices should be marked down 15% every two weeks, or as the store manager deems necessary. We do not encourage “bargaining” with our customers, simply because it creates confusion as to the “real” price of an item, and defeats the purpose of the hard work done by our pricing volunteers. In addition, we do not wish to discriminate by giving one customer a discount and not another. We aim to make our prices reasonable, thereby eliminating the need for discounting.

## **10. How can I help the Restore even if I’m not in the store?**

Tell your friends about us! Spread the word about the great work being done by Habitat for Humanity Freeborn/Mower. Get to know the Homeowner families and feel good about helping families achieve the American dream of home ownership.

## VOLUNTEER ACKNOWLEDGEMENT

I am in receipt of the Habitat For Humanity Freeborn/Mower Inc Restore Volunteer Handbook. I understand I should consult with the Director, Associate Director, or Volunteer Coordinator if I have any questions about the policies, procedures and benefits contained therein.

I understand that from time to time there may be revisions to the Restore Volunteer Handbook. Such revisions will require the prior approval of the Executive Director, and will be communicated to volunteers through official notices.

I have entered into my volunteer relationship with HFHFM and acknowledge there is no specified length of volunteering. Accordingly, either HFHFM can terminate relationship at will, with or without cause, at any time, or I may do so.

Furthermore, I acknowledge that this Handbook is neither a contract of employment or volunteering, nor a legal document. Although some or all of the policies, procedures, and benefits may have been explained to me verbally, I understand that it is my responsibility to fully read and comply with the policies contained in this handbook and any revisions made to it.

Volunteer signature: \_\_\_\_\_

Date signed: \_\_\_\_\_

**PLEASE READ AND SIGN THIS PAGE, DETATCH, AND RETURN IT TO THE APPROPRIATE HFHFM EMPLOYEE**