



ReStore

Habitat for Humanity of Greater Memphis

volunteer handbook



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Volunteer Management Contact Information

Lee Chase IV
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ReStore Management Contact Information

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ReStore General Information

Store Days and Hours: Tuesday, Wednesday, Friday, and Saturday 11 a.m. – 5 p.m.
Donation Center Days and Hours: Tuesday – Saturday 11 a.m. – 5 p.m.
Address: 7130 Winchester Rd, Memphis, TN, 38125 | 920 W Poplar Ave, Collierville TN 38107
Phone Number: 901-RESTORE (901-737-8673)
Website: www.memphisrestore.com
Facebook and Instagram: @memphisrestore

The Habitat ReStore — Good Deals for an Even Greater Cause!

About the Habitat Memphis ReStore

The Memphis ReStore is owned and operated by Habitat for Humanity of Greater Memphis. The ReStore accepts donations of new and gently used furniture, appliances, building materials, windows, doors, and more from individuals and organizations, then sells those items to the general public at discount prices. All proceeds from the ReStore benefit the programs of Habitat for Humanity of Greater Memphis.

Habitat for Humanity's Vision

A world where everyone has a decent place to live.

Habitat for Humanity's Mission

Seeking to put God's love into action, Habitat for Humanity brings people together to build homes, communities and hope.

**"The experience was great,
and knowing that I made an
impact with such an amazing
organization felt exhilarating."**

– ReStore Group Volunteer

About Habitat for Humanity of Greater Memphis

Habitat for Humanity of Greater Memphis partners with people in our community to help them build or improve places they can call home through new home construction, rehabilitation projects and Aging in Place accessibility and mobility modifications for aging homeowners.

Since 1983, Memphis Habitat has helped more than 600 first-time homebuyers secure affordable mortgages and completed rehabilitation and home modification projects in partnership with more than 1300 local homeowners, helping them achieve the independence they need to build a better life for themselves and their families.

How do Memphis Habitat and the ReStore work together?

The ReStore's mission is to raise funds to benefit Habitat for Humanity of Greater Memphis, provide fun and unique volunteer opportunities for individuals and groups, and keep usable materials out of landfills. All donations and sales support Memphis Habitat's work to help local families build strength, stability and self-reliance through shelter.

How do volunteers fit in?

The store is primarily run by volunteers who help sort and organize donations, stock shelves, assist customers, test appliances and electronics, and much more. Our volunteers are the reason the doors stay open—they are much needed and much appreciated!

THANK YOU! We're excited for you to join our team!



Who Can Volunteer?

Groups

The Memphis ReStore can accommodate groups of up to 10 volunteers on Mondays, Thursdays, and Saturdays for two-hour events. We recommend that you schedule your group at least a month in advance to ensure that your preferred date is available. Please contact Volunteer Engagement Manager **Lee Chase IV** at lchase@memphishabitat.com to schedule your group today!

“Blue Hat” Volunteer Leaders

Do you enjoy leading groups in fun activities in your spare time? Then being a Blue Hat is just for you! As a Blue Hat, you will lead 5-25 volunteers from private groups with tasks. If you are interested, don't hesitate to contact Volunteer Engagement Manager **Lee Chase IV** at lchase@memphishabitat.com to learn more!

****We do not have any court-ordered community service hour opportunities at this time.**

Habitat is pledged to the letter and spirit of all federal, state and local laws and regulations pertaining to equal opportunity. Habitat complies with all applicable anti-discrimination laws and does not illegally discriminate against, or give preferential treatment to any individual or group on the basis of age, race, gender, color, economic status, ethnicity, linguistic heritage, cultural background, national origin, ancestry, physical or mental disability or ability, medical condition, religious creed, marital status, employment status, housing status, sexual orientation, gender identity or veterans status or any other characteristic or status or distinction that is protected by law in the selection of participants and volunteers for Habitat's programs and services.

How Do I Volunteer?

First, a link will be provided that leads to the registration form. Once signed up, you will receive an email confirmation with tips on what to wear and what to expect. Another email will be sent 3 days before your volunteer date. If you have any questions, please email **Lee** at lchase@memphishabitat.com or call him at **901-745-2811**.

Volunteer Safety Guidelines

Safety is our first priority — and it is everyone’s responsibility. Please be sure you have read and understand the safety guidelines and information on the waiver before arriving at the store. If you see a situation that appears unsafe — it probably is. Please inform a Habitat staff person or lead volunteer immediately. Anyone who does not follow the safety guidelines will be asked to leave the store.

- Volunteers must be dressed appropriately for ReStore volunteer shifts and are required to **wear closed-toe, closed-heel shoes.**
- Safety glasses, gloves, and ear plugs are also available for use during your shift.
- If you cut or injure yourself, or someone else cuts themselves or gets blood on you, report this immediately to your Blue Hat. If they are unavailable, report it to Maria Gonzalez or Tiffany Parker.
- Keep items on carts or wheels to prevent too much lifting.
- Lift with your legs with a straight back, not with your back!

**“ The atmosphere was friendly.
We worked together and got a
lot accomplished as a team.”**

– ReStore Blitz Night Volunteer

First Aid Kits

The first aid kits are located in the Customer Service area at the front of the store. Staff members who are first aid/CPR certified are on-site at all times.

AEDs

The AEDs are located at the customer service desk and in the donation center. Trained staff will assist with use.



What Do I Need to Know Before My First Volunteer Day?

Clothing

Volunteers must be dressed appropriately for ReStore volunteer shifts. Appropriate clothing includes comfortable, casual clothes that you can work in and don't mind getting dirty. You **must wear** closed-toe, closed-heel shoes such as tennis shoes or work boots.

If you arrive wearing inappropriate clothing or shoes, you will not be permitted to work.

Examples of inappropriate clothing include: items featuring offensive or explicit content; low-rise pants or sagging pants; sheer shirts or short shorts; flip flops, sandals, ballet flats, or any shoes that aren't closed-toe, closed-heel; and loose hanging jewelry.

“Volunteering at the restore was so fun. Talking and sorting through items with Jennifer was a fun task and time flew by! Almost didn't want to leave.”

— ReStore Daily Volunteer

Personal Items

Please leave all valuables at home. The ReStore accepts no responsibility for lost or stolen property.

We recommend that you put your purse or wallet in the trunk of your car before you leave home — not in the parking lot.

Code of Conduct

It is our policy that every person at any Habitat activity is entitled to be treated with dignity, courtesy, and respect.

We reserve the right to dismiss anyone from their volunteer shift and the ReStore who engages in activities prohibited by this policy and bar them from coming back to the ReStore in the future. Violations of this policy will be taken seriously and handled accordingly.

What Will Happen My First Day?

If you are unable to make it for your scheduled shift, please contact Lee Chase IV, Volunteer Engagement Manager, at Ichase@memphishabitat.com.

Start of Shift

Please enter through the Donation Center doors (to the left of main store entrance). Let the staff know it is your first day of volunteering and ask to see Tiffany or Maria. They will get you checked in, give you a name tag, and set you up for your first task.

ReStore Policies

Unloading Donations

Donors are always viewed as a top priority. You may be asked to lift up to 40 lbs, but do not lift more than you are comfortable with. Volunteers should immediately assist donors in safely unloading items from their vehicles and bringing them to the appropriate location for testing and pricing.

All volunteers are responsible for knowing and enforcing the DO NOT TAKE list of items that we cannot accept.

All donors should be provided a tax-deductible donation form.

Loading Purchases

SOLD items can be held for 3 days. One courtesy reminder call will be made to the customer before the sold item is considered a donation and returned to the sales floor.

Pricing

We do not negotiate prices.

Pricing of donated items is done by staff, leads or specifically trained volunteers.

Any price reductions are determined only by staff based on how long a product has remained on the sales floor.

Returns

Returns are refunded via the form of payment that was used for the sales transaction.

Returns are refunded with store credit and are only accepted on:

- Large purchase items that are still in the store and are marked with a “SOLD” ticket
- Electronics

Refunds exceeding \$100 will be provided via check from Habitat for Humanity of Greater Memphis.

Volunteer Purchases

You may only purchase items that are on the sales floor. Items must be purchased at the register with a ReStore Manager or the Director present.

Volunteers must be signed out at the end of their shift before making a purchase.



of every dollar raised helps
build/improve local homes.



**“This was an awesome experience. I met amazing people
my age who were thrilled to serve the community.”**

– ReStore Daily Volunteer



over
3,200 volunteers
strong in 2023



7130 Winchester Rd, Memphis, TN 38125 | 920 W Poplar Ave, Collierville TN 38017 | 901-RESTORE
Open Tuesday, Wednesday, Friday & Saturday | 11 a.m. to 5 p.m. | memphisrestore.com