



 Habitat for Humanity®

ReStore®

VOLUNTEER GUIDE

volunteering at our ReStore



ReStore locations

Trainyards

613-744-7769

[768 Belfast Road](#)

Mon-Sat: 9am-5:30pm

Sun: 12pm-5pm

Off Merivale

613-225-8400

[7 Enterprise Avenue](#)

Mon-Sat: 9am-5:00pm

Sun: 12pm-5pm

Stittsville

343-545-0481

[3 Iber Road](#)

Mon-Sat: 9am-5:30pm

Sun: 9am-5pm

A few things to keep in mind about volunteering at the ReStore:

- 🔗 Our ReStore Orientation is mandatory for new volunteers and must be completed before signing up for your first shift. We schedule an Orientation every month.
- 🔗 All volunteers must be a minimum of 16 years of age.
- 🔗 We ask for a regular commitment of a 4 hour shift, every week or every second week.
- 🔗 Volunteers are required to provide and wear their own steel toe boots/shoes while volunteering in the ReStore.

Learn more about the Habitat Greater Ottawa ReStore: habitatgo.ca/restore

ReStore volunteer roles/descriptions:

Greeting

This position is primarily involved in customer service. Greeters are tasked with welcoming customers to our store and helping them find what they are looking for. Greeters can help to convey our mission and message. They act as support for our cashiers: attending to customers waiting in line to pay, signing them up for our e-flyer, stamping loyalty cards, etc. At times when there are fewer customers in the store, Greeters will assist the cashiers and floor staff in sorting, pricing, and merchandizing small items for the store front. This placement may interest you if you are a gregarious person who enjoys interacting with others and meeting new people.

Light Upkeep

This position in the Restore involves merchandising and restocking product and displays on our sales floor. This placement encompasses departments such as lighting, home décor, paint, and small bagged product at the store front. Product must be refilled from overstock or selected from prep and arranged in a way that is appealing and “shoppable”. Those in this placement with expertise in home decorating might advise on the placement and arrangement of furniture vignettes. This placement may be of interest to you if you have an eye for detail and an instinct for aesthetics.

Heavy Upkeep

This position involves moving and organizing heavy product such as windows, doors, flooring, and kitchen cabinets. These items must be moved from receiving or prep to our sales floor and presented in a safe and systemized fashion. These volunteers ensure these departments are restocked and that large items are properly placed and secured. They are also tasked with assisting staff and Light Upkeep volunteers by moving heavy furniture items into display arrangements. If you enjoy physical work and have an inclination for orderliness, you may enjoy this placement.



Prep

Prep volunteers are involved in processing incoming donations and ensuring they are ready for the sales floor. Appliances, lighting, and tools must be tested; furniture or cabinets may need minor repairs; all items must be sorted, cleaned, and made presentable. This placement is diverse. Prep volunteers may have skills such as carpentry or electrical, or may simply enjoy cleaning and organizing. If you are manually adept and would enjoy dealing with a diversity of incoming donations, this placement may be of interest to you.

Metal Recycling

When items made partly or entirely of metal are found to be non-functional or unsellable after being tested and vetted by our prep volunteers, they are transferred to the scrap station. There, these materials are processed in order to minimize waste and maximize value at the scrap yard. Metal recycling volunteers are tasked with carefully dismantling items, separating metal from non-metal and separating metals of differing values from each other. If you enjoy breaking things down into their component parts, you may enjoy this placement.

Receiving

Receivers are the first point of contact when donations arrive at the Restore. Receiving volunteers assist our staff in unloading donations and conveying them to the prep area. Some donations arrive on our Restore Trucks, but many are brought directly to our back door by businesses and the public. Therefore our Receivers are also tasked with providing a positive donor experience. Receiving volunteers collaborate with staff to maintain a safe and organized work environment, facilitating a steady flow of donations into the store and preventing backlog. This placement may be of interest if you maintain a positive demeanor and enjoy getting physically involved.

Truck

Truck volunteers accompany our drivers as they pick up and transport donations across the city. This placement is unique in that it requires a mandatory full day time commitment. Truck volunteers are primarily tasked with assisting our drivers in moving donations on and off of our Restore vehicles. They also may assist in navigation and can act as a second pair of eyes when our vehicles must maneuver into difficult spaces. Our Truck crews are ambassadors for Habitat and are entrusted with representing our image in the community. If you pride yourself on being punctual, dependable, and hard-working, this placement may be right for you.



Shift sign up & cancellation

You are welcome to schedule your ReStore shifts via [MyVolunteerPage.com](https://www.habitatgo.ca/volunteer) once you have completed Orientation. You will also have the option to remove shifts from your schedule.

If you have questions about how to sign up for a shift or how to cancel one of your shifts, please contact Jenny Grenville at volunteer@habitatgo.com.

When you arrive for your first shift

- 🔗 Please check in with the ReStore Manager/or ReStore Staff
- 🔗 Pick up your volunteer t-shirt and change into your CSA approved steel toe boots/shoes
- 🔗 There is a sign-in station at each ReStore. Please fill in your first and last name and the time you started your shift.
- 🔗 Before you leave for the day, please do not forget to sign out and total your hours for the day.
- 🔗 Don't forget to have fun!

Contact us

ReStore Train Yards:

Rob Robitaille

managerbelfast@habitatgo.com

ReStore off Merivale:

Karen Vejpreva

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ReStore Stittsville:

Bruce Latham

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Community Engagement Coordinator:

Jenny Grenville

volunteer@habitatgo.com

Learn more about Habitat for Humanity Greater Ottawa by visiting [habitatgo.ca](https://www.habitatgo.ca) and watch a brief video on the [Habitat Greater Ottawa model](#).

