



## Volunteer FAQ's

1. How old do I have to be to volunteer?
  - a. Volunteers must be 16 years old with a signed waiver by a parent to volunteer in our ReStores, and 18 years old to volunteer on our construction sites.
2. Do you accept community service volunteers?
  - a. As of August 2022, we no longer accept court-ordered or lawyer recommended volunteers at our ReStores.
3. Do you provide letters for volunteer work?
  - a. We do provide letters for our ReStore and construction volunteers! Please click [here](#) to request an hour letter. Hour letters will not be provided to those who are completing hours for court.
4. How many hours do I have to volunteer?
  - a. We ask that you commit a minimum of three hours per shift in our ReStore. Construction volunteers should plan to stay the whole day. We do take a lunch break mid-day.
5. When are opportunities available for me to volunteer?
  - a. We have opportunities available from 9:30am-5:00pm Tuesday through Saturday at both of our ReStores, and we ask you to commit to a minimum of three hours. We typically build Wednesdays, Fridays, and Saturdays from 8:30am-3:00pm on Construction days.
6. How do I start volunteering for Construction?
  - a. You must complete an in-person orientation with us prior to volunteering on our build site. Please click [here](#) to register for an orientation. Orientations take place on the first Wednesday and third Saturday of each month. There is a limited number of slots open for each session, so please register as soon as you see an opening. We do not offer a virtual orientation, you must attend in person.
7. How physically demanding is volunteering on a construction site?
  - a. Volunteers should be reasonably physically fit and prepared to do the work that is planned for the day. Some tasks are more physically demanding than others. It is

important that all volunteers communicate to the construction supervisor any concerns they may have about particular tasks, such as climbing ladders or working with power tools.

8. I'm unskilled, does that matter?
  - a. While we welcome skilled volunteers and want to encourage those in the building trades to join us on site, the majority of our volunteers have no construction experience whatsoever. We provide training and guidance on the day's tasks.
9. What do volunteers do on site?
  - a. Volunteers perform a huge range of tasks, depending on the stage of construction. You could be assisting with demolition, framing, porch building, installing windows, painting, siding, landscaping, site clean-up or anything else that helps get the house built and ready for occupancy. We encourage everyone to try all tasks, but please alert staff if you feel uncomfortable doing something. We want you to feel safe on site.
10. Can I get a ride to and from the site or the ReStore?
  - a. ***We do not provide or arrange transportation.*** There is parking available at the site along the road. Please do not park directly in front of the build that is for our construction vehicles. Please be respectful of the neighborhood and do not block driveways, mailboxes, and trash cans. We do encourage carpooling whenever possible. There is also parking available at both ReStores.
11. Is lunch provided if I volunteer?
  - a. Lunch is not provided on our construction sites or our ReStores. Please plan to pack and bring your own lunch. We encourage you to bring your own water in a reusable water bottle, but water is there for volunteers on-site and in the ReStores.
12. What if I need to cancel?
  - a. There is a link to cancel the shift at the bottom of the email. If you cannot find it, please email our volunteer office at [volunteer@shrhabitat.org](mailto:volunteer@shrhabitat.org) to ask them to remove your registration. Please be sure to tell them the date you need to cancel.
13. How are volunteers supervised?

- a. Our construction staff who make sure all build site volunteers have a safe, productive, and fun day. Additionally, we have site crew leaders who work alongside the volunteers and provides training and general supervision.
  - b. The ReStore has staff members who supervise volunteers. Please check in with a staff member at the sales counter when you arrive for your shift and they will review the tasks for the day. We want your ReStore experience to be safe, productive, and fun so please make the staff member aware of any skills or limitations you may have when you arrive.
14. What do I need to bring when I volunteer?
- a. Construction volunteers need to bring lunch and plenty of water to drink throughout the day. In addition to plenty of water, sunscreen and bug spray is also very important during the summer months.
  - b. Construction volunteers should wear clothes that can get dirty and are appropriate for the weather. Heavy-soled shoes (athletic shoes are fine) are also important. No open-toed or open-backed shoes (e.g. clogs, crocs, Birkenstocks, etc.) are permitted. We recommend you bring your own work gloves. If you do choose to bring tools please make sure they are clearly labeled as your own. We are not responsible for lost or broken personal tools.
  - c. ReStore volunteers must dress appropriately for a retail setting. Jeans and shorts are acceptable as long as they are clean and have no holes or rips. Close-toed shoes are essential. No open-toed or open-backed shoes (e.g. clogs, crocs, Birkenstocks, etc.) are permitted. Clothing should be comfortable and provide good coverage. Please do not wear clothing with messages or crude/offensive language.

If you have any further questions, please email our Volunteer Coordinator at [volunteer@shrhabitat.org](mailto:volunteer@shrhabitat.org) or call at 757-640-0590 ext. 209. Our volunteer coordinator is only in-office Monday, Tuesday, and Wednesday.