



## Volunteer FAQ

### **I've never held a hammer in my life, can I still work onsite?**

We welcome volunteers of all skill levels and we provide all the training you will need! No experience is required to volunteer with us. Plan on getting a good night's sleep and eating a full breakfast before your day on site.

### **How old do I have to be to work onsite?**

At our construction sites, building blocks and home and community facility repairs: volunteers must be at least 16 years old to work at any of our construction sites, and at least 18 to work on roofs, scaffolding or use power tools. Minors must be accompanied by a chaperone. All volunteers under 18 must arrive onsite with a waiver signed by their parent or legal guardian.

At our ReStore: volunteers must be at least 16 years old to work at our ReStore and each minor (under age 18) must be accompanied by a chaperone (over age 21). All volunteers under 18 must arrive onsite with a waiver signed by their parent or legal guardian.

At our park and community garden beautifications: volunteers must be at least 14 years old to work at our park beautifications. Minors must be accompanied by a chaperone. All volunteers under 18 must arrive onsite with a waiver signed by their parents or legal guardian.

### **What days can I volunteer?**

Our available volunteer days vary, depending on our current projects. Check the volunteer calendar at [www.habitatgsf.org/volunteer](http://www.habitatgsf.org/volunteer) for available dates.

### **How do I sign up to volunteer as an individual?**

Please visit our volunteer calendar, select the volunteer shift on the date in which you are interested, and click on the "sign up" button at the bottom of the shift description.

### **How to I sign up a group?**

Please see our “Volunteer as a Group” FAQ , on our volunteer page, for more information.

### **How far in advance do I need to schedule a group build day?**

We try to post volunteer opportunities at least three months out. The sooner you book your group reservation, the better.

### **What is the maximum group size I can book?**

Home repair maximum: 5

ReStore maximum: 15

Park and garden event maximum: 20

Community facility repair: 20

Building Blocks event maximum: 20

### **Can I come late or leave early?**

No. We count on all volunteers to commit to their full shift.

### **How should I prepare for my shift?**

Dress for the weather in clothing you don't mind getting dirty/ruined, and sturdy, closed-toed footwear. Bring a water bottle. Bring a lunch if you are working a full day shift since lunch is not provided.

### **Should I bring tools or equipment?**

No. We provide all tools and equipment.

### **It's raining! What do I do?**

We work rain or shine. If you are unsure due to severe weather, [please call our rain line (San Francisco: 415-919-4069, East Palo Alto: 415-919-4068) after 7:00am on your volunteer day. If you are volunteering at the ReStore, the rain will not affect your volunteer shift.

### **Is there parking available for volunteers?**

Parking may be limited so beware of posted rules. Carpool or take public transit if possible.

### **I have to cancel! What do I do?**

Please check the confirmation email you received when you signed up. It includes a cancellation link.

### **Are there other ways to volunteer that aren't on the volunteer calendar?**

Yes. We could use the help of those with specialized skillsets. We are often in need of office volunteers who have administrative, data entry, and/or customer service skills. At the ReStore we could use extra help from those with administrative, research/marketing, retail operations, and/or photography skills. If you have a special skillset that you would like to provide volunteer help with, please reach out to us at [volunteer@HabitatGSF.org](mailto:volunteer@HabitatGSF.org)

### **Can my volunteer service hours count toward school or traffic tickets?**

After you volunteer, please email us at [volunteer@HabitatGSF.org](mailto:volunteer@HabitatGSF.org) asking for your hours to be verified and we will happily send you a confirmation letter. If there is a specific form that you need us to fill out, just send it our way. Thanks for volunteering!

### **How can I give my feedback?**

We always welcome feedback. Please call us at 415-625-1029 or email us at [volunteer@HabitatGSF.org](mailto:volunteer@HabitatGSF.org) with any questions, concerns or advice you may have about your volunteer experience.