Habitat for Humanity®
ReStore®
The Habitat ReStore Safety Guide
Table of contents

1. **Personal safety for staff members and volunteers**
   a. Medical and first aid
   b. Personal protective equipment
   c. Fall protection and ladders
   d. Safe lifting
   e. Incident reporting

2. **General Habitat ReStore safety components**

**SAFETY**

Habitat ReStore Safety Guide

The Habitat ReStore Safety Guide contains OSHA regulations and requirements, as well as requirements and best practices fro...
OSHA 1910 General Industry

• What is OSHA?
  • Occupational Safety & Health Administration

• When was it created?
  • OSH Act – 1970
  • Formally became a law in 1971

• ReStores fall under the retail store category
OSHA 1910 General Duty Clause

- Each employer shall furnish to each of the employees...a place free from recognized hazards that are causing or are likely to cause death or serious physical harm.
Must vs. Should

• **MUST –**
  • It’s the law
  • Each regulation is cited with link
  • Vetted by Legal Team
• **SHOULD -**
  • Gray area – not attached to law
  • Good practice
  • Lockton recommends
So why do we have to?

- 2,603 ReStore claims since 2013
- 13 claims have incurred more than $250k each
- Leading causes...
  - Slips, trips & falls
  - Strains & sprains
  - Struck by object
Benefits of reporting quickly

- Builds relationship with injured party
- Benefits arrive more quickly
- Associate returns to work quicker
- Minimizes litigation (lawsuits)
Safety Guide Sections

• People
• General Safety Regulations
• The ReStore Building (facility)
• The ReStore Vehicle & Donation Ambassadors
Leadership, Governance and Compliance

So who is in charge?
III. FACILITIES AND THE HABITAT RESTORE PHYSICAL SPACE

Fire extinguishers

Practical guidance

INTRODUCTION

Affiliates should strive to prevent fires from happening in Habitat ReStore facilities, and everyone working in the facility should be prepared if one occurs. Along with the emergency action plan and the fire protection plan, quick access to fire suppression devices can save lives. Routinely inspected and well-maintained OSHA-compliant portable fire extinguishers are required in all stores (unless otherwise approved by fire suppression systems exist). (OSHA 1910.157x)

REQUIREMENTS

OSHA REQUIREMENTS

The following OSHA guidance on portable fire extinguishers applies to all Habitat ReStores (note that this list is not exhaustive; affiliate and store management should become familiar with all related federal, state, and local regulations). 

- The affiliate must provide fire extinguishers and record, locate, and identify them within the store facility (i.e., on signage) so that they are readily accessible to staff members and volunteers.
- Fire extinguishers must be placed so that they can be reached within 75 feet of any point of the facility. (OSHA 1910.157x(1))
- Any portable fire extinguishers provided for use must meet OSHA requirements. (OSHA 1910.157x(2)(a)(2))
- Portable fire extinguishers shall be provided for employee use, or to protect employees, separate from a sprinkler system, and shall be located where they can be quickly and easily accessed by employees and volunteers.
- Affiliate and store management must ensure that all portable fire extinguishers are fully charged, operable, and in their designated place at all times except during use. (OSHA 1910.157x(2))
- All non-approved types of fire extinguishers must be removed from service.

INSPECTION, MAINTENANCE AND TESTING

The affiliate is responsible for ensuring the appropriate inspection, maintenance, and testing schedules are followed for their specific portable fire extinguishers. If the affiliate selects an approved alternative to portable fire extinguishers, it must be aware of and ensure compliance with the appropriate inspection, maintenance, and testing schedule.

All portable fire extinguishers are required to undergo monthly and annual maintenance checks. Management staff must record the maintenance date and retain the record for one year after the last entry. (OSHA 1910.157x(3)) Affiliates are strongly advised to contract with an external service provider for the maintenance, inspection, and testing of fire extinguishers. Note that local fire departments are often good resources for questions regarding fire extinguishers and monthly/annual testing.

TRAINING

Affiliate and/or store management teams must provide training for staff members and volunteers on the proper use of fire extinguishers and the hazards involved. This training must be provided upon onboarding (for staff members) or initial engagement (for volunteers) and at least annually thereafter. (OSHA 1910.157x(4)). Additionally, the training should be addressed with all staff members and volunteers anytime the location or route to access any fire extinguisher changes.

VOLUNTEERS

Volunteers should be trained on proper fire extinguisher usage to manage their own safety and potentially assist staff members if a fire occurs. Volunteers must not be held responsible for managing safety regulations or compliance.

- Volunteers can be trained on fire extinguishers but cannot be held responsible for extinguishing a fire.
- Volunteers cannot be responsible for inspecting or maintaining fire extinguishers.
- Volunteers can assist in keeping areas around fire extinguishers clear and unrestricted.
- Volunteers should take part in any fire drills.

Suggested activities

- Program setup:
  - Select and distribute OSHA-compliant portable fire extinguishers on site.
  - Train existing staff members and volunteers on the location and proper use of portable fire extinguishers.
  - Establish a schedule for the inspection, maintenance, and testing of portable fire extinguishers.
- Ensure that all portable fire extinguisher inspections are conducted monthly and annually. In addition to the guidance outlined in this manual, affiliate and store management are both responsible for understanding and carrying out the requirements provided by federal, state, and local laws.

Takeaway concepts

- Location and proper use of portable fire extinguishers.
- Hazards associated with improper stage firefighting.
Note: This is not intended to be an exhaustive list of all federal, state and local regulations. Please work with your local governance and regulatory agencies to determine individual state and city compliance.
Go be compliant

Just do it

Good luck...
just go do it!
Where to start?

• People...
  • If there is an emergency
  • If you need first aid
  • If there is severe weather
#1 - Emergency Action Plan (EAP) - required

To facilitate and organize employer and employee actions during workplace emergencies.
Types of Emergencies

danger, be careful

- Medical
- Fire
- Extended power loss
- Chemical spill
- Telephone Bomb Threat
- Severe Weather
Emergency Personnel Names and Phone Numbers

--- where are they? ---

- Who is here today? [✓]
- Designated responsible ReStore Leader Area/floor monitors [✓] [✓]
- Assistant to physically challenged
Emergency Phone Numbers

who ya gonna call?

Quick access to emergency support – “near proximity”
Utility Company Emergency Contacts

Specify name of company and phone number
Evacuation Routes & Egress

Evacuation, shelter, and accountability procedures
Checklists, Plans, and Guidance

activate when needed

Code Adam
(missing child)
procedures
Checklists, Plans, and Guidance

--- be ready ---

Active Shooter Procedures

RUN/ESCAPE
IF POSSIBLE

HIDE
IF ESCAPE IS NOT POSSIBLE

FIGHT
ONLY AS A LAST RESORT
Checklists, Plans, and Guidance

be prepared

Robbery Procedures
Emergency Action Plan

Practice, this is practice

Time for drills and practice
#2 - Fire Prevention Plan (FPP)

- Minimum requirement highlights
  - Listing out all potential fire hazards in the ReStore.
  - Aisles clear and exits unblocked?
  - Controlling combustible waste
  - A means to control fires (sprinkler system, fire extinguishers etc.)
#3 - Hazard Communication Plan

- Identify *in writing* all hazardous chemicals in the ReStore
- SDS binder is being replaced with an online portal from KHA
  - Portal is now live
- Staff training & retaining records
Questions?
Points of vulnerability

---------------------- gets us every time

RISKS AHEAD
Donation & Product Safety

• OSHA
• Consumer Product Safety

------------- don’t take the scary stuff -------------
First Aid Kits

ouch, that hurt

Do we need to have them?
Personal Protective Equipment (PPE)

------------- how much will it cost? -------------

Does the ReStore need to pay for PPE?
Loading Dock Safety Gate

cause it is a big drop

Can I use my dock door for ventilation?
Walking/Working Surfaces

Elevation changes
Safe Lifting

Proper lifting techniques – why does it matter?

ergo who?
Ladders

---

I can’t quite reach

---

Should the ReStore re-sell ladders?
Forklift Safety

• Training
• Daily inspections
• Regulations for battery charging

------------------ who gets to drive it? ------------------
Questions?
Department of Transportation

- Regulations will vary by state
  - Commercial vehicle +10,000lbs
  - DOT number
  - Logo
  - Driver medical exam
Department of Transportation

- Pre/post trip inspections
- Weigh stations
- Crossing state lines (Interstate)
- Emergency equipment on the truck
The ReStore Drivers

- Donor homes & safety
- Representing the Habitat brand
- How to prevent damage
- Empowering the Donation Ambassador
What you do makes a difference, and you have to decide what kind of difference you want to make.

- Jane Goodall
ReStore Available Online Training

- Lockton – HFH Safety Training Center
- Habitat Learns
- MyHabitat – ReStore Safety
  - Habitat ReStore Safety Guide
  - Training Toolkits
    - PowerPoints
    - Videos
  - Webinars