



## Volunteer Handbook

“The broadest, and maybe the most meaningful definition of volunteering: Doing more than you have to because you want to, in a cause you consider good.” – Ivan Scheier

**Issue Date: April 2021**

# Table of Contents

Message from the Director	.....	3
Organization Information	.....	3
Introduction	.....	4
-Our Mission		
-Our Values		
-Our History		
Staff and Board of Directors	.....	5
Our Programs	.....	6
Volunteer Opportunities	.....	7-8
How to Start Volunteering	.....	9-10
-Submitting an Application		
-Scheduling your shifts		
-Information for your first shift		
Volunteer Policies/Procedures	.....	11-16
Volunteer Positions: Things to Know	.....	17-20
New Volunteer FAQ's	.....	21
Safety and Cleaning Policies	.....	22-24
Waivers and Agreements	.....	25

# Letter from the Executive Director

Welcome to NourishPHX!

On behalf of the Board of Directors, staff and other volunteers, we can't thank you enough for donating your time here to NourishPHX.

We believe that each volunteer contributes directly to NourishPHX's growth and success, and we hope you will take pride in being a member of our team. This handbook is a tool for you to use while you volunteer. It will answer many, but not all, of your questions about your NourishPHX experience.

Please also feel free to contact me if you have any questions or have suggestions in assisting our clients!

Sincerely,

Beth Fiorenza  
Executive Director  
[beth@NourishPHX.org](mailto:beth@NourishPHX.org)  
602-775-5740

## Organization Information

### **Contact Information:**

Main number – 602.254.7450    Email – [info@NourishPHX.org](mailto:info@NourishPHX.org)    Website – [NourishPHX.org](http://NourishPHX.org)

### **Accreditation:**

NOURISHPHX is a 501 (c)(3) not-for-profit organization registered with the IRS (Tax ID # is: 86-0401223) and a Qualified Charitable Organization in Arizona, QCO Code: 20385.

### **Agency Location:**

501 S. 9<sup>th</sup> Avenue Phoenix, AZ 85007

### **Mailing Address:**

PO Box 2225 Phoenix, AZ 85002

## **Our Mission Statement:**

We are a community engagement center that provides the vulnerable population in Central Phoenix (the working poor, elderly, families, children, nearly homeless, and disabled) emergency assistance with nutrition, clothing, and toiletries.

We also offer education in financial literacy, nutrition, and community resource referrals, to help our clients become self-sufficient and avoid homelessness.

## **Our Values:**

Our services are provided by volunteers, with an emphasis on hope and dignity for the individual. While helping the hungry be fed, we encourage their self-sufficiency with specific assistance and education.

## **Our History:**

For almost 40 years, NourishPHX has worked to serve the working poor community in Phoenix. Part of the Saint Mary's Food Bank Alliance, NourishPHX serves thousands of families each and every month with the help of hundreds of volunteers. Through tremendous philanthropic donations and a passionate team, NourishPHX has moved locations, made new partners, changed names, and greatly expanded the mission of ending poverty.

# Our Staff and Board Members

## Staff

**Executive Director – BETH FIORENZA**

**Director of Operations – FRANCISCO LOPEZ**

**Volunteer Coordinator – MCKENNA KIESLING**

**Development Director – MARY WOLF-FRANCIS**

**SNAP Coordinator – SANDRA QUINTANA**

**SNAP Coordinator – ANAHI DELGADO**

**Warehouse Manager – JACINTO MENDOZA**

**Driver – CARL (BO) HECTOR**

## Board Leadership

**President – MARK T. LIVINGSTON**

**Vice President – ART ROWLAND**

**Treasurer – ARTURO MORENO**

**Secretary – MATT JEWETT**

## Board Members

**LORI CURRY**

**VENUS RAMIREZ**

**COLIN AHLER**

**ROCK R. FREMONT**

**IRENE TSENG**

**WILLIAM HEMELT**

**PAM FRONK-COLE**

**COLLEEN HALLBERG**

# Our Programs and Services

- Food box distribution, Monday-Friday from 9-11am
  - We serve over 100 families a day!
  - Hygiene products, fresh produce and healthy meals are available daily
- Clothing Appointments, Monday-Friday 10am-12pm
  - Offers clothing, shoes, and accessories for all ages
- Household Necessities
  - Offers goods such as plates, blankets, and pillows (as supplies last) – everything is donated!
- Professional development services and classes
  - Resume writing
  - Interview tips
  - Financial Literacy
  - More classes are always being explored/added!
- Assistance signing up for SNAP and AHCCCS programs



# Volunteer Opportunities

As a NourishPHX volunteer, you can help in many different ways. Listed below are our current volunteer positions, a brief description, as well as the necessary skills for each job.

---

## **Intake Specialist**

**Purpose:** To welcome clients to NourishPHX, process clients to receive food boxes, offer literature on specific assistance (if applicable), and enter data into a food bank database. These volunteers are the first people our clients see, creating the opportunity to immediately offer compassion and respect to everyone who walks through our doors.

**Qualifications:** Computer and problem solving skills, ability to work with minimal supervision, able to have interpersonal connections. Great customer service skills and the ability to learn, understand, and abide by policies and implement when needed. Must be willing to learn Link2Feed database and attend necessary trainings before being able to serve in this position. **Direct client service.**

**Benefits:** Volunteer will learn the Link2Feed database that is being widely used by all partnering agencies. Volunteer will gain valuable insight on the pervasiveness of hunger and the need for food in our community. Volunteer will directly engage and help clients.

---

## **Clothing Room Attendant**

**Purpose:** To assist clients as they shop for clothing and other goods, and fold and bag client items when they check out. To restock and replenish items periodically and to provide clients with toiletry bags and other household goods they may need.

**Qualifications:** Great customer service skills, interpersonal aptitudes, and the ability to learn, understand, and abide by policies and implement when needed. Be able to stand for a long period of time. Be able to work in a fast-paced environment with relative speed and efficiency. **Direct client service.**

**Benefits:** Volunteer will be able to engage first-hand with clients and offer assistance with clothing and other items needed by clients.

---

## **Sorting Room Associate**

**Purpose:** To help sort through and organize clothing, shoes, household goods, toiletries, and other miscellaneous items that are donated. Includes restocking the Clothing Room when needed, hanging/folding clothing, and making hygiene bags for clients.

**Qualifications:** Must have the ability to do physical work such as lifting and bending and work with minimal supervision. Organizational skills and the ability to work independently are preferred. **Indirect and direct client service positions are available.**

**Benefits:** Volunteer will be able to help restock the Clothing Room for the following day of operations, allowing clients the opportunity to receive a larger variety of clothing. Volunteer will be able to provide tremendous help in a “behind the scenes” position. This position allows for the flexibility of volunteers to interact with clients or to work relatively independently, depending on one’s preference.

---

**Pantry Associate**

**Purpose:** To assemble and give out food boxes to clients.

**Qualifications:** Customer service skills and the ability to learn, understand, and abide by policies and implement when needed. Be able to stand for a long period of time (2-3 hours). Be able to lift 25-50lbs periodically by yourself. This is a fast-pace physical position that does require lifting and bending. **Direct and Indirect client service positions available.**

**Benefits:** Volunteer will be able to assemble and give food boxes to clients.

---

# How to Start Volunteering!

## **Current Volunteer Hours:**

**NourishPHX is currently open for service Monday-Friday from 9-11am.  
Volunteer shifts are from 8:30-11:30am and 10:30am-12:30pm**

## **How to Submit an Application:**

1. Click on this link: <https://NourishPHX.volunteerlocal.com/volunteer/?id=41592>
  - a. You will automatically be taken to the NourishPHX Volunteer Application
2. **You must fill out this application before signing up to volunteer**
3. Once you have completed the application, you will be saved in our database and not have to submit one again. Welcome to the NourishPHX Team!
4. You will be sent an automated email containing this link to start selecting your shifts: <https://NourishPHX.volunteerlocal.com/volunteer/>

## **How to Schedule Your Shifts:**

Once you have submitted an application, you will have access to sign up for various volunteer positions. To do this:

1. Click on the month you want to volunteer in
2. Enter your email and your first name
3. Select the position(s) you want to volunteer in (Clothing Room, Pantry, etc.)
4. Select the days/times you want to volunteer in those positions
5. Once you have selected all the days you want to volunteer, simply press "Sign-up to Volunteer" and you are on the schedule!
6. You will receive a confirmation email with helpful tips and information for your volunteer shift

***\*Please note that volunteers cannot volunteer more than 3 times a week\****

## **Group Volunteer Policies**

- NourishPHX welcomes groups of all different sizes, and is more than happy to accommodate groups of up to 5 people!
- If you are the group leader, please reach out to our volunteer coordinator at [mckenna@NourishPHX.org](mailto:mckenna@NourishPHX.org) for steps to get started.

**Please note that all volunteer policies and expectations apply to each group member while volunteering at NourishPHX.**

# Important Information for Your First Shift

Your first shift has finally arrived! Here is what you can expect and how you can be prepared:

- Volunteer hours are from 8:30am-11:30am or from 10:30am-12:30pm. Please arrive on time to make sure we have enough time for your orientation before we open our doors to clients at 9am!
- We are located at **501 S. 9th Ave Phoenix, AZ 85007**
- Please wear closed toe shoes and comfortable clothing to move around in
- We have a gated lot attached to the building you can park in or anywhere outside the building. To enter gated lot, please press the buzzer for entry.
- When you arrive, head straight back until you reach a kitchen area. This is where you will check in with our Volunteer Coordinator
- You will be given a quick tour of NourishPHX when you arrive to show you the different places you will be working, as well as some training on how to work in the different positions. **Please arrive on time to allow for a full tour and relevant training.**



## Volunteer Policies and Procedures

On the following pages, you will find very important information regarding our policies and procedures. Please take time to read through these documents before you volunteer to promote a fun and safe volunteer experience for everyone!

Remember to have fun!

## **Volunteer Expectations:**

1. Volunteers must not report to NourishPHX under the influence of alcohol or any other mind-altering drug/substance.
2. All matters pertaining to clients will be considered strictly confidential.
3. Dress is expected to be appropriate. Nothing that may be a safety hazard will be permitted (i.e. loose fitting clothing or jewelry, opened toed shoes, sunglasses).
4. Volunteers should notify the Volunteer Coordinator as soon as possible if delayed or unable to come to a scheduled volunteer shift.
5. If you have a question or a problem, please reach out to the Volunteer Coordinator or to the Executive Director.
6. No forms of harassment will be tolerated. NourishPHX is committed to providing a work environment where everyone can work together comfortably and productively, free from all forms of harassment, sexual or otherwise. We respect everyone entering our doors.
7. Eating is allowed only in the volunteer break room where snacks and beverages are provided.
8. There is no smoking in the warehouse or lunchroom at any time. Smoking is only allowed outdoors 100 feet away from the building.
9. Report any accidents or injuries to your immediate supervisor or the Volunteer Coordinator. Report all injuries including minor injuries such as bruises and scrapes. Fill out an accident report provided by your supervisor.

## **In Return, NourishPHX Agrees to:**

1. Provide adequate job training.
2. Provide adequate space and good working conditions.
3. Maintain record of all volunteer hours via VolunteerLocal.
4. Provide references and/or confirmation of hours worked (with advance notice).
5. As an equal opportunity employer, it is our policy to ensure that each volunteer is accorded equal treatment and opportunity.

## **Termination of Volunteer Service**

If a volunteer fails to abide by NourishPHX policies and procedures, continuously violates rules and regulations, and/or repeatedly fails to show up for their scheduled shifts without notice, they may be subject to dismissal. Grounds for dismissal include but are

not limited to harassment, discrimination, gross misconduct towards others, theft, arriving under the influence of drugs/alcohol, and physical violence.

## NourishPHX Volunteer Code of Ethics

- I will treat everyone with dignity, worth, respect, concern, courtesy and fairness. I will not discriminate against any client on the basis of race, religion, sex, gender, national origin, creed or other individual characteristic. I will be sensitive to and seek solutions for all instances of discrimination and social injustice I observe.
- I will be conscious of the fact that everything I do, directly or indirectly, has the potential to reflect upon NourishPHX as a whole.
- I will conduct myself at all times with openness, forthrightness, and honesty in dealing with people and organizations, both internally and externally.
- I will hold myself to the highest possible standard of conduct reflective of the work I do, always striving to avoid even the appearance of impropriety.
- I will respect and comply with all applicable laws and regulations and the defined standards of conduct of my own profession. I will not violate or disobey established rules, regulations or lawful orders from a supervisor.
- I will not endanger the well-being of others or myself through intent or neglect. I will not perform duties under the influence of intoxicants or consume intoxicants while on duty.
- I will not bring any type of weapon(s) or item(s) declared as contraband into the facility.



## **Diversity and Inclusion**

At NourishPHX, we serve clients and welcome volunteers from all different backgrounds. It is imperative that we are treating each and every person we meet with dignity and respect. As a volunteer at NourishPHX, agreeing to the following statement is essential to upholding our mission and values.

**I will treat everyone with dignity, worth, respect, concern, courtesy and fairness. I will not discriminate against anyone at NourishPHX based on race, religion, sex, gender, national origin, creed or other individual characteristic. I will be sensitive to and seek solutions for all instances of discrimination and social injustice I observe.**

To maintain an environment of respect and compassion, please be mindful of talking about, listening to, or watching things that may contain sensitive topics while volunteering. These things include but are not limited to: politics, religion, violence, sex, and crass language.

## **SAFETY STANDARDS AND EMERGENCY PROCEDURES**

- 1.** Work according to best safety practices as posted, instructed and discussed.
- 2.** Refrain from any unsafe act that might endanger oneself or others
- 3.** Use all safety devices provided for your protection- failure to comply with safety requirements could result in immediate dismissal.
- 4.** Report any unsafe situation or acts immediately to a NourishPHX staff member.
- 5.** In case of fires or other emergencies, call 911 and let a staff member know. If evacuation is required, volunteers should use the closest unaffected exit in a quick and calm manner. Move as far away from the building as possible for your safety and make room for emergency vehicles.
- 6.** Never enter Staff Only designated areas without asking and confirming with a staff member first.

## Clothing Room Volunteers: What You Need to Know

**Training:** You will be trained in the 30 minutes before services start by our Volunteer Coordinator. You will have a point of contact to ask questions during each volunteer shift.

**Donations:** Often we receive donations that catch the eye of both volunteers and staff! You are more than able to save a donated item for yourself, but we ask for a \$10 donation in exchange from both volunteers and staff. **Please talk to staff before taking a donated item home.**

**Sensitivity:** The reasoning behind our Clothing Room is to provide an authentic shopping experience for clients so that they can feel good about what they are wearing as well as to receive essential items such as blankets and household items. Please ensure that this room is kept clean during services by picking up clothes off the ground and returning empty hangers to the Sorting Room.

Many of our clients are Spanish speakers. Please utilize the Spanish vocab reference sheets to communicate with clients, or ask for staff assistance.

Every single one of our clients enters our doors for reasons we are not fully aware of and are in situations we will never know about. Please remember this and treat each client with dignity, respect, and compassion. If you need assistance with a client, please do not hesitate to reach out to a staff member for help.

## Sorting Room Volunteers: What You Need to Know

**Training:** You will be trained in the 30 minutes before services start by our Volunteer Coordinator. You will have a point of contact to ask questions during each volunteer shift.

**Donations:** Often we receive donations that catch the eye of both volunteers and staff! You are more than able to save a donated item for yourself, but we ask for a \$10 donation in exchange from both volunteers and staff. Please talk to staff before taking a donated item home.

**Sensitivity:** The clients we serve are picking out clothes that they may need for an interview, for work, or for school. To ensure we are promoting the confidence and dignity of all our clients, please do not keep clothes with stains, holes, tears, or that are in noticeably poor condition. Rule of thumb: if you would not personally be willing to wear an item yourself (style preferences aside), you should not be hanging it up for a client.

Every single one of our clients enters our doors for reasons we are not fully aware of and are in situations we will never know about. Please remember this and treat each client with dignity, respect, and compassion. If you need assistance with a client, please do not hesitate to reach out to a staff member for help.

## Pantry Volunteers: What You Need to Know

**Training:** You will be trained in the 30 minutes before services start by our Volunteer Coordinator. You will have a point of contact to ask questions during each volunteer shift.

The Pantry requires several volunteer roles, so you may not be doing the same thing each time you serve in this area. Pantry volunteers can help assemble and break down food boxes, assist clients in modifying food boxes to meet their dietary requirements, or help clients transport food boxes to their vehicles.

**Donations:** Often we receive donations that catch the eye of both volunteers and staff! You are more than able to save a donated item for yourself, but we ask for a \$10 donation in exchange from both volunteers and staff. Please talk to staff before taking a donated item home.

**Food Safety:** Since this position involves handling of food items, it is imperative that all pantry volunteers adhere to safe food handling regulations such as wearing gloves, storing food correctly, and washing hands frequently. Please do not unpackage items or eat in the pantry (you can eat in the volunteer break room after you wash your hands). If you have any questions about proper food safety, please ask staff for clarification.

**Physical Safety:** Working in the Pantry can be very physical, with frequent lifting and loading of heavy food boxes. Always make sure to bend your hips and knees to squat down to the box, keeping it close to you as you lift up using your legs. Please ask for help if a box is too heavy, and never try to lift a box above your shoulders.

The Pantry has some pretty cool, heavy duty equipment to help transport the thousands of pounds of food each and every day! Please exercise the utmost care when handling box cutters, scissors, or any other equipment available in the Pantry. If you are uncomfortable with a certain tool, ALWAYS ask staff for help or assistance.

**Sensitivity:** Our food boxes may contain items that clients cannot eat because of an allergy or personal reason. Please make sure to accommodate them as best as you can by replacing a protein with another, or taking out items they cannot consume. If you are unsure if you can switch out a certain food, ask staff for clarification.

Many of our clients are Spanish speakers. Please utilize the Spanish vocab reference sheets to communicate with clients, or ask for staff assistance.

Every single one of our clients enters our doors for reasons we are not fully aware of and are in situations we will never know about. Please remember this and treat each client with dignity, respect, and compassion. If you need assistance with a client, please do not hesitate to reach out to a staff member for help.

## Intake Specialist Volunteers: What You Need to Know

**Training:** You will be trained in the 60 minutes before services start by our Volunteer Coordinator or Volunteer Lead. You will have a point of contact to ask questions during each volunteer shift.

This position requires prior training with our Volunteer Coordinator or a Volunteer Lead. It is an hour long training to get you acquainted with the computer database and other tasks associated with the Front Desk. This training is in-person, but can be sent online in a video format if scheduling is an issue.

After completing the initial training, you will have a Volunteer Lead with you for your first shift, as well as a point of contact to ask questions every shift thereafter. ***Since this position requires more involved training and commitment, we ask that interested volunteers be willing to volunteer on a more regular basis. Being able to enter information on a computer quickly and multi-task is a must for this position.***

**Donations:** Often we receive donations that catch the eye of both volunteers and staff! You are more than able to save a donated item for yourself, but we ask for a \$10 donation in exchange from both volunteers and staff. Please talk to staff before taking a donated item home.

**Sensitivity:** You will be handling a lot of personal information for our clients. This information is confidential and should be handled with the utmost sensitivity and care when entering or editing it in the database. Please make sure to double check with each client to ensure accurate information.

Many of our clients are Spanish speakers. Please utilize the Spanish vocab reference sheets to communicate with clients, or ask for staff assistance.

Every single one of our clients enters our doors for reasons we are not fully aware of and are in situations we will never know about. Please remember this and treat each client with dignity, respect, and compassion. If you need assistance with a client, please do not hesitate to reach out to a staff member for help.

Remember to have fun!

## New Volunteer Frequently Asked Questions (FAQ's)

**Q:** How do I check in/out for my volunteer shift?

**A:** You can check in/out 2 ways!

1. Check in/out on the computer in the Volunteer Break Room. Simply enter your last name and the date of your shift, click "Get 'em" and then click the clock icon next to your name/correct shift. You will do this to clock in AND out.
2. Download the Volunteer Local mobile app on your phone! You'll be able to check in/out from your phone with the click of a button.

**Q:** How can I volunteer in other positions?

**A:** When you sign-up via Volunteer Local, select a shift for the volunteer position you want to try, and we will reserve that space for you! We love having our volunteers explore different positions, and will support you with additional training specific to that position. Please make sure to let our Volunteer Coordinator or Volunteer Ambassador know that you haven't worked in the position before so we know to train/support you!

**Q:** Can I eat/drink the snacks and drinks in the Volunteer Break Room?

**A:** Yes! We provide light snacks and beverages for our volunteers. Please refrain from eating/drinking anywhere else to ensure food safety and cleanliness. We have water as well and a water cooler to refill your re-usable water bottles.

**Q:** Do I have to sign up for a volunteer shift or can I just show up and volunteer?

**A:** To ensure that we are maintaining a safe number of people in the building as well as only having volunteers with completed applications/waivers, **all volunteers must sign up for a volunteer shift via Volunteer Local before volunteering.** We have limited volunteer opportunities and do not account for drop-in volunteers.

**Q:** I signed up for a volunteer shift and I can no longer volunteer on that day. How do I cancel my shift?

**A:** No worries, life happens! Just email our Volunteer Coordinator as soon as you can to let her know. Additionally, go into your Volunteer Local account and manually cancel your shift so it can be filled by another volunteer (cancel online or on the mobile app).

**Q:** I want to bring my friend with me to volunteer, how can I do that?

**A:** That's awesome, we love seeing new faces! Have your guest fill out a volunteer application online and pick the shift/position that you want to do together. If your guest will only be a one-time volunteer (visiting from out of town), let our Volunteer Coordinator know and they will have a waiver for them to sign upon arrival.

## COVID-19 RESPONSE AND SAFETY MEASURES

Due to COVID-19 concerns, we are updating our policies to ensure a safe and healthy environment for our volunteers, clients, and staff. These guidelines pull from CDC and other government recommendations and may be updated as we learn better ways to prevent the spread of the virus.

## Volunteer Guidelines

- Self-Health Checks will be done by every volunteer and staff member **each morning**: this will consist of a quick temperature check and a self-reflection of how you are feeling
  - If your temperature **is above 100.4**, you will not be able to volunteer that day
- **All volunteers and staff must wear masks or some kind of face covering**
  - Masks are required to be worn when you are around other volunteers, staff, clients, as well as when handling food and clothing
  - We recommend you bring your own mask from home. If you arrive without a mask and we do not have an extra to give to you, we will do our best to accommodate you
- Floor markings and arrows will be used to enforce adequate social distancing practices by indicating where clients and volunteer positions should stand
- Enhanced cleaning and sanitizing measures in all volunteer/client spaces will take place each day, and cleaning supplies/sanitizer will be available in several places
  - Please refer to the sanitizing guidelines for more information
- Washing your hands often with soap and warm water for 20 seconds is required:
  - When you enter the building
  - When you begin your volunteer service
  - Before you put on gloves and after you take your gloves off
  - When you take your mask off
  - Whenever you touch your face
- There will be limited volunteers in each position to ensure adequate social distancing -- Once assigned to a position, you will be asked to stay in that location as much as possible to prevent overcrowding in a certain space
  - ~3 in the Clothing Room                      ~1 at the Front Desk
  - ~4 in the Sorting Room                      ~4 in the Pantry
- We are asking everyone to refrain from shaking hands, hugging, or congregating in large groups while working or volunteering at NourishPHX





## Proper Glove Etiquette

Due to COVID-19 concerns, we are updating our policies to ensure a safe and healthy environment for our volunteers, clients, and staff. These guidelines pull from CDC and other government recommendations and may be updated as we learn better ways to prevent the spread of the virus.

- Always wash your hands before AND after using disposable gloves for 20 seconds in warm, soapy water
  - You can also sanitize your hands with hand sanitizer **IF** your hands are not visibly dirty
- Continue to avoid touching your mouth, nose, and eyes while wearing gloves
- Be conscious of things you are touching while wearing gloves
  - Ex) if you just finished in the sorting room, do not touch anything until you have thrown the gloves away and washed/sanitized your hands
- If your gloves become soiled, visibly dirty, torn, or wet, please throw them away, wash/sanitize your hands, and get a new pair
- Continue to maintain social distancing practices even when wearing gloves
  - Gloves do not make it safe to shake hands, hug, or be close to one another
- According to the CDC, gloves do not prevent infection or spread of COVID-19, so it is imperative to continue healthy hygiene, good handwashing practices, and social distancing while volunteering
- If you are eating or take a break, please remove gloves, wash hands and put on a new pair before re-entering the pantry or other role.



## Sanitizing Policy

Due to COVID-19 concerns, we are increasing our cleaning measures to ensure a safe and healthy environment for our volunteers, clients, and staff. These guidelines pull from CDC and other government recommendations and may be updated as we learn better ways to prevent the spread of the virus.

- Make sure to **always** wear disposable gloves while cleaning/sanitizing
- Each room will hold the necessary supplies to safely clean and sanitize commonly touched surfaces
  - If a room is out of a certain supply, please let staff know so we can restock it for you
- High Touch Surfaces will be cleaned and sanitized **every hour**
  - These surfaces include: Tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, faucets, hangers, etc.
- Shopping Cart handles will be sanitized **every 20 minutes** and at the end of service
- **You are responsible for properly sanitizing and cleaning the areas you are working in**
- **To sanitize:** use disinfectant wipes, sprays, or cleaners to completely cover and wet the area, then allow to dry
- Once you are done sanitizing, dispose of your gloves and immediately wash your hands for 20 seconds (or use hand-sanitizer)

# Waivers and Agreements

## **Assumption of Risk and Waiver of Liability**

I acknowledge that I have voluntarily applied to volunteer with NourishPHX. I understand that the scope of my volunteer relationship with NourishPHX is limited to a volunteer position; that NourishPHX will not provide any benefits traditionally associated with employment; and that I am responsible for my own insurance coverage in the event of illness or personal injury as a result of my services with NourishPHX.

I understand that my volunteer activities with NourishPHX may include activities that could be hazardous to me, including but not limited to packing, loading, unloading and carrying heavy items, and exposure to people with infectious diseases. I fully understand and appreciate the risks that are inherent to my volunteer activities and I understand that I may decline to participate in any activity or task for which I do not wish to assume the risk. I hereby assume the risk of bodily injury, illness, death, medical treatment and property damage resulting from my volunteer activities, even if resulting from the negligence of NourishPHX or its directors or employees. I hereby release, discharge and agree to indemnify and hold NourishPHX harmless from, and waive on behalf of myself and my heirs and personal representatives and any minors I am responsible for who volunteer with me, any and all causes of action, claims, demands, damages, costs, expenses and compensation for damage or loss to myself and/or property that may be caused by any act, or failure to act of NourishPHX, or that may otherwise arise in any way in connection with any voluntary activities with, or for NourishPHX.

I understand that this release discharges NourishPHX from any liability or claim that I or my heirs, personal representatives or minors I am responsible for may have against NourishPHX with respect to any bodily injury, illness, death, medical treatment, or property damage that may arise from or in connection with my volunteer activities. This liability waiver and release extends to NourishPHX together with all of its officers, directors, affiliates, employees and agents.

I also grant NourishPHX full permission to use photographs and quotations by me or by our organization for promotional purposes.

By signing this manual, I certify that I have read and agree to the policies and procedures put in place by NourishPHX and that failure to follow these policies and procedures may result in the corrective actions stated above.

Signature of Volunteer \_\_\_\_\_ Date \_\_\_\_\_