



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

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Letter from the Executive Director

Welcome to Nourish PHX!

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

We believe that each volunteer contributes directly to Nourish'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 Nourish 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

Organization Information

Contact Information:

Main number – 602.254.7450 Email – info@nourishphx.org Website – nourishphx.org

Accreditation:

NOURISH PHX is a 501 (c)(3) not-for-profit organization registered with the Internal Revenue Service. Our Tax ID # is: 86-0401223

Agency Location:

501 S. 9th 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, Nourish has worked to serve the working poor community in Phoenix. Part of the St. Mary's Food Bank Alliance Network, Nourish 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 Leadership

Executive Director – BETH FIORENZA

Director of Operations – FRANCISCO LOPEZ

Development Director – MARY WOLF-FRANCIS

Program Director: KAT EGLEZOS

Volunteer Coordinator – MCKENNA KIESLING

SNAP Coordinator – SANDRA QUINTANA

SNAP Coordinator – ANAHI DELGADO

Warehouse Manager – JACINTO MENDOZA

Driver – CARL (BO) HECTOR

Our Programs and Services

- Food box distribution, Monday-Friday from 9-11am
 - We serve over 150 families a day!
 - Hygiene products, fresh produce and healthy ingredients are available daily
- Our Clothing Closet is open Monday-Friday from 9am-11am
 - 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
 - Nutritional Classes
 - Financial Literacy
 - More classes are always being explored/added!
- Assistance signing up for SNAP and AHCCCS programs
- Workforce Program to help clients find employment

Volunteer Opportunities

As a Nourish 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 Nourish, 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 offer compassion and respect to everyone who walks through our doors.

Qualifications: Being fluent in Spanish and English is VERY helpful. 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 diapers, feminine hygiene 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. Knowing some Spanish is helpful! Be able to stand for a long period. 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 personal assistance with clothing and other items needed by clients. Having volunteers in this area allows us to keep the clothing room open 5 days a week to serve everyone who needs clothing.

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 VERY helpful. **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, serving upwards of 100 people and their families every day.

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, helping feed the community and offer nutritious foods to those who need it. Volunteer will influence the community in a very real way by minimizing hunger in the Central Phoenix area.

Community Garden Volunteer (Once a month on 3rd Saturdays)

Purpose: To help our local community garden flourish by doing regular maintenance and upkeep. We use the produce from the garden to put fresh items in our very own food boxes!

Qualifications: Volunteers must be able to perform standard gardening tasks, such as; planting seeds, preparing soil boxes, pulling weeds or raking. Volunteers must be able to frequently bend and lift items, as well as be willing to work outdoors.

Benefits: Give back to nature and the community by getting your hands dirty in our garden! This help is vital to keeping our garden healthy so we can grow the freshest produce to put in our food boxes. Talk about *farm to table* eating!

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**

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

Group Volunteer Policies

- NourishPHX welcomes groups of all different sizes, and is more than happy to accommodate groups of up to 20 people!
- If you are the group leader, please reach out to our volunteer coordinator at mckenna@nourishphx.org for steps to get started.

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

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**. 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 volunteer lot attached to the building where you can park. **Press the buzzer and someone will let you in. If the lot is full, feel free to park in the dirt lot across the street or on the North side our building.**
- 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 Nourish 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!

Volunteer Expectations:

1. Volunteers must not report to Nourish 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. Nourish is committed to providing a work environment where everyone can work together comfortably and productively, free from all forms of harassment, sexual or otherwise.
7. Eating is allowed only in the volunteer break room where snacks and beverages are provided.
8. There is no smoking permitted in the building at any time. Smoking is only allowed outdoors 100 feet away from the building.
9. Report any accidents or injuries to the Volunteer Coordinator. Report all injuries, including minor injuries such as bruises and scrapes. Fill out an accident report provided by the Volunteer Coordinator.

In Return, Nourish 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 Nourish 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.

Nourish 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 Nourish 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 Nourish, 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 Nourish, 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 Nourish 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.

- 7.** In the event of an emergency at NourishPHX, we will contact your emergency contact you have on file in Volunteer Local. Please make sure your emergency contact is current and correct.

Clothing Room Volunteers: What You Need to Know

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

Donations: Everything in the Clothing Room is donated. This means that we do not always have an item/particular size that a client needs. Please do your best to find an alternative option, or ask a staff member to assist.

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.

Key Takeaways

- When restocking the room with more clothes, please make sure to:
 1. NOT over stock the racks – this makes it very difficult for our clients to shop
 2. Place the clothes in the right spots according to their size (put the larges with the larges, etc.). This makes it much easier for our clients to shop
- Check our daily item limit every time you come in – we are constantly changing the number of items clients can take when they are shopping, and it is the volunteer’s responsibility to know how many items each client can have.

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.

Key Takeaways

- Always cut the tags off new items. We receive a lot of clothing from community partners that require us to do this as a part of our agreement.
- Please make sure you are sorting clothing on hangers **by gender (men/women) as well as size**. Each rack is labeled with the appropriate gender and size.
- Unless a clothing item is stained, ripped, visibly dirty, or otherwise unwearable, please hang it up. Everyone's style is different and we want to give clients a variety of items to choose from
- Keep different types of clothes grouped together
 - Ex) on the small women rack, put all pants together, then shirts, dresses, etc.
- **Always** hang up pants on the 'clip hangers,' unfolded
- Please write the size of **every pair of pants** (men and women) on the waistband on a piece of masking tape. Do the same for shoes.

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 food donations that catch the eye of both volunteers and staff! Always check with staff first before taking a food item.

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 (never touching the ground), and washing hands frequently. 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: 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.**

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.

Sometimes our clients donate their items to us! If a client hands you donations at the front desk, please give to a staff member so they can take it back into the sorting room.

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. This role requires volunteers to be either bilingual in Spanish, or willing to ask for staff assistance in translating for our clients.

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.

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 click the clock icon next to your name/correct shift on the volunteer computer. 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.

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.

Waivers and Agreements

Assumption of Risk and Waiver of Liability

I acknowledge that I have voluntarily applied to volunteer with Nourish. I understand that the scope of my volunteer relationship with Nourish is limited to a volunteer position; that Nourish 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 Nourish.

I understand that my volunteer activities with Nourish 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 Nourish or its directors or employees. I hereby release, discharge and agree to indemnify and hold Nourish 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 Nourish, or that may otherwise arise in any way in connection with any voluntary activities with, or for Nourish.

I understand that this release discharges Nourish from any liability or claim that I or my heirs, personal representatives or minors I am responsible for may have against Nourish 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 Nourish together with all of its officers, directors, affiliates, employees and agents.

I also grant Nourish 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 _____