



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 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 for assisting our clients! Have fun volunteering and making a difference!

Sincerely,

Beth Fiorenza
Executive Director
beth@nourishphx.org

Organization Information

Contact Information:

Main number – 602.775-5742 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:

NourishPHX (fka ICM Food & Clothing Bank) is the trusted community hub serving vulnerable individuals and families by offering resources to satisfy immediate needs and provide pathways to self-sufficiency.

We also offer education in finance, 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 over 40 years, NourishPHX has worked to serve the working poor community in Phoenix. Part of the St. Mary's Food Bank Alliance Network, NourishPHX serves thousands of families each 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

Chief Operating Officer – PATRICK WINTERS

Director of Programs – VICTORIA GONZALES

Director of Operations – FRANCISCO LOPEZ

Development Coordinator – SHEA GILMAN

Program Coordinator – COURTNEY KNOTTS

Warehouse Manager – JACINTO MENDOZA

Client Engagement/Front Desk – SILVIA TREJO

Driver – Open

Volunteer Coordinator (Volunteer) – JENSINA SETHI

Contact Us: volunteer@nourishphx.org

Our Programs and Services

- Food Box & Clothing Distribution, Monday-Friday from 9-11am
- We serve about 200 + families a day!
 - Hygiene products, fresh produce and healthy meals are available daily
 - Offer clothing, shoes, and accessories for all ages for \$5 per family
- Household Necessities
 - Offer goods such as kitchenware, houseware, blankets, and pillows (as supplies last) – everything is donated!
- Nourishment Based Programming for personal and professional development
 - Job & Resource Center, helping clients find employment opportunities and connect with valuable resources.
 - Community Partner Services providing monthly vaccines, medical screenings, haircuts, and more!
 - Free Classes and Skill-Building Opportunities for All.
- Access to computers for SNAP assistance
 - A laptop is available for clients to access and complete their SNAP assistance application.

Volunteer Opportunities

As a Nourish volunteer, you can help in many 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 offer compassion and respect to everyone who walks through our doors.

Qualifications: Being fluent in Spanish and English is VERY helpful but not required. Computer and problem-solving skills, ability to work with minimal supervision, able to have interpersonal connections. Excellent 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: Get to know the clients we serve on a personal level through direct service! Gain important perspective about our shared Phoenix community and 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: If you've ever worked a retail job or checked someone out at a store, this is the role for you. The clothing room attendant assists clients as they shop for clothing and other goods, then folds and bag client items when they check out. They also restock and replenish items periodically.

Qualifications: Great customer service skills, interpersonal aptitudes, being willing to talk to new people from different backgrounds and the ability to learn, understand, and abide by policies and implement when needed. Knowing some Spanish is helpful but not required! Be able to stand for a two-hour 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 occasional physical work such as lifting and bending and work with minimal supervision. Organizational skills and the ability to work independently are VERY helpful. **Indirect client service.**

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.

Pantry Associate

Purpose: To assemble and distribute food boxes for clients, serving upwards of 200 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-paced physical position that does require lifting and bending. **Direct and Indirect client service positions are 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. Get to know the families we serve by talking with them and learning about their stories. Volunteers make a meaningful impact by helping reduce hunger in Central Phoenix.

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

Purpose: To support the growth and upkeep of our community garden through regular maintenance. Produce from the garden is added to our food boxes to provide fresh items for clients.

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: Support both nature and the community by helping maintain our garden. Your work keeps the garden healthy and helps us grow fresh produce for our food boxes, bringing farm-to-table nourishment directly to clients.

How to Start Volunteering!

Current Volunteer Hours:

NourishPHX is currently open for food and clothing services from

Monday-Friday from 9:00 a.m. – 11:00 a.m.

Volunteer shifts are from 8:30-11:30 a.m.

How to Submit an Application:

- Visit our website at <https://nourishphx.volunteerlocal.com/volunteer/> and select the “NourishPHX Volunteer Application”
- Complete the form and sign up for shifts!

How to Schedule Your Shifts:

- Visit our website at <https://nourishphx.volunteerlocal.com/volunteer/> and select the month you’re looking to volunteer.
- Enter your Name and Email address and select what shifts you would like to sign up for.
- ****Please sign up for each shift you plan to volunteer. This helps us know how many volunteers to expect each day.****

Group Volunteer Policies

- NourishPHX welcomes groups of all different sizes and is more than happy to accommodate groups of up to 30 people.
- If you are the group leader, please contact our volunteer coordinator, Jensina Sethi at jensina@nourishphx.org with any questions.

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 **8:30 a.m.-11:30 a.m.** 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 of 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, Jensina.
- 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.

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 the Program 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.
7. Eating is allowed only in the volunteer break room where snacks and beverages are provided.
8. There is no smoking or vaping 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 a 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 treat 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. Generally, these will include staff offices.



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 staff member. 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 welcome to shop the donated items for yourself, but we ask that you shop after service hours and pay a \$5 donation in exchange. This applies to both volunteers and staff. Please check in with 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. - there are also signs in the sorting and clothing rooms for reference). 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 welcome to shop the donated items for yourself, but we ask that you shop after service hours and pay a \$5 donation in exchange. This applies to both volunteers and staff. Please check in with 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 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
 - Example would be on the small women rack, put all pants together, then shirts, dresses, etc.
- **Always** hang up pants on the 'clip hangers' unfolded (not over the hanger)

- Please write the size of **every pair of pants** (men and women) on the waistband on a piece of masking tape.
- Please note the sorting bins & what's in them – these items we do not hang on a hanger. Most noted: women's workout/stretchy pants
- Please size the items on the sized racks before leaving for the day

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.

Volunteer Food Boxes: As a thank you for your service, volunteers may receive up to **two food boxes per week**. All food boxes are prepared by **Francisco**, and pantry shopping is not permitted. To request a food box, please add your name to the sign-up sheet posted outside Francisco's office **before 9:00 AM**. Thank you for helping us ensure the process is fair and consistent for everyone.

Food Safety: Since this position involves handling 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 ask for staff assistance if communication assistance is needed.

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 staff member. This can be coordinated through our volunteer coordinator with prior arrangements.

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 welcome to shop the donated items for yourself, but we ask that you shop after service hours and pay a \$5 donation in exchange. This applies to both volunteers and staff. Please check in with 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 them 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, so we strive to coordinate support from front desk staff. Volunteers in this role should either be bilingual in Spanish or be comfortable seeking assistance from staff to help translate for 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 for my volunteer shift?

A: You can **check in** 2 ways! (No NEED TO CLOCK OUT)

1. Check in on the iPad 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 will be clocked out automatically.
2. Download the Volunteer Local mobile app on your phone! You'll be able to check in 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 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 at Jensina@Nourishphx.org or call her at 602-775-5742 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.

Sanitizing Policy

- 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 **frequently**
 - These surfaces include: tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, faucets, hangers, etc.
- Shopping Cart handles will be sanitized at the end of service and as needed
- **You are responsible for properly sanitizing and cleaning the areas you are working in, please sanitize your area before leaving for the day**
- **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 Nourish.

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 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 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 _____