



Team Leader FAQs: Policies and Procedures

Can I sign a form verifying service hours for one of my volunteers?

Team Leaders are not permitted to sign forms verifying service. The volunteer should be referred to contact the New York Cares office at info@newyorkcares.org. While we do not sign outside forms, we can provide the volunteer with a letter verifying their service hours. This letter will be printed on official New York Cares letter head and will certify New York Cares' status as a 501(c)3 organization. Volunteers may also wish to attach their "Project History" on the website to this letter. Letters of service requests typically take one week to process.

What should I do if I arrive to my project and my Community Partner (CP) contact is not present?

The Community Partner is responsible for being present during the entire project and is responsible for any clients on the project. If they are not present and you are unable to get in touch with them, the project must be cancelled.

- If you do not have the contact information for your CP or if you determine that the project needs to be cancelled, contact the New York Cares Emergency Line [646.483.7080] for assistance.
- If you must cancel the project, be sure to apologize to the volunteers, notify any volunteers who have not yet arrived, and wait for any latecomers. Communicate to your volunteers that they will not be penalized in their attendance when a project must be canceled.
- Notify your Program Manager (PM) about this situation, so they can follow up with the CP.

I noticed one of my volunteers has posted photos from a project on Facebook – is this okay?

Photos taken on projects cannot be shared on websites or social networking websites without signed consent from the clients. Volunteers are not permitted to include these photos on their personal web pages and social networking accounts.

- When appropriate, notify the PM that the photos were posted, especially in the case of client photos being shared.



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What should I do if a volunteer arrives at a project with their young child?

It is New York Cares' policy that no child under 18 can be brought on a project unless it is a "Family Friendly" project. These special projects are clearly labeled on the New York Cares website. In addition, your Program Manager will always let you know if a project you are leading will be "Family Friendly." If the child is over 18, they must have attended a New York Cares' orientation and signed up for the project separately.

I need to miss a project I've signed up to lead - what should I do?

First look to your regular volunteers to see if any are already trained Team Leaders and can fill in for you on the day you won't be there. If someone can substitute as Team Leader, inform your Program Manager so that he or she can contact the substitute.

- If there aren't any regular volunteers to call upon, inform your Program Manager so that he or she can contact other Team Leaders.
- If both the Team Leader and the Program Manager are unsuccessful at finding a substitute, we will have to cancel the project.

A volunteer on my project consistently tries to recruit members of my group as volunteers for a political campaign and it is beginning to make the volunteers uncomfortable. How can I handle this?

Volunteers are not allowed to use their participation in New York Cares to promote partisan politics, religious matters, or other affiliations outside New York Cares. Speak to the volunteer about this policy and ask him to refrain from discussing politics on volunteer projects. If the issue persists, let your Program Manager know and the New York Cares staff will speak with the volunteer about appropriate behavior on projects.