New York Cares
TEAM LEADER MANUAL
Dear New York Cares Volunteer,

Congratulations on becoming a New York Cares Team Leader! All of us at New York Cares greatly appreciate your commitment to volunteerism and your involvement with us.

Your role as a Team Leader is one of the most important positions within New York Cares. You will have consistent and personal contact with volunteers, clients, and Community Partners. You will motivate individuals to make positive changes within our community, and you will be New York Cares’ representatives in the field, working with us to ensure that every project meets the needs of Community Partners and provides volunteers with a meaningful service experience.

The enclosed guidelines are intended to help you run a successful project, as well as serve as an ambassador and representative of New York Cares. Our goal is to support and help you be the best leader that you can be. We could never complete our mission without your hard work, and we are proud to count you among our distinguished group of volunteer leaders.

If there is any way in which we can be helpful to you, or if there is additional information we can provide, please do not hesitate to let us know.

Our sincere thanks!

Gary Bagley
Executive Director
About New York Cares

Our Mission
New York Cares meets pressing community needs by mobilizing caring New Yorkers in volunteer service.

VITAL STATISTICS

400,000 disadvantaged New Yorkers served last year

59,000 number of active volunteers

1,500 active Team Leaders

205,000 volunteer positions filled by New York Cares

1,600 number of volunteer projects planned and managed by New York Cares in a typical month

1,300 number of Community Partners who benefit from the services of New York Cares

123,000 number of coats collected and distributed during our 2013 Coat Drive

40,000 number of gifts given through our Winter Wishes program last year

22,000 volunteers slots on 1,640 relief projects

Our History
New York Cares is New York City’s largest volunteer management organization. New York Cares runs vital programs for 1,300 nonprofits, public schools, and city agencies to help people in need throughout the five boroughs, and does so at no cost to the recipient organizations. Since 1987, New York Cares has made it easy for all New Yorkers to work together to strengthen the city.

New York Cares’ 59,000 volunteers are hard at work 365 days a year, teaching children the joy of reading, helping low-income students get into college, providing job training to unemployed men and women, giving companionship to elderly nursing home residents, revitalizing public parks and schools, serving meals to homeless and housebound people, donating coats, and more. In the aftermath of Hurricane Sandy, we also deployed an additional 15,000 volunteers to help with disaster response and relief. Last year, New York Cares helped more than 400,000 at-risk New Yorkers.
Setting the Standard
Our unique model of volunteering continues to set the standard for community service in New York City, across the country and internationally. Today, we are the model for the HandsOn Network, a network of almost 240 affiliated volunteer organizations in the United States and around the world that have adopted our unique approach to volunteering.

How We Operate
Through innovative programming and an unshakable commitment to meeting the needs of our community, New York Cares brings vital volunteer support to over 1,300 diverse nonprofit agencies, public schools, and other deserving organizations ever year. Our program staff works with each organization to identify their most pressing needs, create projects where volunteers can make meaningful contributions, and then recruit and deploy teams of volunteers to help meet these needs. The great majority of these projects simply would not exist if it were not for New York Cares.

Our Impact
Through the power of our volunteers, New York Cares is able to touch the lives of a staggering number of people every year, helping more than 400,000 disadvantaged New Yorkers who might otherwise go un-served.

Optimizing Resources
Every dollar donated to New York Cares is converted to $6 in services to the community through New York Cares and its volunteers.
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TEAM LEADING
An introduction to Team Leading with New York Cares
What is a Team Leader?

Team Leaders play a pivotal role in helping New York Cares mobilize thousands of volunteers, to benefit over 400,000 disadvantaged New Yorkers every year. Team Leaders are New York Cares' ambassadors who provide invaluable onsite leadership and work closely with New York Cares staff and our Community Partners to lead interesting, educational and fun projects for the clients we serve.

Representing New York Cares to Volunteers

As a Team Leader, you will represent New York Cares while on a project. You, the Team Leader, are the face of New York Cares. As a result, you should be prepared to answer questions that volunteers will ask about the organization.

On projects, you serve as a resource to the volunteers, and you manage the tasks they perform.

How YOU can prepare to share information about New York Cares

⇒ Regularly check your New York Cares homepage at www.newyorkcares.org, our blog or twitter to become aware of upcoming events and happenings.
⇒ On page 37, you will find a list of “Frequently Asked Questions” you might encounter. Please familiarize yourself with the responses.
How a project becomes a project
Our staff works with nonprofits, schools, parks, and other public interest organizations to identify their most pressing needs, creates projects to meet those needs, and then recruits, trains, and deploys teams of volunteers to make a difference.

Based on a Community Partner's volunteer needs, we can offer them the following:

Ongoing Programming:

- Our ongoing programming is those projects that we plan and operate 365 days a year.

- New York Cares identifies potential Community Partners conducts site visits to identify the needs of the project; evaluates the volunteer function; and designs the volunteer projects that will have an impact on the community. Sometimes, this can be done in conjunction with Team Leaders. So if you have a potential agency or an idea for a project—speak up! We'd love to hear about it.

- Once projects have been created, they are managed by a New York Cares Program Manager.

- Because New York Cares is not able to be at every project, we have a volunteer leader, whom we call a Team Leader (this will be YOU!) who serves as a resource for the volunteers on the project and manages their tasks/activities.

- Team Leaders also serve as liaisons between the Community Partner and New York Cares.
We plan and manage two large volunteer events each year – New York Cares Day Spring and New York Cares Day Fall. These days are great ways for a New York City Public School or public green space (like a park or community garden) to get volunteers to assist with those crucial maintenance tasks that often get pushed to the back burner.

- **New York Cares Day Spring** – On a Saturday in April, mobilizes 4,000 New Yorkers to clean and revitalize parks, gardens, and community centers throughout the five boroughs.

- **New York Cares Day Fall** – On a Saturday in October, mobilizes 7,000 New Yorkers to paint a brighter future for New York City students by revitalizing and painting New York City public schools throughout all five boroughs.

New York Cares also manages two seasonal programs that make the winter season warmer and brighter.

- **Winter Wishes for Kids and Families** – From November to December, thousands of New Yorkers volunteer to fulfill the gift requests of low-income children, teens, seniors and families.

- **New York Cares Coat Drive** – New York Cares collects 123,000 new and gently used winter coats during November-February. New York Cares works hand-in-hand with a variety of Community Partners in New York City to make sure coats are distributed as quickly as possible. Our Community Partners includes nonprofit social service agencies, churches, schools, and shelters, all of which serve some of the city’s most in-need populations.

There are times when an organization’s volunteer needs fall outside of what we do. For those organizations, when appropriate, we will list their volunteer opportunities on our website under the Referral Opportunities section.
Volunteer Support Team

As a Team Leader, you will get lots of support. Below are the people you are likely to communicate with on a regular basis.

New York Cares Program Manager (PM)
- Functions as the primary contact for Team Leaders at New York Cares and oversees the project(s) you lead.
- Collaborates with Team Leaders and other New York Cares Staff members to identify and address project needs; and to evaluate volunteer functions and project design.
- Each PM coordinates a portfolio of projects within a specific issue area for New York Cares (avg. 60 – 100 projects/month).

New York Cares Leadership Development Team
- Guides you through the process of becoming a Team Leader.
- Recruits, screens, interviews, and trains volunteer Team Leaders.
- Collaborates with the Program Managers to identify and develop professional development opportunities for Team Leaders.
- Provides ongoing technical assistance to Program Managers and Team Leaders.

The Community Partner (CP)
- Represents a nonprofit or city agency that partners with New York Cares for volunteer services.
- Completes an application and agrees to provide a representative onsite, to collaborate with PM, and agrees to the scope of services to be provided by New York Cares.
- In addition to the CP, there might also be other staff members present to assist you with overseeing the project on that day.

Other Points:
- As the Team Leader, you will communicate with an on-site staff person at the agency where your project will take place. This will be your main point of contact and someone that you should check in with each time you arrive to the project. You will be communicating with this person and your PM on a regular basis to discuss the program, schedule dates, and evaluate how the project is progressing on a regular basis.
- The Leadership Development Team is there to make sure that you are supported at all times. Like the PM and the CP, they are there to help you with any sticky situations that you come across on your projects and should be used as a resource for you. If a problem occurs on your project (or something really great – we like to hear about those situations too), it’s your responsibility to contact the PM. If you’re having trouble getting in contact with the PM, you can contact Leadership Development and they will be able to get in touch with the PM. The Leadership Development Team also provides multiple training opportunities throughout the year.
- Communication is the key to a project’s success. Maintain an open line of communication with your with your volunteers, your PM, and your CP.
Effective projects are the result of involved Team Leaders who take ownership of the project and maintain good relationships with the CP, the PM, and their volunteers.
PROJECT MANAGEMENT

General responsibilities for managing your project
Selecting a Project to Team Lead

Team Leaders can search online for opportunities the same way volunteers search for projects.

1. Select ‘Search for Team Leader Opportunities’ as seen below.

2. Enter the parameters for your search:

3. The Search Results will list projects in search of team leaders and their project description. Because there is not a team leader attached to these projects, volunteers do not see these projects when they are searching for projects. For any project that you are interested in being the team leader for, press the LEAD PROJECT link to notify the Program Manager that you are interested in being the Team Leader. They will contact you, usually within a week to discuss the project with you. At the end of this discussion, you have the option of accepting or declining the offer to be the team leader for that project.
4. If you agree to be the Team Leader for a project it is removed from the Team Leader Resources Section and listed in the Volunteer section, where volunteers will have access to see it and register.

Please note - because we require a team leader to be on all of our Ongoing Programming, you are not provided the option of de-registering from a project. Projects that no longer have a Team Leader attached are cancelled. And if time allows, New York Cares will attempt to recruit another Team Leader.
Project To Do’s: Before The Project:

Once you have selected a project to team lead, you should:

**Attend a Planning Meeting at the agency where you will be Team Leader**

- If you have not yet been to the project site, **schedule a Planning Meeting with your Program Manager** before the day of the project. If a site visit is not possible, schedule a conference call with your Community Partner. Planning Meetings are helpful for you to familiarize yourself with the site, directions, staff, and to identify a designated meeting location for you to meet the volunteer team upon arrival.

- If your project is starting after a hiatus: **Contact your Community Partner to say hello, and to confirm the basic structure of the year’s project.** Though your New York Cares Program Manager schedules project dates, it is always helpful to reconfirm the project schedule. This is also a good time to ask about events that may affect your project, such as turnover among staff or clients, holidays, or agency-wide celebrations.

- During the week before your project: **Confirm details with your Community Partner representative,** including the time that your group will arrive, which agency staff person will attend the project, and any other information unique to the day. If your project falls on a weekend, you may want to ask your Community Partner for a phone number where you can reach him or her if any problems arise after their office has closed.

- **When someone signs up online,** you will receive an automatic email, addressed from info@newyorkcares.org that says the following:

> Josh Watchman, (email address + phone number), signed up as a Volunteer for Positive Discipline For Children at Thu, Nov 7 6:00 pm - 8:00 pm on Thursday, November 07, 2013. Please contact him/her within 48 hours to confirm details of the project.

> Thanks again for you continued support,

New York Cares

[www.newyorkcares.org](http://www.newyorkcares.org)

212-228-5000
Simultaneously, when a volunteer signs up online for your project, he/she will receive an email automatic confirmation that looks like the email below, addressed from info@newyorkcares.org:

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Dear X,

Thank you for signing up for Art Explorers at PS 140 M-Nathan Straus.

An e-mail confirmation has now been sent to you. Directions and other information about your Project are below. This information is also stored in your "My Profile" page. Should you have any additional questions, please contact our Volunteer Relations Department at info@newyorkcares.org or call 212-228-5000.

Thank you for your interest in New York Cares.

If you have been registered for this project in error, please go to "My Upcoming Projects" accessible from your Profile page and de-register, or call New York Cares at 212-228-5000.

If you would like New York Cares to assist you with finding volunteer opportunities in the future, please edit your profile and tell us more about your skills and interests.

Respond to every volunteer who signs up for your project, either via email or by phone, with project details within 48 hours. Your email or phone conversation should include the following information: (Please look at page 45 to see a confirmation email sample)

- **Project Logistical Information**: Include project date, times, directions, and meeting location.

- **Project Goal**: Discuss what will be accomplished at the project.

- **Project Details**: Share with volunteers any specific details, such as costs, materials they might need to bring (e.g., water, appropriate clothing, lunch, etc.), and any rain plans. In addition, be clear about any challenges they may experience on the project, such as heavy lifting and/or potential allergens (dust, animals, pollen, etc.).

- **Cancellations**: Emphasize commitment and reliability. If volunteers sign up, they must show up. Give them a number where they can reach you up until the last minute. Be clear about when you will leave the meeting area. Tell volunteers you can only wait 15 minutes for them to arrive.

- **Agency Information**: If possible, include a link to the agency website and/or a short statement from the Community Partner about the project and how it benefits the agency.
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What to do if you don’t have enough volunteers
The Hot Project email is sent every Wednesday, and lists projects that need more volunteers. Volunteers opt to receive this email and/or can search online for Hot Projects. To use this resource effectively, you must let your Program Manager know by the Tuesday before your project that you would like your project included. Sometimes, your Program Manager will add your project to Hot Projects automatically, but it is best to check. Only projects that are less than 50% full can go on the Hot Project list. Please see a sample of a Hot Project List below.

Volunteers who call or email you to sign up
If your project is full, remind volunteers who call you that they can search for Hot Projects online to find out where they are needed. If applicable, you can also inform the volunteer of the next time you are Team Leading, and offer to sign him/her up for the next project.

If your project is not full you can direct them on where/how to sign up for your project, or you can offer to register them yourself.
See website instructions, page 25.

What to do when your project is full
Based on our experience, we know that 20% (or one in five) of volunteers typically do not show up (or cancel last minute) for each project. As a result, projects listed on the website will allow for 20% more volunteers than needed. When your project is full, remind volunteers who call you that they can search for Hot Projects online to find out where they are needed. If applicable, you can also inform the volunteer of the next time you are Team Leading, and offer to sign him/her up for the next project. You can also keep a waitlist, should you choose to do so, to fill slots left vacant by last minute cancellations.
**Project To Do’s: During the Project:**

**At the start of the project**
- **Arrive at your project 20 minutes** early to meet and greet your volunteers.
- **Distribute nametags** or volunteer buttons as volunteers arrive.
- **Keep track of volunteer attendance** as they arrive — volunteers must have signed up for your project in advance and must have attended a New York Cares Orientation.
- **Welcome the team**: introduce yourself and your Community Partner representatives. Have volunteers introduce themselves through a brief icebreaker.
- **Provide an introduction** at the start of your project. In addition; The Community Partner should also participate in the introduction and give volunteers background on the agency.

**CHECK LIST FOR A GOOD PROJECT INTRODUCTION**

Providing your volunteers with a good introduction is a key element to the success of any New York Cares project. Use the following guidelines:

- **Provide project goals, details and logistics.** Describe exactly what tasks the group will be doing, including the approximate timeline and what to expect during the project. If you anticipate a challenge, let your volunteers know, and suggest ways that they can handle problems.
- **Let your volunteers know that you are accessible**, and to come to you immediately if they have any questions, concerns, or problems.
- **Share rules and set expectations.** If applicable, review disciplinary procedures. For example, if the volunteers will be working with children when necessary, you should remind volunteers that they should not take a child to the bathroom alone. Encourage your volunteers to be firm with children, but to contact you and the Community Partner as soon as he/she feels uncomfortable or overwhelmed.
- **Explain the value volunteers bring to the project** and why their participation is important.
- **Provide information about the agency with which the group is working.** Ask your Community Partner representative to speak about the agency, if possible. Either you or the CP can explain the mission, the purpose of the agency, and why the volunteers’ help is important.
- **Speak to how the volunteers’ time, whether a one-time visit or an ongoing commitment**, will positively affect the community in which the group is working.
- **Make any New York Cares announcements**, e.g. an upcoming Annual Day of Service or volunteer recognition event.
- **Let volunteers know that you will be gathering at the end of the day to debrief.**
Throughout the project

- **Check in with volunteers** throughout the project.

- Once the project is underway, **make rounds several times** to ensure that all volunteers are busy and providing appropriate service.

- When appropriate, **rotate tasks among the volunteers** so they get a variety of experiences.

- Pay **particular attention to the volunteers who are new to your project.** Encourage interaction between new and returning volunteers.

At the completion of the project

- **End the project on time.**

- Gather the volunteers for a **debriefing session.**

- **Thank the volunteers** for coming.

- **Provide a recap of the day’s accomplishments** stating the quantity of work done and outlining the benefits of the work done.

- **Ask the volunteers whether the project met their expectations,** whether they enjoyed the project, what they enjoyed about it, and what they would do differently. Invite them to reflect on their experience.

- **Offer to register the volunteers on your next project.** Remind them of the next session.

- Before leaving the site, **be sure all materials, supplies, and food are put away** and that the project area is left in the same condition (or better than) it was in when you first arrived.
Project To Do’s: After the Project:

Call or email your Program Manager
Contact your New York Cares Program Manager within a week of the project to debrief. These discussions are most useful if they take place while the project is fresh in your mind. This can be done after the first two meetings of the project, and then on an as-needed basis to address any issues that arise.

Submit your volunteer attendance
Within five days after the project, all Team Leaders must submit attendance via the website (see instructions pages). This aspect is important for the following reasons:
- It gives credit to volunteers for their project participation.
- It helps Team Leaders with volunteer recruitment by providing a record of volunteers who have attended each project.
- It allows New York Cares to track volunteer retention rates and trends.
- The information is also vital to our fundraising and reporting activities.

Submit your Impact Numbers
Within five days after the project, all Team Leaders must submit impact numbers via the website (see instructions pages), or contact PM if you don’t have Internet access.

Thank the volunteers
Thanking your volunteers again and again is a great way to ensure that they keep coming back. It is also a good way to remind them of when you are leading upcoming projects. See sample of Thank You E-mails on pages 45.

FOUR THINGS TO REMEMBER AS A TEAM LEADER

- Content and logistics of the project can be modified. As a Team Leader you should be ready to make the needed changes if any obstacles may happen. Remember to communicate the changes to the volunteers and your Program Manager as fast as possible.
- Your role in volunteer and client retention. As a Team Leader you are the on-site ambassador of New York Cares. Remember always to encourage the volunteers to come back and participate in different projects as well.
- Open communication with your Community Partner and Program Manager. Always remember to communicate truthfully and honestly with both your Community Partner and Program Manager and report any unforeseen situations.
- Capacity numbers can be modified. Due to changes of the project the Team Leader or the Program Leader may need to modify the number of volunteers the projects require e.g. If you need to cancel some of the scheduled activities it might be a good idea to change the capacity number as well.
ONLINE PROJECT MANAGEMENT TOOLS

The New York Cares website will help you to easily manage the projects you lead.
Using the website to Manage Projects

The New York Cares website will help you to easily manage the projects you lead. There are three sections based on the timing of your project:

- Access Project Information
- Register and Prepare your Volunteers Before a Project

Tasks to Complete After a Project. Most volunteers will visit the New York Cares website, find out all the information they need, and, if interested, register right then and there. Our database is linked to the website and keeps track of the number of volunteers needed. It will list the project as full once it reaches the maximum.

If you do not have web access, we will have the website list your project and volunteers will be instructed to call you. There will be no registration through the website if this is the case. Please speak with your Program Manager to let her/him know that this is how you would prefer to manage your projects.

If you have limited web access, (e.g. no access over the weekends or weekday evenings) leave a note in the Team Leader notes section on the website, letting your volunteers know when you will get back to them.
Log in to the website

- Type www.newyorkcares.org into your computer’s browser.
- In the top right corner of the website, press ‘Login’ and enter your Username and Password.
- Click LOG IN.

- You will know you have successfully logged in when the LOG IN box is replaced with LOG OUT

- As a Team Leader, the most important link is the Upcoming Projects. You will only see this link when you are logged in. From here you can view and manage your Upcoming Projects. You can also view your Project History.

When managing a New York Cares project as a Team Leader, Upcoming Projects will be the area where you will spend the most time.
Access Project Information

To verify project information dates, click on the title of the project under Upcoming Projects.
You will see a page similar to this:

On the subpage ‘EDIT’ you can edit the project information or add your own notes to volunteers. Once you have clicked SUBMIT, volunteers visiting this page will be able to view these posts. You might consider including special instructions for the day and/or directions to the project site. If you are going on vacation for a few days and won’t be able to respond to volunteer signups, put that information here.
Register and Prepare Your Volunteers
Before the Project

Register a volunteer
Each volunteer should be registered for a project through the website. Because our system allows for a fixed number of volunteers to sign up for each project, it is important to sign up your regular volunteers as soon as the project is posted on the Web. This will ensure that the amount of open volunteer slots listed is accurate. It will also ensure that you do not end up with too many volunteers for your project.

Not everyone has internet access. Therefore, some volunteers will call you to sign up for projects. When a volunteer calls you to sign up for a project, it is very important that you get their phone number. This is the only way a volunteer without Internet access can be signed up for a project by the Team Leader.

To sign up a volunteer via the website:

➜ Click on UPCOMING PROJECTS.
➜ Click on the MANAGE link corresponding to the project for which you want to add volunteers.
➜ Scroll to the bottom of the page and enter the volunteer’s phone number or email address. Click the SUBMIT button.
➜ The site will search through the database to find the volunteer who matches the criteria entered. Click the REGISTER link next to the person’s name and the volunteer’s information (name, email address, phone number) will be listed on the Manage Team page.
➜ Enter the next volunteer’s phone number to continue adding more volunteers. Because of duplications or incorrect data, sometimes more than one name will come up as a match to a phone number you submit. In this case, simply select the correct name and click on the REGISTER link that corresponds to the volunteer.
➜ If the same name comes up more than once, simply select the first one listed.
➜ If the phone number does not have any matches, please contact the New York Cares Volunteer Relations Department with the volunteer’s information at 212-228-5000.
To register regular volunteers using Project Codes:

Nearly all projects are marked with a Project Code. Project Codes allow regular volunteers or volunteers from your most recent project to sign up for your next project before the project is made public. All you need to do is copy and paste the numeric Project Code and include it in the email you send to the volunteers.

To obtain your Project Code:

- Go to UPCOMING PROJECTS.
- Click on your project title link that corresponds with the project for which you want to locate the Project Code.
- Go to ‘Project Information’. The Project Code is shown in the top right corner.

Art Explorers at PS 140 M-Nathan Straus

MONDAY, NOVEMBER 4, 2013 | 3:30PM-4:30PM

Help children from PS 140 M - Nathan Straus in the Lower East Side, develop their own creativity with Art Explorers, an innovative program that uses games and art projects to promote positive self-esteem, team building and communication skills. Our projects vary from fine arts, environmental awareness, and just fun crafts. No experience or previous knowledge is required.

How Volunteers Use the Project Code:

- On the Search Projects on the website there is an option to search by project code. The volunteer will enter the Project code that you emailed to them and click search.
- The project description with the matching Project Code will show up. If the project is not full a link to SIGN UP will appear.

De-register a Volunteer

Although volunteers can de-register themselves online, occasionally they may contact you directly to let you know they will not be able to attend your project. In this case, you will need to go to the website to de-register them. This will allow for other interested volunteers to sign up. Do not de-register volunteers that contact you within 24 hours of the project—those volunteers should be marked as “canceled” on their attendance.

- Click on UPCOMING PROJECTS.
- Click on the MANAGE link corresponding to the project for which you want to de-register a volunteer.
- Click on DE-REGISTER next to the volunteer’s name.

Send reminder E-mail to Your Volunteer Team

Send a reminder to your team two or more days before the project with your contact information for the day of the project. Volunteers should know how to reach you in case they get lost.

- Click on UPCOMING PROJECTS.
- Click on the MANAGE link corresponding to the project for which you want
to send an e-mail message.

- Click on MANAGE VOLUNTEERS and then EMAIL ALL VOLUNTEERS.
- Create your message and a subject. The e-mail will go out to all of the volunteers who have signed up for the project. Their e-mail addresses will be BCC’d (not available for all to view) and the return e-mail address will be info@newyorkcares.org. See page 45 for sample emails. Any reply e-mails will be sent directly to you.
- You can e-mail each volunteer individually through your own e-mail program or by clicking on his/her name on the Team list. A form will be automatically created for you.
- You will receive an e-mail each time a volunteer registers or de-registers for your project.
Tasks to Complete After a Project

After a project has been completed it is important for Team Leaders to submit attendance records, impact numbers and evaluations, as well as to follow-up with a thank you email to the volunteers.

New York Cares needs accurate attendance records and impact numbers in order to:
- Track a volunteer’s hours and recognize volunteers for their involvement and dedication.
- Inform donors, foundations, and media outlets about how many volunteers serve on our projects and the impact New York Cares makes on the communities it serves.
- Recruit Team Leaders (a person’s volunteer history is a great tool when New York Cares is looking for future Team Leaders).
- Provide you with past volunteer names when you are short for a project.

Submit Attendance
- Click on MY PROFILE
- Click on PREVIOUS PROJECTS at the bottom of the page. You will be taken to a page listing the projects for which you have volunteered.
- Click MANAGE corresponding to the project listing for which you need to submit attendance.
- Review the team list and check that all volunteers who attended are listed. If there is someone not listed, you will need to add him or her by entering his or her phone number or email in the space at the bottom of the page (see page 20)
- Scroll to the bottom of the page and click on the link to ENTER ATTENDANCE.
- For each name listed, use the drop down menu to indicate who attended and who did not. The codes are as follows:
  - Show = attended
  - No Show = did not attend
  - Cancelled = the registered volunteer notified the Team Leader prior to the project that s/he would not attend, but wasn’t able to de-register him/herself from the project through the website

- Click SUBMIT

If a volunteer attended who was not registered, you should now register him or her to give credit for volunteering:
- Click on MY PROFILE to pull up your upcoming projects list.
- Click on PREVIOUS PROJECTS at the left navigation on the page. You will be taken to a page listing the projects for which you have volunteered.
- Click MANAGE corresponding to the project listing for which you need to submit attendance.
- Click on MANAGE VOLUNTEERS and enter the volunteer’s phone number or email address.
See page 25, to sign up a volunteer via the website, for information if more than one name is listed as having the phone number you entered.

Click ADD TO PROJECT and the volunteer's information (name, email address, phone number) will be listed on the Manage Volunteer page. You can now mark their attendance as described in the previous section.

Submit Impact Numbers

- Click on MY PROFILE to pull up your upcoming projects list.
- Click on PREVIOUS PROJECTS. You will be taken to a page listing the projects for which you have volunteered.
- Click on MANAGE corresponding to the project listing for which you need to submit impact numbers.
- Scroll to the bottom of the page and click on PROJECT IMPACT NUMBERS.
- Under IMPACT TYPE, use the drop down menu to make a selection
- Enter the number impacted by the project.
- Click SUBMIT
- Repeat the last 3 steps if your project has multiple impact types.

If you need to change attendance or impact numbers after they have been submitted, call your New York Cares Program Manager.

Submit evaluations of your projects

- Click on MY PROFILE to pull up your upcoming projects list.
- Click on PREVIOUS PROJECTS at the left navigation on the page. You will be taken to a page listing the projects for which you have volunteered.
- Click the EVALUATE link corresponding to the project listing for which you would like to evaluate.
- Complete the form.

Send Thank You emails to the volunteers

To send an e-mail to thank your team for volunteering, follow the same instructions as on page 45. Please do not hesitate to contact us with any questions about our website and the procedures for working as a Team Leader on our community-based projects. Because we plan and manage as many as 1,600 projects per month, you are our link to our agencies, the clients, and our volunteers. It is our sincere hope that this website simplifies your responsibilities and makes being a Team Leader enjoyable and manageable.
TIPS AND TOOLS

Lessons learned from past Team Leaders to ensure a positive team experience
Methods for Effective Team Management

Based on best practices shared by past Team Leaders and observations from the field, the following methods should guide you toward success:

Set Clear Goals
It is important that every member of the team understand the purpose of the volunteer project and the desired outcomes. An effective Team Leader ensures that the team is moving in the same direction from the start.

- Confirm the goals with your Program Manager and, if appropriate, Community Partner.
- Confirm that the project description accurately lists the project goals.
- Define goals for volunteers in the confirmation email or phone call.
- Outline the goals during the overview at the beginning of the project.

Clarify Roles and Responsibilities
Every member of the team brings certain strengths and preferences. The Team Leader should align these qualities with the tasks required on the volunteer project. The better the match, the more likely the volunteer will feel utilized and effective. Similarly, by clarifying roles and tasks with each volunteer, the Team Leader is better able to hold the volunteer accountable.

If the project is committed:
- Contact volunteers prior to the first project, to assign tasks based on preference and skills.
- Delegate roles and responsibilities at the beginning of the first project based on preference and skills.

If the project is not committed:
- Delegate roles and responsibilities at the beginning of the project based on preference and skills. Align tasks to comfort or skill level.
- Rotate tasks among the volunteers so that they get a variety of experiences, when appropriate.
- Pay particular attention to the volunteers who are new to your project and who may require training.
Establish Explicit Expectations
Like playing a game, it is best to know the rules before you begin. As a Team Leader it is up to you to make your expectations clear from the beginning. A good prevention technique is often far more effective than an intervention strategy in the moment.

- **Confirm general project description** in your confirmation email to volunteers upon signup. Make sure volunteers know what they will be doing.

- At the beginning of the project, conduct an **orientation to the project**:
  - **Review guidelines, rules, and tips for the project.** For example, if the volunteers are working with children, you should remind the volunteers that they should not take a child to the bathroom alone. If certain websites are off limits, make this clear from the start.
  - **Provide information about the agency** with which the volunteers will be working. Ask your Community Partner representative to speak about the agency when possible.
  - **Include Team Leader notes for your project**, especially for people who sign up within 48 hours of the project, if you might be unable to contact them before the project.
  - **Establish the difference between personal information and public data** if needed. (Personal gossip vs. book discussion, or personal surfing).

Promote Effective Problem Solving
Encourage your volunteers to take initiative in addressing problems that may occur on a project. A Team Leader will foster more buy-in and ownership from their volunteers when they engage their volunteers in identifying solutions that will directly impact their work.

- **The key to effective problem solving is flexibility and creativity**

- **Be easily accessible.** For example, wearing a New York Cares hat makes you easily identifiable.

- **If a problem arises on a project, explain the situation to your volunteers.** The more upfront you are with them, the more understanding and forgiving they will be. If you maintain a positive attitude, the volunteers will follow your lead.

- **If there isn’t enough work, ask the Community Partner representative if there is additional work to be done.** For example, if the room you were supposed to paint has already been painted, ask if there is another room to paint or a room that can be cleaned out.

- **If the task changes, be honest about it** and give volunteers the opportunity to leave gracefully. For example, someone who signed up to alphabetize a library may not be physically able to clean a storage closet.

- **If you have too many volunteers, explain why the situation occurred** (e.g. fewer children attended than were expected). Offer volunteers the opportunity to double-up or leave. Be sure to apologize for the
inconvenience.

- **If you have too few volunteers, improvise and do as much work as possible.** Remember that some volunteers may not be able to stay beyond the stated hours of the project. If the project is expected to go over the timeframe, provide volunteers with an estimate of the change in time, but give them the option to leave if they wish to. You may choose to finish with those volunteers who are willing and able to stay – or you may choose a logistical point at which to stop working. If you do so, please call your Program Manager the next business day so arrangements can be made to complete the project at a later date.

- **Debrief and follow-up** in order to foresee developing problems.

**Provide Recognition and Reward**

Feedback to the team is one of the most powerful tools a Team Leader has in his/her tool kit. Recognition during and after a project motivates and encourages volunteers to keep coming back – it tells them their time, effort and their contributions were important.

**At the end of the project, gather the volunteers for a debriefing session:**

- Thank the volunteers for coming.
- Provide a recap of the day’s accomplishments, stating the quantity and quality of the work done and outlining the benefits of the work done.
- Ask volunteers whether the project met their expectations, whether they enjoyed the project, what they enjoyed about it and what they would do differently.
- Invite the volunteers to your next project.
- Articulate to volunteers that their presence is what makes the project great.
- Thank volunteers via phone and/or email. Tell them what they accomplished and give them a sense of their contribution.
- Inform New York Cares staff of any exceptional volunteers to nominate as Volunteer Stars.
New York Cares Policies and Procedures

These policies and procedures are distributed at volunteer orientations.

Getting Started
All volunteers must attend an orientation for new volunteers in order to sign up for New York Cares’ monthly Projects.

New York Cares asks volunteers to comply with the following Project signup procedures:

- Volunteers must sign up for Projects using New York Cares’ website, or by contacting the Team Leader in advance of the scheduled Project.
- Volunteers need to perform the activities as they are described in the calendar or website and as instructed by the Team Leader.
- If volunteers need to cancel their scheduled participation on a Project, they should promptly de-register on New York Cares’ website or contact the Team Leader.
- Volunteers cannot bring guests on a Project unless the Team Leader has given prior approval and the additional volunteer has already attended a New York Cares orientation.
- Volunteers should arrive on time and stay for the duration of the Project, including any time necessary for clean-up. Volunteers must promptly leave the site at the conclusion of the Project.

Expectations of Volunteers During Projects

- Volunteers must maintain the confidentiality of all privileged information to which they are exposed as a volunteer, regardless of the subject matter.
- Volunteers may not use their participation in New York Cares to promote partisan politics, religious matters, or other affiliations outside of New York Cares.
- Volunteers must never be alone with a client or wander away from the group.

New York Cares asks that volunteers serve to the best of their abilities, and in a respectful, professional, and cooperative manner while on a Project.

While on a Project, volunteers must not engage in the following:

- Discriminatory or racist statements or behaviors.
- Sexual harassment, for example, jokes, innuendos, insults, sexist remarks, the display of derogatory or pornographic pictures, leering, touching, or kissing.
- The use of any alcohol or illegal drugs.
Any unlawful or inappropriate activity. Volunteers shall not interact with any client outside of a Project on behalf of New York Cares.

**Volunteer Dismissal**
New York Cares, in its sole discretion, reserves the right to reassign or dismiss volunteers when such action is in the best interest of the volunteer, New York Cares, the Project, the client and/or our Community Partner. Reasons for dismissal may include, but are not limited to:

- Refusal to attend orientation or other required training.
- Refusal to give suitable references or disclose past convictions for crimes.
- Excessive absenteeism, sporadic attendance, and lateness.
- Disclosure of confidential information.
- The use of alcohol or other inappropriate substances while on a project.
- Involvement in any illegal activities.
- Failure to adhere to any of New York Cares’ Policies.
- Any inappropriate behavior.

**Volunteer Feedback**
If a volunteer has any Project related concerns, questions about appropriate behavior on a Project, or complaints regarding inappropriate behavior by another volunteer, the client, the Community Partner, or New York Cares’ staff, they should talk with the Team Leader immediately. If a volunteer is unable to speak with the Team Leader, or has a complaint concerning the Team Leader, he/she should contact the Director of Volunteer Relations at New York Cares (212-228-5000).

**Volunteers With Special Needs**
Occasionally, New York Cares accepts volunteers who have special needs to participate on our projects. These volunteers have been through the regular orientation process, and will often have a case worker or assistant who will attend the project with them. They will likely come to your project with a letter or other form of paperwork issued by New York Cares and authorizing them to participate in the project. We work hard to direct these volunteers to projects that are appropriate for them. If you have questions about these volunteers, or think your project would be especially good for volunteers with special needs, please contact leadership@newyorkcares.org.

**Group Volunteering**
New York Cares has opened up some of our calendar programming to groups looking to engage in service together. This new venture has allowed for more group volunteering opportunities for groups in New York City, and allows large New York Cares projects to find the number of volunteers they need to get their tasks completed- it’s a win-win! For more information on managing groups on your project, or to mark your project as group friendly, contact email info@newyorkcares.org.
Team Leader Dos and Don’ts

DO:

➤ Immediately contact your Program Manager if you have a concern about a volunteer.
➤ Let your Program Manager know about exceptional “star” volunteers.
➤ Give volunteers an introduction with tips and guidelines before your project.
➤ Go to the Community immediately should a problem with a client occur.
➤ Make yourself available throughout the project so you are aware of what your volunteers are doing and can troubleshoot any issue that arises.
➤ Cancel your project if the Community Partner (or representative) is not present.

DON’T:

➤ Permit a volunteer to bring a friend who has not attended orientation.
➤ Allow a volunteer to bring any child under 18 on a project unless it is a family friendly project. (If the child is over 18, s/he must have attended an orientation).
➤ Allow volunteers to use their participation in New York Cares to promote partisan politics, religious matters, or other affiliations outside New York Cares.
➤ Permit volunteers to interact with any client outside a project on the behalf of New York Cares.
➤ Have your volunteers be alone with a client or wonder away from the group.

Verification of Service Hours

From time to time volunteers may ask you to document their service by signing off on their hours. It is New York Cares Policy not to sign forms from other organizations. Volunteers who want their service documented can print their Project History when they are logged in on the website. They can also call 212-228-5000 or e-mail info@newyorkcares.org and request a letter of service. Volunteer Relations will provide a letter on New York Cares letterhead stating their total service hours. Team Leaders should never sign forms presented to them by volunteers.
Common Questions from Team Leaders

What if you need to miss a session?
First look to your regular volunteers to see if any can step in for you on the day you won’t be there. If someone can substitute as Team Leader, inform your Program Manager as to who will be on site in case we need to get in touch with him or her. 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.

What do you do when you will no longer be able to Team Lead for New York Cares?

➤ We ask for a 6-month to 1-year commitment from Team Leaders.
➤ Let your Program Manager know as soon as you are aware that you will be leaving your project.
➤ Identify someone on your team that would make a good Team Leader in your place.
➤ Recommend great volunteers to your Program Manager so that New York Cares staff can initiate the Team Leader application process.
➤ New York Cares will need about two months to find and train a replacement.
➤ Inform the Leadership Development Manager when you would like to return to Team Leading!
Representing New York Cares
As a New York Cares Team Leader you should know how to answer common questions from a volunteer.

What are New York Cares Annual Events?
To complement our monthly calendar of events, New York Cares also coordinates four high-impact service events each year. These annual efforts introduce large pools of volunteers to New York Cares, while providing service to the community on a citywide and highly visible scale. One does not need to attend an orientation to participate in annual events.

- **New York Cares Day Spring** (April) 3,750 volunteers clean up over 70 community gardens, parks, social service agencies, and public schools to give New York a good spring cleaning.
- **New York Cares Day Fall** (October) 6,000 volunteers are mobilized to revitalize over 90 public schools throughout the five boroughs of New York City.
- **Winter Wishes** (November-December) 40,000 children and teen’s holiday wishes are fulfilled by volunteers – formerly our Secret Santa program.
- **Annual Coat Drive** (December) 123,000 coats are collected and distributed to over 300 agencies helping to keep New Yorkers warm during the winter season.

How many volunteer slots does New York Cares offer each month?
- It can be difficult to give a specific answer to the question, “How many people volunteer for New York Cares.” The reason for this is that many people volunteer once, while others volunteer several times over the course of the year.
- New York Cares routinely fills more than 9,000 volunteer spots per month.
- New York Cares welcomes an average of 1,400 new volunteers every month.

When are the New York Cares Orientations for new volunteers?
Volunteers must attend an orientation in order to participate in a project. Orientations are held several times a week, during day and evening hours and on Saturdays.

From where does New York Cares get money?
The New York Cares budget is over $9 million, with our primary funding sources being Corporations, Foundations, Individuals, and Special Events.
How to Handle Emergencies on the Project

Flexibility is the best policy with respect to addressing challenges at your project. The following are some helpful hints designed to help you troubleshoot the most common project-related challenges:

What if there is an emergency?
Emergencies happen. In the event of a serious injury or emergency, please follow the procedures listed below as closely as the situation allows:

- Appoint someone to call 911 for appropriate help immediately.
- If someone has been injured or is sick, do what is necessary to stabilize the individual. Use first aid knowledge only if you are absolutely confident; many injuries are made worse by “helpful” bystanders.
- Do not move an injured or sick person unless you have no other choice.
- While you attend to the medical emergency, make sure someone else is attending to the other volunteers. They should be moved away from the injured party.
- As soon as possible, contact the New York Cares staff member on call at 212-228-5000 (office hours) 646-483-7080 (for emergency use during the evenings and weekends).

Be prepared to give him/her the following information:

- Where you are (the exact street address or a detailed description of the location) and how you can be contacted (a phone number). If you don’t make the call from your own phone, please inform the New York Cares staff member and make sure you will be able to reach.
- Exactly what happened and to whom.
- People you already contacted, e.g. emergency assistance, Community Partner.
- The type of help you need from the New York Cares staff person.

Cooperate fully with any uniformed or official assistance on the scene. For everyone’s protection, do not discuss the situation with any outsiders. It is often difficult for any one person to know all of the facts. If necessary, a member of New York Cares staff will make any official statements.
New York Cares’ Role in Disaster Preparedness and Response…and How You Can Help

New York Cares Citywide Coordination In recognition of our significant contribution in the aftermath of September 11th, and in preparation for the future, New York Cares signed a Memorandum of Understanding with New York City’s Office of Emergency Management (OEM) that designates New York Cares as the lead agency responsible for mobilizing spontaneous volunteers in the event of a disaster. According to this agreement, when a disaster is declared, New York Cares will place staff at the Emergency Operations Center (EOC) and will help the city to identify and manage volunteers to meet emerging needs. During non-disaster times, we partner with OEM to create a better infrastructure for disaster volunteer mobilization and management.

Highlights of our Disaster Preparedness activities in recent years include:

► 13,500 mobilized volunteers in the Sandy Relief Response delivered 822 relief projects.
► Providing 65 volunteers (the largest number of volunteers from a single organization) to assist OEM with a large-scale disaster drill testing the city’s preparedness to inoculate residents en mass. Volunteers helped to execute a variety of functions, such as interviewing victims, managing the flow of people in the dispensing center, and distributing antibiotics.
► Chairing a citywide Disaster Volunteerism Leadership Committee to ensure a coordinated approach to spontaneous volunteer mobilization and management in the event of a disaster.
► Providing volunteers to staff the Disaster Assistance Service Center for Hurricane Katrina evacuees in New York City from September through December 2005

Your Role
In the event of disaster response, New York Cares staff will alert ALL Team Leaders to ask for help. You are not required to participate, but we ask that you be patient as you may receive frequent communications in the event of a disaster.

RECENT EXAMPLE OF TEAM LEADER INVOLVEMENT

New York Cares volunteers were on the ground the moment Hurricane Sandy hit the city in October 2012. Staff members started working with our Community Partners and the Office of Emergency Management right away to organize volunteer projects where they were needed most. Now, after a year of helping impacted areas recover the storm, New York Cares Volunteers continue to give their time to the recovery effort.
Orientation Express

What is an Orientation Express?
An Orientation Express is an orientation and project in one! The orientation portion is a quick informational session in which you speak about New York Cares both generally and in reference to your project. It will often begin about a half hour before the project. That way, volunteers can get right out onto the project.

Why offer an Orientation Express?
Offering an Orientation Express is a great way to get new volunteers on projects that need them. If you have a project that you think would be a good fit for an orientation express and you’d like to lead one, contact your Program Manager for more information.

The following points are important to keep in mind when leading an orientation express:

1. **Relay the mission** (New York Cares meets pressing community needs by mobilizing caring New Yorkers in volunteer service) and tie it directly to your project (ex: the students of this school do not have after school programs, so as a volunteer, you are here to provide tutoring/crafts/sports activities to them).

2. **Describe the volunteer model** that New York Cares uses- we partner with non-profits and create custom projects that a volunteer signs up for via the website.
   - Some projects are committed, others are reoccurring but volunteers come and go.
   - Every project has a Team Leader who carries out the project details, takes attendance and has a plan of action. The New York Cares staff member plans logistics, works directly with the agency and provides supplies etc.

3. **Mention other project types** that we offer in case this is not the right project for this volunteer- we have projects every day of the week and weekends at all times of day.
   - This will help ensure that a volunteer returns to New York Cares even if they don’t return to this particular project.

4. **Go over the policies and procedures** and make sure that all expectations, both in general and for your specific project, are overviewed.
   - It is important to clarify that in general volunteers **sign up** for projects through the website under the “search projects” tab.
   - Also go over the **attendance policy**. Under the “My Projects” tab they can de-register if they can no longer attend, and where they can find the project and team leader information if they need to cancel the day of the project.

5. **Discuss the specifics of your project** and go over the logistics and plan of action.
   - Be sure to give them the future dates and in the thank you email send a link for signing up for future projects. You may also offer to sign them up.

6. **Mention the next step in volunteering** by explaining that upon completion of three volunteer projects they can apply to become a New York Cares Team Leader.
RESOURCES AND CHEAT SHEETS
Website Cheat Sheet

View Project Information Sheet
- LOG IN at the Volunteer Login section, enter your Username and Password
- Click on MY PROFILE.
- Click on UPCOMING PROJECTS
- Click on your project title.
- On this page you can also add your own notes to volunteers. Scroll to the bottom of the EDIT page and you will see a box where you can add a message. Once you have clicked SAVE, volunteers visiting this page will be able to view this information. You might consider including special project guidelines, instructions for the day and/or directions to the project site.

Email volunteers who have signed up within 48 hours
- LOG IN
- Click on UPCOMING PROJECTS
- Click on the MANAGE link corresponding to the project whose volunteers you would like to email.
- Click on MANAGE VOLUNTEERS and click EMAIL ALL VOLUNTEERS.
- Create your message and a subject. The email will go out to all of the volunteers who have signed up for the project. Their e-mail addresses will be Bcc’d (not available for all to view) and the return email address will be info@newyorkcares.org. E-mails can include directions and instructions for the day. You can also use the email to get the volunteers excited for the upcoming project or you can mention issues affecting the clients you will be serving. To email a volunteer individually via the website, click on his/her name on the Team list. Scroll to the bottom of the page and choose ‘Email SELECTED volunteers’.

Sign up a volunteer who calls or emails
- LOG IN
- Click on UPCOMING PROJECTS
- Click on the MANAGE link corresponding to the project for which you want to add volunteers.
- Scroll to the bottom of the page and add the volunteer’s phone number or email address. A page will come up with the name of the volunteer and a link to register that volunteer.
- Click REGISTER
Submit Attendance
If the roster is incomplete you need to add volunteers to your attendance list!

➤ You must first add any volunteers who do not appear on your roster.
➤ Once you have done that, click on MANAGE VOLUNTEERS and scroll to the bottom of the page and add the volunteer’s phone number or email address.
➤ Click on ADD TO PROJECT and the volunteer’s information (name, email address, phone number) will be listed along with the other volunteers.
➤ If the name of the volunteer does not show up after you have entered in their phone number, please call the New York Cares Volunteer Relations Department at 212-228-5000.
➤ Click on the ATTENDANCE.
➤ Next to each volunteer’s name listed, use the pull down menu to indicate who attended and who did not. The codes are as follows:

➤ Show = attended
➤ No Show = did not attend
➤ Cancelled = the registered volunteer notified the Team Leader prior to the project that s/he would not attend, but wasn’t able to de-register him/herself from the project through the website.

➤ Click SUBMIT.

Submit Impact Numbers
➤ Click MANAGE corresponding to the project listing for which you need to submit impact numbers.
➤ Scroll to the bottom of the page and click on the link to ENTER IMPACT NUMBERS.
➤ First under IMPACT TYPE, using the pull down menu, make a selection
➤ Next, enter the number impacted by the project.
➤ Click SUBMIT
➤ Repeat the last 3 steps if your project has multiple impact types.
➤ Click MANAGE corresponding to the project for which you need to submit attendance.
➤ Review the team list
➤ Scroll to the bottom of the page and click on the link ENTER ATTENDANCE

Submit evaluations of your projects
➤ Click on MY PROFILE to pull up your upcoming projects list.
➤ Click on PREVIOUS PROJECTS at the left navigation on the page. You will be taken to a page listing the projects for which you have volunteered.
➤ Click the EVALUATE link corresponding to the project listing for which you would like to evaluate.
➤ Complete the form.
Confirmation Email:

Hi,

Thank you for volunteering the American Museum of natural History’s Halloween Celebrations, which will be held on Thursday, October 31, 2012 from 4-7pm. This event couldn’t happen without the many volunteers who generously offer us their time each year. So thank you!

Here are the details:

Date: Thursday, October 31, 2013  
Time: Check-in is at 2:30. Event is from 4-7p.m., with light dinner to follow.

There are a number of positions open as candy helpers and craft helpers. Please let me know which job you would like.

****This year there will be a face-painting table, if there are enough talented face painters! So let me know if this is your talent.****

The museum encourages volunteers to wear a costume for the event, but they ask that adults refrain from wearing masks or full makeup that covers their faces. If you have any friends or family who would like to volunteer as well, please forward me their contact information, and I will reach out to them. I look forward to having you at the event!

If your plans change please deregister so as to open the spot for another volunteer

Should you have any questions please feel free to email me at XXX

Please note that unlike prior years there will be no separate orientation. I will email out information closer to Halloween.

Thanks again,

Andy

Recruitment Email:

Dear NY Cares Colleagues,

As a reminder, our next Earthling Club activity is this Saturday, April 9th, at the South Street Seaport Museum, and the weather is supposed to be 57 degrees and sunny!

Join the children of the Earthling Club of Concourse House Family Shelter in the Bronx as they become amateur archaeologists for the day at the South Street Seaport Museum. (10:30am 5pm: 10 vol.; $15).

We are going to meet at 10:30 am at the Concourse House (2751 Grand Concourse St in the Bronx, which you can reach by the #4 or #D Subway to Kingsbridge Rd/ 196th Street) please give me a ring at 646-258-3921 if you are interested in coming and I will fill you in on more details!

Otherwise, our next activity is tentatively scheduled for May 7th more details to follow soon.
**Project Reminder Email:**

**Subject: Reminder Morning Reading at P.S. 145M**

Good afternoon all!

This is a reminder that we have our morning reading program tomorrow bright and early! Last night some of us attended the Mondo training session at New York Cares and it was very helpful, providing lots of new literacy tips with which to pepper these emails, as well as some new ideas about how to use the Mondo materials. Tuesday Team Leader Karen noted that one of the most interesting things she learned is that children must struggle mightily to acquire listening skills these days, in large part because of how fragmented, how interrupted, communication tends to be in our world. Standardized testing now includes a lengthy section which is read aloud to the children and to which they must listen carefully in order to answer questions and they often can't focus and pay attention to the full passage as required.

Obviously, this attention span issue has implications for their reading abilities as well. The related tip the Mondo resource gave us was that while it is important to talk to a child about the content of a story he or she is reading aloud to us in order to verify and build their comprehension, it is best to have this kind of discussion either before the story is read or right after (or both), and to let the child experience the full “flow” of the story more or less uninterrupted unless he or she wants to stop and discuss something. I hope this is helpful.

If you have a story about your tutoring experiences, a readymade tip, or a question or concern, please forward them to me.

I look forward to seeing you all tomorrow.

Regards, Alan

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**Thank you Email to Volunteers:**

**Subject: Morning Reading at P.S. 145M**

Thank you all for coming to this morning’s reading session. Today was a bit of a crazy day, with some of the regular kids not coming, and FIVE new kids showing up! Thanks to those of you who read with two kids: Gary, Chris, and Ellen. A special thanks to Nicole, who read with THREE of the new girls for a bit this morning. Please let me know if for any reason your pairing was not working so I can be sure to avoid it in the future.

I also wanted to thank everyone for your participation in the sing-along exercise. One of the worst parts about growing up is learning what inhibitions are, and I know it's tough to get motivated to sing so early in the morning. You all did great, though; the song definitely wouldn't have succeeded without you. I think we will continue to try songs over the next few weeks; I appreciate your continued enthusiasm!

Two other fun upcoming events I wanted to remind you about: New York Cares Happy Hour, Thursday, March 31: You should all have received an e-vite for this event. Tickets are reasonably priced, and it should be a great way to get to know your fellow volunteers!

Hands On New York Day: I encourage you all to volunteer for this event, happening from 9 a.m. to 3 p.m. on Saturday, April 16. Check out www.newyorkcares.org for more information. I will be a Site Captain in the Bronx, so you are more than welcome to volunteer for my site if you like.

Hope everyone is doing well, and I will see you next week!

Alan
Personalized Thank You Email:

Akila,

I just wanted to say that I was really touched yesterday by your action of staying so late to work with Daimler (who also sometimes writes her name as Deamlier). That showed such feeling and dedication and is really extraordinary, especially since we all have jobs and other things we need to get to. I was inspired, as I frequently am by things I see other volunteers doing. Thank you so much for that gift to me. Daimler/Deamlier is lucky to have your interest and patience to boost her at this time in her life. If you sense that there is more we can do for her or if she needs attention on a day when you can't stay those extra few minutes, please let me know and we'll make sure to help out!

Karen

P.s. I'm going to get to the bottom of how to spell her name, hopefully next week!

Thank you for becoming a Team Leader with New York Cares. Your Leadership is essential!