

## Confirmation E-mail Sample

The following is a suggested e-mail to be sent to volunteers once they have signed up for your project. This is only a suggestion and should be personalized according to your project. Feel free to contact the Program Manager with questions or suggested content specific to the project. For optimal effect, you'll want to keep the e-mail clear and concise – on one page.

### Confirmation E-mail

Subject: New York Cares - WHEDCo Project

Dear {Volunteer},

Thank you for signing up for the English conversation project at WHEDCo. I'm very excited about us starting this project.

**Times and Dates:** The project will run every other Tuesday from 6:30 to 8pm.

**Project Description:** We will have informal conversations with people for whom English is their second language. Hopefully, we can help them feel more comfortable speaking English and be better prepared when they look for work.

**Directions:** WHEDCo: 50 E. 168th Street Take the 4 or B train to 167th St. Walk north to 168th St. From 4 train, walk 1 1/2 blocks east from Jerome Ave or from B train 2 1/2 blocks west from Grand Concourse.

**About WHEDCo:** WHEDCo works with families in the Bronx who struggle with the multiple challenges presented by poverty, and who, like all of us, aspire to a healthy, financially stable future. WHEDCo offers interconnected, innovative, and high quality solutions – including the building of healthy, affordable homes – creating more beautiful, more equitable, and more economically vibrant places to live and raise a family.  
<http://www.whedco.org/home.php>

**Meeting Place:** We will meet at 6:10pm Tuesday at the 167th street station in the Bronx, specifically on the uptown 4-train platform right by the exit. Please arrive on time. In case you are late, I have provided the directions to WHEDCo below.

**Special Instructions:** There are no special instructions for this project.

Again, thank you for joining the team. I look forward to meeting you next week. Please don't hesitate with any questions you might have.

Best,  
Mikkel  
mikkel@hotmail.com  
646.444.4444

**NOTE:** Some projects may require special instructions. For example, if you are leading a gardening project during summer weather, you may want to suggest that the volunteers wear long sleeves, sunscreen, bring insect repellent and water.

## Project Reminder E-mail Sample

The following is a suggested e-mail to be sent to registered volunteers at least three days before the project. This will give them the opportunity to de-register if needed, allowing time for another volunteer to fill the spot.

### Project Reminder E-mail

Subject: REMINDER – Early Morning Reading at P.S. 145M

Good afternoon all,

This is a reminder that we have our morning reading program tomorrow bright and early!

**Date and Time:** Tuesday, October 7, 2013 – 7:15 am to 8:30 am.

**Directions:** P.S. 145M – 1001 ABC Street. Take the 4 or B train to 167th St. Walk north to 168th St. From 4 train, walk 1 1/2 blocks east from Jerome Ave or from B train 2 1/2 blocks west from Grand Concourse.

If you are unable to make it, feel free to de-register through the New York Cares website (24 hours or more before the project) or contact directly should you need to cancel within 24 hours of the project.

Looking forward to seeing you on Tuesday!

Best,  
Mikkel  
mikkel@hotmail.com  
646.444.4444

**NOTE:** For a committed (recurring) project, feel free to mention recent or upcoming events open to all volunteers or an event that you have attended that would prove to be a resource to the volunteers. You may also mention articles or other resources or past sessions of the project if it will be useful for this or future sessions.

# Thank You E-mail Template

## **Template:**

Subject: Thank You for Attending (Project Title)

Hello everyone,

Thank you for attending today's (insert project type here) project. (Insert some overall comments on the project. This can include volunteer's accomplishments, or a summary of what the project as a whole achieved.)

(NOTE: As Team Leader, you may also use this opportunity to promote other projects you may be leading.)

Thanks again for volunteering with New York Cares. I hope you enjoyed the project, and hope to see you on another project soon.

Best,  
(Team Leader's Name)

P.S. Don't forget to evaluate this and every project next time you log into your account!

## **Sample:**

Subject: Thank You for Attending Early Morning Reading at PS 101K

Hello everyone,

Thank you for attending today's early morning reading project. Because of you, were able to read with all 15 children although we had fewer volunteers than expected! Thanks to those of you who read with two children: John, Mary and Susie. And a special thank you to Nicole, who read with three children this morning!

I also lead the following project: [Morning Math Games at PS 105X.](#)

If you are interested in volunteering, let me know and I would be happy to sign you up.

Thanks again for volunteering with New York Cares. I hope you enjoyed the project, and hope to see you on another project soon.

Best,  
Jaime, Team Leader

P.S. Don't forget to evaluate this and every project next time you log into your account.

## Personalized Thank You E-mail Sample

The following is a suggested e-mail to be sent to volunteers once they have attended your project. Sometimes it's nice to send a personalized e-mail to a volunteer who has gone above and beyond the call of duty. It will be much appreciated and provide encouragement to attend future projects.

### **Template:**

Subject: Thank You for Attending {Project Title}

### **Personalized Thank You E-mail:**

Dear 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!

Sincerely,  
Karen

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

## Project Full Messaging Templates

### Project Full: Add to waiting list

Thank you for your interest in attending {Name or Project} on {date}. Unfortunately the project is fully booked. I have added you to the waiting list and will contact you to see if you still want to participate, should a spot become available.

In the event that you are having problems finding a project that still needs volunteers, you may wish to try the link to New York Cares' Web site below, for some helpful tips on finding available projects. If you do not have regular access to the Internet, you may call New York Cares' Volunteer Relations Department at 212-228-5000.

Thank you for your interest in volunteering with us.

### Project Full: no waiting list

Thank you for your interest in attending {Name or Project} on {date}. Unfortunately the project is fully booked and no waiting list is available / already has a long waiting list. Please check New York Cares Web site at <http://www.newyorkcares.org> to find another project where your help may be needed. In the event that you are having problems finding a project, you may wish to try the link to New York Cares' Web site below for some helpful tips on finding available projects. If you do not have regular access to the Internet, you may call New York Cares' Volunteer Relations Department at 212-228-5000.

Thank you for your interest in volunteering with us.

## No-show Templates

To be used when volunteers do not show up and do not de-register or cancel.

The templates below are suggestions only and should be personalized according to your project and relationship with the volunteer; please use your discretion when deciding whether or not to use them and the extent of personalization required.

### Non-committed projects

I'm sorry that you were unable to attend the {Name of Project} project on {enter day}-- you missed a great event. As a reminder, New York Cares' policy states that all volunteers de-register online or contact the Team Leader as soon as they are aware they will not be able to attend a project. Volunteers who miss more than three projects in six months without de-registering will not be able to participate in New York Cares' projects without attending a new orientation.

All New York Cares projects are carefully planned to ensure that there are enough people to get the job done. While I understand that unforeseen circumstances can arise, if I had known in advance that you were unable to make it, I would have had a chance to find someone to take your place.

In the future, please de-register online or call me if you can't attend. I hope to see you at a project in the future.

### Committed Projects

I'm sorry that you were unable to attend the {Name of Project} project on {enter day} --you missed a great event. As a reminder, New York Cares' policy states that all volunteers de-register online or contact the Team Leader as soon as they are aware they will not be able to attend a project. Volunteers who miss more than three projects in six months without de-registering will not be able to participate in New York Cares' projects without attending a new orientation.

All New York Cares projects are carefully planned to ensure that there are enough people to get the job done. Because this is a committed project, continuity and reliability among the volunteer group are incredibly important.

While I understand that unforeseen circumstances can arise, please let me know if you're ever not able to make it so I can plan accordingly. If you can't make the ongoing commitment, please let me know so I can find another volunteer to take your place. Otherwise, I look forward to seeing you next {enter timing of next project}.

**If someone does drop out from a committed project, please add the following text to your response:**

I'm sorry you are not able to commit to {name of project} at this time – thank you for letting me know. New York Cares offers hundreds of projects that require little or no commitment, so you're sure to find something equally rewarding that works with your schedule.