

Policies and Procedures

FOR ADULT GROUP LEADERS

Since 1987, New York Cares has been our city's premier volunteering organization. In order to maintain the high standard of volunteer service that our partner agencies deserve, create a safe environment for the clients we serve, and provide a positive experience for you, New York Cares expects Group Leaders to adhere to all standard [volunteer policies and procedures](#) and the following Group Leader specific policies. If you have any questions or concerns please contact the Director of Volunteer and Community Partner Relations at 212-228-5000.

Group Leader Policies

Getting Started:

In order to become a New York Cares Group Leader, which allows you to register a group of adults for a selection of Group Friendly projects, one must:

- 1) Be 18 years of age or older
- 2) Attend a one-time hour-long New York Cares [volunteer orientation](#)
- 3) Complete a self-guided online [Group Leader Training](#)

Registration and Confirmation:

- 1) Group Leaders must recruit and bring the same number of volunteers to the project as was indicated during the registration process. These volunteer spots are being reserved specifically for their group, which limits the number of spots available to other volunteers.
- 2) Group Leaders must attend and stay for the duration of all projects with their group members.
 - a) If a Group Leader is unable to be present on the day of the project, they are required to designate a replacement and provide the replacement's contact information to both the Team Leader and the Group Volunteer Experience Manager (groups@newyorkcares.org). If the replacement hasn't previously been trained as a Group Leader, plan for between three and five business days to complete appropriate steps.
 - b) If a Group Leader is unable to attend the project with their group and fails to identify a replacement, the Group Leader's status will be revoked and they will be unable to register for Group Friendly projects until they complete an additional Group Leader training.

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Waivers:

Group Leaders must bring a copy of the [group waiver](#) to each project and collect signatures from all group members prior to volunteering.

- 1) At the start of the project, the Group Leader must have the Team Leader verify the attendance via signature at the top of the waiver.
- 2) Groups who do not bring or sign the waiver will not be able to participate.
- 3) Group Leaders are responsible for returning the verified waiver to New York Cares via an [online collection form](#), fax, mail, or in person within a week of the project.

Cancellations or Changes:

Group Leaders are required to notify the Group Volunteer Experience Manager (groups@newyorkcares.org) at least five (5) business days prior to the date of the project if their group size has changed or their group is no longer able to attend the project.

- 1) If a group brings less than half of the volunteers stated as their group size without notifying New York Cares, the Group Leader's training status will be revoked and they will be unable to register for Group Friendly projects until they complete an additional Group Leader training.
- 2) If a group cancels within less than five business days of the project, the Group Leader's training status will be revoked and they will be unable to register for Group Friendly projects until they complete an additional Group Leader training.
- 3) If a Group Leader fails to notify New York Cares that they are cancelling and does not attend a project they are registered for, the Group Leader's volunteer account will be suspended and they will not be able to participate as a Group Leader or individual volunteer until they complete an additional volunteer orientation and Group Leader Training.
- 4) Should any of the above occur more than once, the Group Leader's account may be suspended or permanently deactivated.