

Policies and Procedures

FOR ADULT GROUP MEMBERS

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 our volunteers to comply with the following guidelines and procedures. If you have any questions or concerns please contact the Director of Volunteer and Community Partner Relations at 212-228-5000.

Group Member Policies

Getting Started:

- 1) All volunteers must be 18 and older, unless registered as a member of a pre-approved Teen Group
- 2) Group volunteers must be led by a Group Leader who has registered for the project in advance and has attended a New York Cares volunteer orientation

Volunteer Expectations:

- 1) New York Cares asks that volunteers serve to the best of their abilities, and in a respectful, flexible, professional, and cooperative manner while on a project.
- 2) All volunteers must sign a group waiver before participating in any New York Cares volunteer project.
- 3) All volunteers must be prepared to perform volunteer activities as described on the New York Cares website or as instructed by the Team Leader or agency contact.
- 4) All volunteers must arrive on time for the project, stay for its duration, including time necessary for cleanup, and leave the site promptly at the conclusion of the project.
- 5) All volunteers must maintain the confidentiality of all confidential, personal, or proprietary information to which they are exposed as a volunteer, regardless of the subject matter of such confidential information. This includes, but is not limited to, the names, locations, or images of clients they encounter through their work with New York Cares or the agency at which they meet them, as well as confidential, personal, or proprietary information about the agency made available to a volunteer. Partner agencies may also require that volunteers sign an additional confidentiality agreement prior to volunteering at their sites.

Policies and Procedures

FOR ADULT GROUP MEMBERS

- 6) While on a project, volunteers must not engage in the following:
 - a) Discriminatory or racist statements or behaviors.
 - b) Sexual harassment, for example, jokes, innuendos, insults, sexist remarks, the display of derogatory or pornographic pictures, leering, touching, or kissing.
 - c) The use of any alcohol or illegal drugs.
 - d) Any unlawful or inappropriate activity.
- 7) All volunteers may not use their participation in New York Cares to promote partisan politics, religious matters, or other affiliations outside of New York Cares.
- 8) All volunteers must *never* be alone with a client or wander away from the group.
- 9) All 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 groups or individual volunteers when such action is in the best interest of the volunteers, New York Cares, the project, the client, and/or our Project Partner. Reasons for dismissal may include, but are not limited to:

- 1) Refusal to submit an accurate, truthful, completed waiver.
- 2) Excessive lateness, no shows, or under recruitment.
- 3) Disclosure of confidential information.
- 4) The use of alcohol or other inappropriate substances while on a project.
- 5) Involvement in any illegal activities.
- 6) Failure to adhere to any of New York Cares' Policies.
- 7) 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 Project Partner, or New York Cares' staff, they should talk with the Group and Team Leaders 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 and Community Partner Relations at New York Cares (212-228-5000).