



Volunteer Policies and Procedures

Manny Cantor Center, the flagship building of Educational Alliance, is a cultural and community center that is committed to bringing together our vibrant and diverse Lower East Side neighborhood. We create meaningful opportunities that empower committed and skilled volunteers to serve our community. At Manny Cantor Center, we believe that everyone has the ability to serve and we encourage each individual to participate in building a stronger, more connected community by sharing their time and skills. Our policies and procedures outlined below are to ensure a safe and positive experience for all who enter Manny Cantor Center. If you have any questions or concerns please contact Deb Scher, our Volunteer Manager at volunteers@mannycantor.org or 646-395-4184.

Getting Started:

1. Fill out a volunteer application and attend an orientation for new volunteers.
2. Volunteers will have either a phone or in-person interview, depending on the role.
3. Sign necessary waivers, agreements and disclosure forms and provide references. Certain volunteers working with more vulnerable populations (such as children under the age of 18) will be required to have a background check and be fingerprinted.
4. Volunteers must sign-up for shifts using the Manny Cantor Center website (powered by CERVIS) or by contacting our Volunteer Manager.

Expectations of Volunteers during Projects:

1. Volunteers should arrive on time for their shifts and stay for the duration they signed up for, including allowing time to sign-in and out.
2. If volunteers need to cancel a shift or project they signed up for, they should do so with as much advance notice as possible. If a volunteer cancels within 24 hours 3 times in a six month period they will be dismissed.
3. Volunteers must never be alone with a client unless outlined in their role description.
4. Volunteers cannot bring guests during their assignments unless they have received prior approval from the Volunteer Manager or Program Supervisor.
5. Volunteers must maintain the confidentiality of all confidential, personal or proprietary information to which they are exposed to, regardless of the subject matter of the information. This includes, but is not limited to, the names, locations or images of clients they encounter through their work with Manny Cantor Center, Educational Alliance and any of its affiliates at which they meet them, as well as confidential, personal or proprietary information about the agency itself made available to the volunteer.
6. Volunteers are asked to perform the activities as described in their role description and serve to the best of their abilities, and in a respectful, professional and cooperative manner.
7. During their shifts, volunteers must not engage in any of the following:



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- a. Discriminatory or racist statements or behavior.
 - b. Harassment of any kind, including sexual and physical.
 - c. The use of any alcohol or illegal drugs.
 - d. Smoking on premises.
 - e. Any unlawful or inappropriate activity.
8. Volunteers are not permitted to interact with any client outside of their shifts on behalf of Manny Cantor Center, Educational Alliance or any of its affiliates.

Volunteer Bill of Rights

1. Feel appreciation and know that your volunteer work is meaningful and impactful!
2. Volunteer in a safe and secure environment
3. Not be discriminated against for any reason.
4. Always feel welcome within the program you are volunteering with and the entire center.
5. Personal and background information will remain confidential.
6. Providing all the information and training you need to succeed in your role.
7. The ability to grow and learn in your volunteer role and be supported in those efforts.
8. The opportunity for additional responsibility and leadership if desired.
9. The opportunity to provide feedback and ask questions in an understanding environment.
10. The chance to Get Involved by Giving Back to your community!

Volunteer Feedback

If a volunteer has any concerns, questions about appropriate behavior, needs to report an incident or has complaints regarding inappropriate behavior or activities by another volunteer, clients or members and/or program staff they should talk to the Volunteer Manager, Deb Scher, at Manny Cantor Center at 646-395-4184 or volunteers@mannycantor.org. Additionally, a quarterly volunteer experience survey will be distributed as an opportunity to share thoughts and ideas.

Volunteer Dismissal:

Manny Cantor Center and Educational Alliance, reserve the right to reassign or dismiss volunteers when such action is in the best interest of the volunteer, the agency, and/or the clients and members. Reasons for dismissal may include, but are not limited to:

- a. Refusal to attend volunteer orientation or other required trainings.
- b. Refusal to give suitable references or disclose past convictions for crimes.
- c. Missing more than three scheduled shifts within a six month time period with giving adequate notice or following proper procedures.
- d. Excessive lateness.
- e. Disclosure of confidential information.
- f. The use of alcohol or other inappropriate substances while a project.
- g. Involvement in any illegal activities.
- h. Failure to adhere to any Manny Cantor Center and Educational Alliance policies and procedures.
- i. Any inappropriate behavior.

***WE NEED MORE HANDS, WE NEED MORE HEARTS.
GET INVOLVED BY VOLUNTEERING!***



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