



**GOOD NEIGHBORS**  
OF FORT GREENE AND CLINTON HILL  
=====  
[www.GoodNeighborsProject.org](http://www.GoodNeighborsProject.org) =====



# Volunteer Handbook

*Our plan: Marshal, Manage and  
Maximize Resources for Seniors*

The only number you need: 718-408-2510





**Good Neighbors of Fort Greene and Clinton Hill, Inc.**

287 Adelphi Street  
Brooklyn, NY 11205

Telephone: 718-408-2510

Email: [info@GoodNeighborsProject.org](mailto:info@GoodNeighborsProject.org)

Website: [www.GoodNeighborsProject.org](http://www.GoodNeighborsProject.org)



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OF FORT GREENE AND CLINTON HILL  
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Good Neighbors is an innovative nonprofit organization that enhances the lives of people 50 and over in Fort Greene, Clinton Hill and surrounding neighborhoods. Founded by community residents, Good Neighbors provides services and programs that enable individuals to live a healthy, meaningful life in their own home in the neighborhood they love.

Through partnerships with proven providers, Good Neighbors offers its members preferred access to social and cultural activities, exercise opportunities, and household and home maintenance services, as well as medical care and assisted living at home.





# *Peace of Mind is our Greatest added value at Good Neighbors*



*Dear Good Neighbors Volunteer,*

On behalf of the Board of Directors and staff of Good Neighbors we want to welcome you as a volunteer. We are delighted to have you join a team of dedicated individuals who make a difference in the lives of our members.

The handbook will serve as an introduction to Good Neighbors including our mission and services offered. In addition, this is a handbook for our volunteers outlining our volunteer program and numerous opportunities, policies and tips.

We want to thank you for your time, commitment and the talent you bring to Good Neighbors.

Sincerely yours,

Beverly Emmons  
President, Board of Directors



## *“Neighbor to Neighbor”*

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*Welcome to Good Neighbors’ Volunteer Program! We are delighted to have you participate in one of our six components to the “Neighbor to Neighbor” program.*

*Good Neighbors members stay well-connected to a familiar and attentive community of neighbors and professionals, maintain a healthy lifestyle and **enjoy life to its fullest.***

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When you become a volunteer, we will find the match that will enhance your and our member’s experience to the fullest.

- ① Check-in calls for members and potential new members
- ② Regular calls to members
- ③ Errands and rides
- ④ Office help and stuffing envelopes for mailings
- ⑤ Regular visits — one-on-one visit with a member
- ⑥ Community service with a group of GN’s members

# Volunteer Opportunities

Good Neighbors of Fort Greene and Clinton Hill is a 'village', a community and two close neighborhoods within the greater Brooklyn, let alone New York City. What better way to get to know your community than to volunteer? The feedback we get from volunteers at other 'villages' around the country is the experience has enriched their lives. How can you help? How can it help you?

- ▶ Deliver meals to homebound members
- ▶ Visiting a member one-on-one on a regular basis
- ▶ Walk around the neighborhood
- ▶ Doing errands and taking care of animal or plants when member is out of town
- ▶ Rides to doctors, friends or family
- ▶ Accompanying members to social activities and seeing them safely home
- ▶ Helping when people return from the hospital; visiting, errands, meals
- ▶ Grocery shopping, deliver grocery lists for members unable to go to the grocery store
- ▶ Computer assistance
- ▶ Office work: computer data entry, mailings, filing
- ▶ Making phone calls to other members to check in, calls to potential new members
- ▶ Assisting at a Good Neighbors program

# *Volunteer Guidelines*

- ✓ Respect the confidentiality of all members
  - ✓ Respect other volunteers, all members and staff
  - ✓ Take your responsibility seriously
  - ✓ Be a Good Neighbors ambassador in the community
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# *Volunteer Responsibility*

- ▶ Be on time and always have an enriching, rewarding and fun experience
- ▶ Attend at least one of the biannual training sessions
- ▶ If you are unable to make your commitment, when possible give 24-hours notice by calling us at 718-408-2510 or email [info@goodneighborsproject.org](mailto:info@goodneighborsproject.org)
- ▶ If for any reason you are uncomfortable with any situation, call the office immediately at 718-408-2510
- ▶ Once a month submit volunteer hours either by phone at 718-408-2510 or via email at [info@goodneighborsproject.org](mailto:info@goodneighborsproject.org)
- ▶ Let the Volunteer Coordinator know monthly feedback on how your volunteer experience is going
- ▶ Every other month (when possible) attend volunteer meetings by phone or in person
- ▶ Complete a volunteer application, sign confidentiality agreement, provide emergency contact information and complete the background check company's form
- ▶ If driving a member, provide driver's license, auto insurance showing liability coverage with a minimum of \$300,000

# Volunteer Recognition

Once a year you will be invited to a Good Neighbors Volunteer Recognition program to honor and recognize our volunteers. It is our way to say thank you for all the wonderful work that you do and for you to meet and celebrate with your peer volunteers.

## Volunteer Tips

-  Know what you want to get out of volunteering. You can volunteer in order to make a contribution, advance your career, meet new friends, gain recognition or simply enjoy the personal satisfaction that comes from helping others.
-  Check the time it takes to do a particular volunteer job. How does the time commitment fit your schedule and lifestyle?
-  Tell us about your skills, interests and life experiences and how they could be useful in a volunteer setting.
-  Be willing to give and take honest feedback in your volunteer job, and when necessary, be an advocate for change.
-  Respect confidentiality related to your volunteer placement in all settings in your life.
-  It's okay to say no to a request if you are unable to commit to an assignment. You will be called again for something that would fit your schedule and talent.
-  Most important of all, bring your heart and your sense of humor to your volunteer service, along with the enthusiastic spirit which is, in itself, a priceless gift.



# Frequently Asked Questions



*What if I'm uncomfortable answering a question posed by a member?*

Tell the member you are not comfortable answering the question and you will have someone from Good Neighbors get back to them.

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*Whom do I contact if there is a medical emergency?*

Call 911 then call the Good Neighbors number 718-408-2510 at any time.

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*If I drive a member what is required of me?*

Car and auto insurance, with a minimum of \$250,000 personal liability insurance.

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*I travel for several months during the year, may I still volunteer?*

Absolutely, just let us know in advance of your schedule.

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*What if I'm asked to do something I just do not want to do?*

It is perfectly okay to say no. We will definitely find the right match for you. Volunteering must be a rewarding experience and something that you love!

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*Can I escort or drive members if I do not have a car?*

Yes, you can accompany them in a taxi or drive a Zipcar which you can rent by the hour or day.

# Thanks for volunteering. Now tell a friend!

## *Become a Member.*

Membership is open to residents age 50 and over, who live in Fort Greene, Clinton Hill and adjacent neighborhoods. Membership annual dues are calculated according to a sliding scale based on income. Our goal is to be self-sufficient with enough members and volunteers to not depend on government support.

**Members are the backbone of the organization providing input into the direction of the organization and its activities.** You can participate on the Board of Directors or create committees for specific functions.

## *Become a Volunteer.*

Good Neighbors depends on volunteers with a variety of skills and experience. Be a good neighbor. The success of the organization depends on our shared energy and experience. Volunteering does not require membership and is like investing in the success of the organization.

## *Become a Donor.*

Help Good Neighbors grow. Your tax-deductible contribution will help us advance our mission of making membership available to all our seniors. Checks may be made out to Good Neighbors Project.

**Join. Benefit. Volunteer. Donate.**

**Call Today: 718-408-2510**

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**287 Adelphi Street, Brooklyn, NY 11205**

Visit our site to become a member, sign up for volunteering, community events and news, list of vendors and neighborhood merchants.

*Special thanks to Council Member Letitia James for her support.*

Good Neighbors of Fort Greene and Clinton Hill, Inc. is registered as a 501(c)(3) non-profit organization. All donations are tax-deductible to the full extent allowable under IRS regulations.

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