



Volunteer Handbook

ROLES AND RESPONSIBILITIES

Updated 3.31.23



WELCOME ABOARD!



We are excited that you have chosen to volunteer with Friends of New York City Nurse-Family Partnership! Friends is dedicated to improving the lives of mothers and their babies by supporting the NYC Nurse-Family Partnership program. This home-visiting program pairs first-time moms with a nurse from pregnancy until the child is two years old.

NFP nurses dramatically reduce adverse health outcomes for low-income families and provide support, guidance, and information. Friends supports moms with funds to further their education, build careers, and ensure family stability to give babies the best possible start in life.

While Friends has a dedicated and amazing team, we would be unable to accomplish all that we do without the dedicated support of volunteers like you. Our team is small, and all work part-time, so volunteers are a vital part of achieving our mission. You help us create impactful and rewarding programs that encourage community, bolster moms' confidence, and help parents develop skills. They also help contribute to a mom's well-being and health, ultimately resulting in healthy families and healthy babies!

We hope you find your volunteer experience with us rewarding and positive. This Volunteer Handbook will cover opportunities, policies, procedures, and our mutual responsibilities. We aim to provide all the tools and information you might need to represent Friends best and understand our values. You can contact our Program Associate Jazmin Williams (her contact information is below) or me for more information or ask any questions. Jazmin oversees Friends' programs and as an NFP graduate, is dedicated to ensuring our moms have a fulfilling experience!

**On behalf of everyone here at the Friends of NYC NFP,
thank you for volunteering and helping us to foster a
vibrant and healthy community of moms and babies! I
look forward to welcoming you to our circle of Friends!**

Sincerely,
KARIN ROMANS
EXECUTIVE DIRECTOR



A WORD FROM OUR PROGRAM COORDINATOR

Jazmin Williams began her journey with Friends back in 2017 as part of the Nurse Family-Partnership program. As our first alumni hire, Jazmin comes to us with more than 10 years in the food industry and six years in human resources and public communications. As a client of Friends, Jazmin started her own business, Jazzy Eats which is going strong today.

As the Program Coordinator for Friends since 2021, Jazmin manages the day-to-day programs and grant giving process, overall program systems, and policy implementation.

Jazmin's addition to our team has brought a number of new partnerships to the table through her charismatic and outgoing personality. She is an amazing mother of two, an advocate for women, and a mentor for mothers, especially black mothers. Through her new work in public and health services, Jazmin has plans to take her catering business in a new direction, teaching and healing with delicious food to all mothers and families.



"I am so delighted to be on the other end of this program offering sessions to assist our mommas and further build community within the moms of NFP. Your participation is needed and greatly appreciated. I look forward to co hosting session with you soon!"

JAZMIN WILLIAMS
PROGRAM COORDINATOR



NURSE FAMILY PARTNERSHIP OVERVIEW

Nurse-Family Partnership® (NFP) is an evidence-based nurse home visiting program that serves low-income first-time mothers and their children from pregnancy to their child's second birthday. The NFP model aims to improve outcomes related to child health and development, maternal health and life course and family economic self-sufficiency.

NFP program goals:

1. To produce healthy pregnancies and deliveries
2. To help mothers (and their partners) become caring and responsive parents
3. To encourage moms to find work that pays a family sustaining wage

NFP gives new moms the confidence and tools they need not only to assure a healthy start for their babies, but also to envision and strive for a life of stability and success for themselves and their child.

The program is renowned for its remarkable reduction in negative outcomes for babies, outcomes that have been documented by 40 years of clinical trials. The program's main offices are out of Colorado and is known as the National Service office or "NSO". NSO is a non-profit organization that provides network partners across the country the information, support and specialized education they need to properly implement Nurse-Family Partnership and produce the same successful results that have made the program a national model.



FRIENDS OF NYC NFP INTRODUCTION

The New York City Nurse-Family Partnership (NYC NFP) was founded in 2003. In New York state alone, NFP has served 24,997 families as of 2022. Still there exist gaps in funding to address the large population of first-time mom living in the 5 boroughs. Founded in 2015 by Susan Orkin and Christine Wasserstein, Friends of NYC NFP aims to improve the lives of mothers and babies by supporting the NYC NFP.

NYC NFP nurses provide information, guidance, and support so their clients (first-time moms) can become knowledgeable, nurturing parents and give their babies the best possible start in life. Friends raises funds to help NFP moms pursue education and overcome financial obstacles. Additionally, we make programs available to reduce isolation and increase social support.



“We are incredibly fortunate to have the support of Friends of New York City Nurse-Family Partnership. They help us meet client needs that the program is unable to address due to lack of philanthropic funding, insufficient staff time or both.”

ROBERTA HOLDER-MOSELY

DIRECTOR EMERITUS, NFP PROGRAM, NYC DEPARTMENT OF HEALTH AND MENTAL HYGIENE



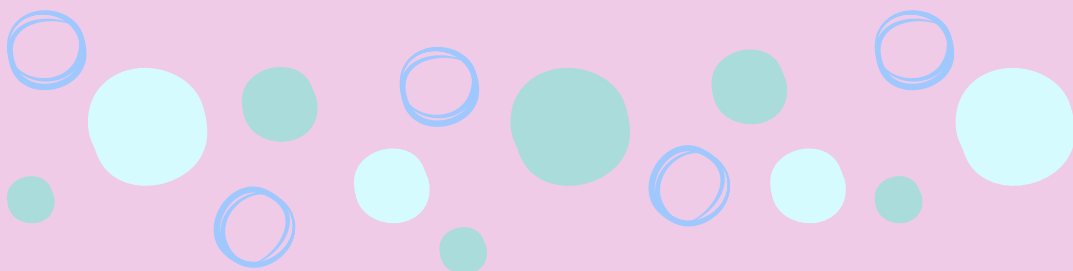
FRIENDS OF NYC NFP INTRODUCTION CONTINUED



NYC NFP has received funding from:

- New York City and State
- Medicaid and TANF dollars
- Maternal, Infant, and Early Childhood Home Visiting Program
- Altman Foundation
- Arthur Foundation
- Dunn Foundation
- Jonas Center for Nursing Excellence
- New York State Health Foundation
- Newman's Own Foundation
- Pinkerton Foundation
- Robin Hood
- Samberg Family Foundation
- Schwartz Cousins Fund
- Edith Glick Shoolman Children's Foundation
- Starr International Foundation
- Private grants

Our founders found that these private grants were sunsetting and the financial support necessary to keep innovative programs running would not be in place. Plus, there is no funding for the program from NFP's National Service Office. Prior to Friends, The Fund for Public Health secured money for NYC NFP through grants, but they also fund many other entities and NFP dropped off the priority list.



THE FRIENDS MISSION AND VISION

About Friends

We believe we can improve the world for mothers and children, helping two generations at a time. We do that by strengthening the NYC NFP, through financial support that expands services and programming for new mothers and nurses. The NYC NFP operates the nationally acclaimed nurse home visiting model across the 5 boroughs that empowers first-time mothers to become the best mothers they can be.

Mission

To improve the lives of mothers and babies by supporting the NYC NFP program through financial assistance to enable mothers' self-sufficiency, increase social and community connections, and provide professional development for nurses.

Vision

To level the playing field for NYC children by providing mothers with the resources to help their families thrive.

What We Do

We devote our fundraising and programs to enhancing the impact of NYC NFP. We strengthen their programs in the following areas:

- Finance pursuit of post-secondary education
- Provide career development programming and guidance
- Offer opportunities for community support to reduce isolation
- Provide additional nurse trainings and resources to alleviate nurse burnout

Friends of NYC NFP further enriches this amazing program through executing initiatives desired by NFP's leadership. NYC NFP Nurse Supervisor Femida had a few words to say about our work in this video: [CLICK HERE](#)



OUR PROGRAMS

Heart's Desire Fund (HDF)

The HDF supports NYC NFP moms in achieving self-sufficiency through small scale grants for education, entrepreneurship, childcare, transportation, technology supports, rental assistance, and so much more.

Friends reviews daily HDF applications with an accompanying nurse recommendation, and award moms anywhere from \$200 to \$2,000 depending on the need. Our ultimate goal is to increase first-time moms' access to long-term employment opportunities that will improve their economic and social status.



LEAP (Learn, Eat and Play) Program

The LEAP program began as an offshoot of NFP programs and Friends increased the frequency sessions and incorporated volunteers. Pre-pandemic, we engaged volunteers to run sessions at each NFP site. Sessions are designed to engage mothers in life-skills education and to provide opportunities for moms to socialize, and ultimately, develop additional social support. Volunteers lead or co-lead sessions using Friends' Zoom account with facilitation support of the Program Coordinator.



As of 2020, LEAP sessions are being held virtually over Zoom until further notice.

LEAP PROGRAM

The Learn, Eat, and Play (LEAP) program connects NYC NFP moms with one another to learn, socialize, let their babies play, and engage in interesting talks focused on maternal and child wellbeing. Virtual LEAP sessions are regularly offered biweekly and are led or co-led by Friends staff, community members, or consultants. The goal of each session is to provide life-skills information, facilitate socialization and peer support, and ultimately reduce the stress of motherhood and improve moms' well-being. In 2023, we plan to reintroduce in-person programming.



Moms, babies, and dads are invited to come to LEAP sessions. NFP nurses usually attend too! In the 2022, we hosted a Father's Day event, a Juneteenth Celebration BBQ, a Black Maternal Healthcare lecture, and an [**El Barrio Fight Back Home Health Aide Training**](#). Three clients who attended got a spot in the free training.

ROLE OF VOLUNTEERS



Professionals, students, community members, moms, experts, and retirees with specific expertise or interest in content areas such as nutrition, mindfulness, money management, financial wellness, early childhood development, health, and alternative healing practices are encouraged to apply to volunteer.

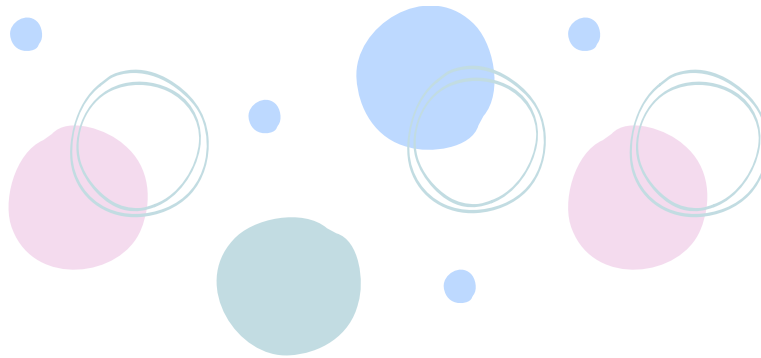
We collaborate with volunteers to deliver one or more programs on interesting and relevant topics. Much program content has already been prepared or identified. It is ready for delivery, but volunteer expertise and new topics are always welcomed.



ROLE OF VOLUNTEERS (CONTINUED)



Volunteers can also join and assist in the “background.” Volunteers support virtual sessions by encouraging the flow of the conversation, taking attendance, reading messages from the chat box, and letting participants into the session from the virtual waiting room. Volunteers assist in-person events by interacting with infants or toddlers, handing out supplies and helping moms with crafts, setting up the venue, serving food, cleaning up, and ensuring that evaluation forms are completed. We do not have a date yet for in-person activities.



Once the volunteer has expressed interest, we will conduct an interview asking about skills, interest, and availability. A volunteer agreement will be reviewed and signed.

RESPONSIBILITIES AND EXPECTATIONS OF VOLUNTEERS

As a volunteer, you have rights and responsibilities:

- A supportive environment in which to work and contribute
- Effective and meaningful volunteer involvement practices
- Provide input about their work and share ideas regarding their role
- Provide feedback and receive feedback when requested
- Ask for and receive support from the Program Coordinator when required

Volunteers have a responsibility to:

- Act with respect for the cause, community, organization and its work
- Act responsibly and with integrity
- Fulfill the duties of the role as defined in handbook and agreement in a manner that is efficient and effective
- Respect all policies in place
- Notify the Program Coordinator in a timely manner if they are unable to fulfill their duties
- Recommend suggestions and changes if they determine any
- Sign a Confidentiality Agreement & Volunteer Agreement
- Turn their video camera on when leading a Zoom LEAP session
- Speak respectfully when asking participants on Zoom LEAP sessions to mute/unmute or answering questions, reading questions in the chat, etc.



RESPONSIBILITIES AND EXPECTATIONS OF VOLUNTEERS CONTINUED

As volunteers, it is permissible to take away knowledge and new perspectives but it is not permissible to discuss clients by name outside of Friends, publish photos without consent, meet with clients outside of NFP, or give clients financial gifts.

Moms in the NYC NFP program come from diverse backgrounds including but not limited to those who:

- are multilingual,
- may be living undocumented,
- are immigrants,
- face housing security issues,
- deal with partner violence,
- deal with complex family relations,
- have no family or partner support,
- have mental health needs,
- live with disabilities, etc.

We also acknowledge that not all moms have access to quiet spaces or spaces where they can be alone while attending virtual programs on Zoom.

As a volunteer, you must sign the confidentiality agreement. An overview is presented on the following page.



CONFIDENTIALITY AND CLIENT INTERACTION AGREEMENT

Please note, as a volunteer of Friends of NYC NFP, you will be required to agree to the following terms of volunteering written below. After an informal interview, a reference check, and final approval as a volunteer, the Friends team will send you our **electronic Volunteer Agreement Form** to the email on file where you will be required to print your name, sign, and date.

As a volunteer for Friends of New York City Nurse-Family Partnership I understand that I will be interacting with many different clients and their babies either in-person or in a virtual setting.

I agree that I will not share their names with anyone or discuss any personal information that I learn about them with anyone outside of the NYC NFP/Friends program.

I confirm that I understand that I may not share photographs of NYC NFP clients without their consent

I understand that I should not interact with NYC NFP clients in any way outside the workshops, unless requested to follow up for a specific purpose by the Program Coordinator or Executive Director.



LISTING OF SITES AND ADDRESSES

NYC Nurse-Family Partnership Program Sites

Bronx

Bronx NFP (Visiting Nurse Service of New York)

Tel 718-536-3789 • Fax 718-678-8424

Brooklyn

Central Brooklyn NFP (SCO Family of Services)

Tel 718-257-7208 • Fax 718-566-7045

Woodhull Hospital NFP (NYC DOHMH)

Tel 646-937-4131 • Fax 718-291-1974

Manhattan

Manhattan NFP (NYC DOHMH)

Harlem Hospital Team

Tel 646-306-4857 • Fax 646-364-0782

Metropolitan Hospital Team

Tel 917-612-9427 • Fax 646-364-0782

Queens

Jamaica NFP (NYC DOHMH)

Tel 718-480-2222 • Fax 718-291-1974

Northern Queens NFP (Public Health Solutions)

Tel 347-571-2792 • Fax 347-571-2797

Staten Island

Staten Island NFP (Public Health Solutions)

Tel 718-313-1800 • Fax 718-816-5121

Foster Care • Homeless •

Criminal Justice • Juvenile Justice

NYC NFP Targeted Citywide Initiative (NYC DOHMH)

Serves anyone in New York City having their first baby who is homeless, in foster care or involved in the criminal or juvenile justice system.

Tel 646-364-0726 • Fax 646-364-0781

For more information, visit nyc.gov/health/nfp, email nycnfp@health.nyc.gov or call 311 and ask for **Nurse-Family Partnership**.



LISTING OF SITES AND ADDRESSES (CONTINUED)

<p>BRONX Montefiore: Roselore Lavaud, 718 405-4174; cell: 646-640-6329</p> <p>Visiting Nurse Service of New York: Team 1: Paula Reynolds-Chambers, 718 536-3789; cell 646-483-3904</p> <p>Team 2: Denise Bailey 718-536-3983; cell 347-504-2425</p> <p>Team 3: Mathes Veve, 718-536-3792; cell 646-634-3791</p> <p>Team 4: Judith Graham, 718 536-3789; cell: 917 592-0156</p> <p>Carol Odnaha, Director VNSNY NFP Program 212 609-6267</p> <p>***VNSNY Nassau County: Carolyn Sime, 516 942-4513; cell: (646) 265-7680</p>	<p>QUEENS Jamaica Team 1: Eulanda Greene 718 480-2202; Cell: 646 739-4314</p> <p>Jamaica Team 2: Kerryanne Charles 718 480-2212; Cell: 917 662-3591</p> <p>PHS (Northern Queens/Corona): Seema Dharod 347 571-2792 x 201; Cell: 646 584-1435</p>
<p>BROOKLYN Maggie Petrosky, Program Director, 718-257-7208, Cell: 917 597-8226 x 6670</p> <p>SCO Team 1 (Bed-Stuy): Magalie Joseph 718 257-7208 x 308; cell: 347 738-1550</p> <p>SCO Team 2 (Brownsville): Stephanie Ludwig 718 257-7208 x 6642; cell: 347 598-0486</p> <p>Woodhull Hospital (NYC DOHMH): Beatrice Adam Cell: 646 937-9427</p>	<p>STATEN ISLAND PHS: Jo Ellen Brannigan, 718 313-1800; Cell: 347-838-0507</p>
<p>MANHATTAN Harlem Hospital: Vincentia Onyejose Cell: 917 612-9427</p> <p>Metropolitan Hospital: Dana Nzirubusa 212 771-0174; Cell: 646 306 4857</p>	<p>Targeted Citywide Initiative (TCI, NYC DOHMH) Team 1: Florence Chery-Antoine, 646 364-0726; Cell: 917 246-0478</p> <p>Team 3: Shevon Skinner, 646 364-0707; Cell: 646 995-8443</p>