

Logistics and Volunteering

Before You Start

LiveHelp volunteers must complete a training and a practice chat before they can participate in the project. More information can be found at <http://www.probono.net/livehelpvolunteers>.

Your Responsibilities

- Keep us informed if you switch shifts or need to cancel a shift or leave the project. **Please give us two weeks' notice** if you will be unable to work during a scheduled shift.
- Notify us if problems arise during your shift.
- If you need LawHelp/NY to fill out paperwork (e.g., for pro bono hours), give us two weeks of advance notice before it is due.

Your Rights

- Appropriate training: If you feel you need more training on any aspect of LiveHelp's work, let us know! We are happy to conduct additional trainings.
- Responsive supervision: the Program Coordinator's cell number is below. If you cannot reach us to ask a time-sensitive question, feel free to call.
- A respectful environment.

Making LawHelp Better

If you see anything outdated, incorrect, miscategorized, vague and/or missing, let us know! If you would like a canned chat (or better training) on a particular issue, let us know!

Getting Help

Quisquella Addison, LiveHelp Program Coordinator

Qaddison@lawny.org

Office: 212 382 6777

Xander Karsten, LawHelp Program Coordinator

XKarsten@probono.net

Office: (415) 400-8660

You are required to use Google Chat while volunteering, to make it easier to contact us with time-sensitive questions. Learn more at www.google.com/talk. Make sure to add qaddison@lawny.org and xkarsten@probono.net as contacts.

Other ways to get help: <http://solutions.liveperson.com/help/> (the LivePerson support center, for technical problems)