

Guidelines for Service Learning Students

Adapted from *Best Practices for Managing Risk in Service Learning* 2003; revised August 2008.

We expect that you will view yourself as a representative of Duke University in the community, and as such we ask that you carefully read through and abide by the following guidelines created to assist in having the best and most productive community experience possible.

Ask for help when in doubt. Your site or field supervisor understands the issues at your site, and you are encouraged to approach her/him with problems or questions as they arise. That person can assist you in determining the best way to respond in difficult or uncomfortable situations. Feel free to contact your instructor, LEAPS facilitator, or course coordinator with questions concerning your placement.

Be punctual and responsible. Although you are not being compensated for your time spent on your community assignment, you are participating in the service site as a reliable, trustworthy and contributing member of the community team. Both the administrators and the persons whom you serve rely on your punctuality and commitment to completing your service hours over the entire course of the semester.

Follow rules and guidelines set by your instructor and by your service site. Risk is inherent when traveling off campus. Follow any procedures outlined by your instructor to help minimize and control risks. Respecting service-site guidelines and rules is essential. Service-site safety guidelines are designed to protect not only your physical and emotional well-being, but clients and staff members as well. Service sites have strict rules regulating the sharing of personal information with clients. In most situations it is not appropriate to give out your phone number, email address, home address, etc. to clients of the service site. If you are tutoring or mentoring, however, you may want to check with your site supervisor about appropriate sharing. Before beginning your service, be sure that you are familiar with all of the specific guidelines and rules for your unique service learning placement.

Call if you anticipate lateness or absence. Call your site supervisor if you are unable to work on a particular day or if you anticipate being late. The site will come to depend on your contributed services and will be at a loss if you fail to come in as scheduled. Be mindful of their needs.

Respect the privacy of all clients. If you are privy to confidential information with regard to the persons with whom you are working (i.e., files, diagnostics, personal stories, etc.), it is vital that you treat it as privileged information and follow all codes and standards of ethics that apply.

Show respect for the community agency or school for whom you work. Placement within a community organization is an educational opportunity and a privilege. It is imperative that

you conduct yourself in a professional and ethical manner by respecting the rights and confidentiality of your supervisor, co-worker(s), and clients.

Be appropriate. You are in a community work situation and are expected to treat your supervisor, co-worker(s) and clients with courtesy and kindness. Dress comfortably, neatly, and appropriately. Set a positive standard for other scholars to follow as part of Duke's ongoing service learning program.

Be flexible. The level or intensity of activity at a service site is not always predictable. Your flexibility to changing situations can assist the operation to run smoothly and produce positive outcomes for everyone involved.

In addition to the above expectations, you are also responsible for adhering to the following:

- Do not report to your service site under the influence of drugs or alcohol.
- Do not give or lend a client money or other personal belongings.
- Do not make promises or commitments to a client that neither you nor the service site can keep.
- Do not give a client or service site representative a ride in a personal vehicle unless the person is authorized for transport. DO NOT transport a child by yourself, and transport in conjunction with a client or service site representative only with the written permission of a parent/guardian. If you are driving, carry your driver's license, registration and proof of current insurance with you at all times.
- Do not engage in verbal exchange of a sexual nature or in behavior that might be perceived as sexual with a client or community service site representative.
- Do not agree to accept or provide any special favors for clients. Discuss any such requests with a site supervisor, faculty member or service learning staff person.
- Do not engage in verbal exchange or behavior that might be perceived as discriminating against an individual on the basis of age, race, gender, sexual orientation, religion or ethnicity.

I, _____, have reviewed the above guidelines.

Print Full Name

While participating in my service learning experience at:

Full Name of Community Partner

I agree to adhere to the above guidelines for service learning students.

Student Signature

Date

Please return this form to your instructor.