



Service-Learning Agreement and Guidelines

As you begin your university service-learning placement work, please remember that you will be a representative of **IU East** in the community. As such we ask you to carefully read and abide by the following guidelines created to assist you in having the most productive community service-learning experience possible.

1. **Ask for help when in doubt.** Your site supervisor understands the issues at your site and you are encouraged to approach her/him with questions or problems as they arise. They can assist you in determining the best way to respond in difficult or uncomfortable situations. You may also consult your course instructor or the Office of Service Learning at IU East.
2. **If at any point you are dissatisfied with your service-learning site or are unable to fulfill your obligations, you will immediately inform the Service-Learning staff** by emailing iueastsl@iue.edu or calling 765-973-8411. We are here to make the experience pleasant and productive for everyone involved and want to address any potential problems as quickly as possible.
3. **If you are unable to attend your scheduled service session, contact your site supervisor immediately.** When you first begin your service, you should make note of your site supervisor's name and contact information. While you should make every effort to adhere to the schedule determined by you and your site supervisor, you should inform your supervisor of any necessary absences or delays as soon as possible. By maintaining open and direct communication between students and site coordinators, we can ensure a lasting and mutually beneficial partnership. Your service participation is valued and if you do not attend regularly, our community partners miss you!
4. **Respect the privacy of all clients.** If you are privy to confidential information with regard to persons with whom you are working, i.e. organizational files, diagnostics, personal stories, etc., it is vital that you treat this information as privileged and private. You should use pseudonyms in referring to this information in your course assignments.
5. **Show respect for the agencies for whom you work.** Placement within community programs is an educational opportunity and a privilege. Remember, not only are you serving the community, but the community is serving you by investing valuable resources in your learning.
6. **Be appropriate in attitude, manners, and appearance.** You are in a work situation and are expected to treat your supervisor and others with courtesy and kindness. Dress neatly, comfortably, and appropriately (check your site for its conduct and dress codes). Use formal names unless instructed otherwise. Set a positive standard for other students to follow as part of IU East's ongoing service-learning programs.
7. **Be flexible.** The level or intensity at the service site is not always predictable. Your flexibility to changing situations can assist the partnership in working smoothly and in producing positive outcomes for everyone involved.

In addition to the above expectations, as a participant in your community service- learning

NEVER...

- . report to your service site under the influence of drugs or alcohol
- . give or loan money or other personal belongings to a client
- . make promises or commitments to a client that neither you nor the organization can keep
- . give a client or organizational representative a ride in a personal vehicle unless the person is authorized for transport. DO NOT transport a child by yourself
- . tolerate verbal exchange of a sexual nature or engage in behavior that might be perceived as sexual with a client or agency representative
- . tolerate verbal exchange or engage in behavior that might be perceived as discriminating against an individual on the basis of age, race, gender, sexual orientation, or ethnicity

experience, you are also responsible for the following limitations.

Other Safety Issues:

- Keep your automobile a non-attraction. Do not leave items visible in the car's interior. Place valuable articles in the trunk prior to arrival.
- In case of a breakdown or transportation problem, carry enough money to get home and keep emergency numbers with you.
- Develop a community safety net of resources in your placement area.
- Get to know your supervisor at the agency. Ask her/him questions about the area and get suggestions on what you should do if you find yourself in trouble.
- Give the phone number of the agency where you'll be serving to a roommate, friend, or relative before leaving for your placement site.
- Provide your contact information to your service supervisor but not the clients whom you are serving.
- Do not offer your home as a shelter for clients.
- Do not wear excessive or expensive jewelry and do not leave personal belongings in unsecured locations.
- Avoid situations that isolate you from your service supervisor or from a supervised area of activity and avoid planning off-site activities unless this is done in conjunction with the site supervisor.

❖ **Review and follow the university policies for Programs Involving Children** available here: <http://policies.iu.edu/policies/categories/administration-operations/public-safety-institutional-assurance/PS-01.shtml>. You should know the procedure for mandatory reporting of child abuse.

❖ **Sign an "Informed consent" form and complete a Background Check form.**

❖ **Optional: Sign photo permission form.**

Thank you for your commitment to excellence in service!

Please sign this below to provide documentation that you have read it and will abide by the above guidelines, limitations, and policies.

Name _____ Date _____