

Service-Learning Etiquette

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Center for Community Engagement

- Representing more than yourself
- RECIPROCAL learning
- Academic responsibility
 - Canceling at the last minute is like not finishing a paper
 - If you are going to be late or are sick, call your site (follow up via email) and notify your professor and other group members

Representing the College

- Dress Appropriately for your Surroundings
 - Consider who you are working with and for
 - Consider the type of work you will be doing
 - Respect the dress guidelines of the site
- Arrive on time
 - Respect the time of community members
 - If you are going to be late or are sick, call your site
- Leave valuables at home or in the car
 - The site is not responsible for lost or stolen items
 - You are there to volunteer and interact with those you are serving so you can leave the technology behind
 - There is no need to flaunt your possessions

At the site

- Golden Rule
 - Approach people as you'd like to be approached
- Be Flexible and Have Patience
 - First visit might seem a little unorganized, will mostly consist of site orientation and filling out paper work
- Ask Questions
- Don't be afraid to jump in

At the site

- **Confidentiality**
 - Respect the privacy of persons served
 - Many sites will have you sign a confidentiality agreement
 - Simply refrain from using specific names in your reflections or class discussions, find other ways to describe people or change the name
- **Person First Language**
 - Stop and think about how you are describing someone
 - Disabled Person vs. Person with a Disability

Being Respectful

- Readjusting your lenses
 - When interacting with people remember you don't always know the whole story
 - We are viewing life from our lens so we need to look at it from theirs
- Be present with the people
 - (i.e. hanging out and forming relationships)
 - Be cautious in getting caught up in feeling like you didn't physically "DO" anything/see any outcome from your work

Your interactions

- **Build Relationships**
 - Creates trust and shows you are genuine
 - Tones down the “us vs. them” outsider perspective
 - Breaks down barriers and feelings of being put on display or being targeted
- “Who is Helping Whom?” Article

Finding the Meaning

- **Carpooling**
 - It is recommended that you ride together
 - Saves on gas
 - Allows for reflection time and debriefing
 - Creates a bond with class mates
- **Weather**
 - If inclement weather prevents you from traveling safely to your site, call ahead and notify your site
- **Transporting Clients**
 - Only at the direction of the site and even then it's not advisable

Travel

- Feelings get ahead of where we intellectually are
- If we cross boundaries we are inviting harm to ourselves, and potentially those around us
- Need to respect the basic structure and authority of the organization and staff
 - Rules are in place for a reason

Cultural Competency/Boundaries

Turn to the person next to you and discuss what you would do in each situation:

- Homeless person asks you for money...
 - Personal boundary
- Client asks you for a ride...
 - Safety/liability/personal boundaries
- Client asks you for your phone number...
 - Personal/safety boundaries

What would you do?

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Further Questions?