



## Orientation Guidelines

Franciscan Service Program

**“It is in giving that we receive.”**

— Prayer of St. Francis

**“You are the best people ever raised for the good of mankind because you have been raised to serve others; you enjoin what is good and forbid evil and believe in Allah.”**

— Quran

**“Strive constantly to serve the welfare of the world; by devotion to selfless work, one attains the supreme goal of life. Do your work with the welfare of others always in mind.”**

— Bhagavad Gita

**“Do not withhold good.”**

— Proverbs 3:27

### Guidelines

As active participants in the Franciscan Service Program, We agree to the following service guidelines to help us communicate the spirit of giving to our community. We strive to enriching the lives of others with a shared sense of well-being. When performing service, we learn to serve the other and amplify Franciscan Values throughout the community by example.

**Ask for help when in doubt:** Your site supervisor understands the issues at your site and you are encouraged to approach her/him with problems or questions as they arise. She/He can assist you in determining the best way to respond to difficult or uncomfortable situations. Feel free to contact your professor or the Office of Mission, Ministry and Interfaith Dialogue with any questions.

**Be punctual and responsible:** Although you are volunteering your time, you are participating in the organization as a reliable, trustworthy and contributing member of the team. Both the administrators and the persons whom you serve rely on your punctuality and commitment to completing your service hours/project throughout your partnership.

**Call if you anticipate lateness or absence:** Call the site supervisor if you are unable to come in or if you anticipate being late. Be mindful of your commitment, people are counting on you.

**Respect the privacy of all clients:** If you are privy to confidential information regarding the persons with whom you are working (i.e. organizational files, diagnostics, personal stories, etc.), it is vital that you treat it as privileged information. You should not reference in your course assignments the names of people served or the people with whom you worked at the service site.

**Show respect for the community-based organization you work for:** Placement within community programs is an educational opportunity and a privilege. Keep in mind, not only are

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you serving the community, but the community is servicing you by investing valuable resources in your learning.

**Be appropriate:** You are in a work situation and are expected to treat your supervisor and others with courtesy and kindness. Dress comfortably, neatly and appropriately. Use formal names unless instructed otherwise. Set a positive standard for other students to follow.

**Be flexible:** The level or intensity of activity at a service site is not always predictable. Your flexibility to changing situations can assist the partnership in working smoothly and producing positive outcomes for everyone involved.

### Service and You

Performing service is a wonderful opportunity to develop and share yourself by aligning your intentions with actions. Applying your passions and skills to help others can strengthen your well-being and self-image. In selecting a service engagement, align your values with the organization's goals.

- What skills or talents are you most proud of?
- What skills are you curious about but have yet to build?
- What kind of tasks or projects energize you?
- What subjects most pique your interest?
- Ten years from now, what do you want to have contributed to the world?
- What teamwork skills do you need to improve and build upon?

New York City is a large dynamic metropolis that can make it challenging to feel a sense of community and contribution. Service with fellow students can enhance a feeling of community. Service relationships can be complex, and it is important to maintain an empathetic but responsible relationship with the service organization and the people served. You are representing yourself, as well as St. Francis College.

Here are some important guidelines to keep in mind for a successful experience.

- Though we are helping others, we do not give or loan money or personal belongings to organizations or individuals.
- We do not share rides in personal vehicles with clients or agency representatives.
- Never tolerate behavior that might be perceived as inappropriate and inform the site supervisor, course instructor and/or the Office of Mission, Ministry and Interfaith Dialogue, if you are uncomfortable.
- We should not engage in any type of business with clients during the term of your service.
- Do not enter personal relationships with a client or community partner representative during the term of your service.