



**Service Advocate Program:
Student Handbook
Fall 2020-Spring 2021**

SERVICE ADVOCATE PROGRAM

Program Description:

Offering outstanding students an opportunity to participate in a yearlong civic engagement and service program, the Service Advocate provide students with the knowledge and skills to become active leaders. Highlighted by regular training, direct service and reflection activities, students engage in valuable leadership experiences in the Aquidneck Island Community and endeavors to promote a positive culture of service and civic engagement on campus.

This service and leadership program is designed to help inspire a sense of real community activism among undergraduate students, promoting change throughout their time at Salve Regina University. Creating leaders in service through dedication, passion and motivation are the goals of the program. An outstanding student who commits to leadership through service and making positive changes across campus and in the community describes a Service Advocate.

Critical Concerns of Mercy:

As a Sister's of Mercy institution, we look to their critical concerns for guidance. While the Sister's of Mercy was founded with a primary focus on poverty, their focuses have transformed into five critical concerns, all of which are interconnected within society and how we address them:

Earth
Non-Violence
Immigration
Racism
Women

Service Advocate Learning Outcomes:

By participating in the Service Advocate program, students will be able to demonstrate:

- Develop leadership and communication skills as well as strengthen self-confidence
- Deepen their commitment surrounding the Critical Concerns of Mercy and the critical concerns of the local community
- Integrate the values of service and social justice into career and life goals

Program Requirements

Service Advocates understand the following:

- All Service Hours must be approved by program director prior to service completion
- No extensions to complete the Service Hour requirement will be granted
- If students transfer mid semester, they will not be eligible for funding
- Students cannot earn wages for Service Hours completed
- Student cannot apply Service Hours as Federal Work Study hours
- In order to be eligible to receive a \$1,300 scholarship towards educational expenses, Service Advocates must complete all requirements of the program.
- Complete hours by May 3, 2021
- Submit a letter from approved service site at the end of service to the Program Director
- Complete the online exit survey from the Center and the Grow survey

Partner Sites 2020-2021:

Center for Community Engagement and Service
Feinstein Enriching America Program
Salve Regina University
Community Partner Handbook
Updated 09/20

Available Sites: (1 position)

- Housing Hotline (Located on the Trolley Line)
- Newport Health Equity Zone (HEZ) (requires individual transportation)
- Newport Partnership for Families (requires individual transportation)
- Dr. Martin Luther King Jr. Center (MLK) (Located on the Trolley Line)
- International Tennis Hall of Fame (Located on the Trolley Line)

Available Sites: (2 positions)

- Newport Community School (Located on the Trolley Line)
- Newport String Project (Located on the Trolley Line)
- Thompson Program (Location on SRU Campus)
- Hope Funds for Cancer Research (Located on the Trolley Line)

Sites that are currently filled:

- Edward Kind House (Located on the Trolley Line)
- Child & Family Services (van transportation to site provided)
- Salvation Army (located on the Trolley Line)
- Potter League for Animals (requires individual transportation)
- Newport Hospital (requires individual transportation) (\$15 uniform fee required)
- St. Joseph's
- YMCA (requires individual transportation)
- Newport Child and Opportunity Zone (COZ) (requires individual transportation)
- Star Kids

Description of Program Elements

Primary Service Hours

Students must complete 100 hours of direct service from September 8th 2020 -May 3, 2021 at an agreed upon service site. The Center for Community Engagement and Service will determine sites for service. All hours must be submitted and approved weekly on MySalve in the Community Service tracking system.

Center for Community Engagement and Service Office hours

Weekly throughout each semester, Service Advocates are required to hold one office hour in the Center for Community Engagement and Service. The purpose of the office hours is to build student traffic in the center and to build community amongst the students involved in the program. Students will list their office hours on the Service Advocates board and perform any tasks needed for their service projects, hold meetings with students about service, complete marketing materials for upcoming events and be a presence in the office.

One-on-One Meetings with Salve Regina Center for Community Engagement and Service Director

Program meetings are an important part of the program. Service Advocates will share service experiences, discuss any issues and/or current events surrounding community engagement.

Fall/winter Retreat

Center for Community Engagement and Service
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On this retreat, Advocates will participate in a half day program to help develop service and leadership skills as well as retain a better understanding of the community needs. The over goal is to better understanding our partner's needs and get to know each other. This retreat will be led by a Senior Service Advocate, Graduate Intern and/or Alumni of the Service Advocate Program.

One-Time Service Events

Service Advocates will choose at least two of the onetime service events from our menu and/or create their own event. You will help organize, promote and facilitate two of our already planned group projects.

Monthly Community Service Socials

Monthly socials to build community among the service advocates and an opportunity to hear about local community partners on current events and social issues.

SRYOU Presentation

Students will present their project at SRYOU Day. This can be in the form of a poster or 30 minute presentation. You will also be asked to post a social media post on our sites.

Community Partner Project

Students will work on a project related to the needs of their specific partner. This can be a new or existing project that helps to advance the mission of their partner. Please work closely with your host supervisor to develop a meaningful plan to carry out the project or program.

Grow and Center for Community Engagement and Service Evaluations:

At the end of each semester you will be asked to fill out the required online evaluations and meet with the director to discuss your progress.

Important Events:

Fall Semester:

Service Advocate Retreat
Hunger & Homeless Awareness Week (November)
Feed-A-Family Thanksgiving Drive (November)
Angel Tree Drive (December)

Spring Semester:

Leaders Retreat
MLK Day of Service
Suicide Awareness Day Shoe Drive (April)
Rebuilding Together (April)
End-of-the-Year Yard Sale (May)

GUIDELINES FOR SERVICE ADVOCATES

We encourage you to review these guidelines before you meet with your site supervisor

As a Salve Regina University Student, you will be working with professionals to address real and vital issues in our community. It is assumed that you will approach your Community Partner site with professionalism, respect, and sincerity. Below are some guidelines to help you prepare for and engage in your role as a Salve Regina University Student partnership:

Learn about the Newport community and your community partner organization.

- Seek out useful information about the community, organization, and project on which you will be working. The information you need will vary depending on your particular project, but you may consider learning about:
 - The population and/or geographic area being served by your partner organization
 - The organization's mission statement
 - The names of the organization's staff and their responsibilities and roles within the organization
 - A brief history of the organization
 - The role that volunteers play in the organization
- While being a Salve Regina University Student, all partners – faculty, students, and community partners – are considered teachers and learners. Open yourself to learning from the community and the organization with which you are working.
- Be careful that you do not assume that you know how to solve perceived “problems.” Often problems are more complex than they initially appear.
- You may come from a very different community than the one you work with during your project. Be open to seeing things in new way. Seek out other people's viewpoints and ask questions.
- Make an effort to identify community strengths, as well as community needs.
- Work to understand the relevance of your service project to your learning goals or course objectives.

Establish a positive working relationship.

- Discuss the community partner's expectations and determine what you need to know to do what is expected of you as a Salve Regina University Student.
- Be aware that community partners (non-academic settings) do not work by the Salve Regina University academic calendar.
- Understand that your community partner has other responsibilities and priorities in addition to the project on which you are working together.
- Remember that your community partner might have limits on the time they can spend on your Salve Regina University Student project.
- Strive to be non-critical and non-judgmental. Approach challenges and detours in your Salve Regina University Student experience as opportunities to learn and grow.

- Realize that you may not already know how to do what is expected of you. Be prepared to learn from your community partner.
- Maintain regular contact with your community partner and The Center for Community Engagement and Service regarding your Salve Regina University Student experience.
- If you become concerned about any aspect of your project, let your community partner or The Center for Community Engagement and Service know of your concerns.
- Maintain a positive and enthusiastic attitude, and keep things in perspective.
- Enjoy, celebrate, and build on small successes. We are “rooting” for you too!

Be accountable.

- Think about the purpose of your Salve Regina University Student project and work to generate an outcome that will contribute to the work of your community partner organization.
- Set goals that are realistic and address the needs of the organization.
- Ask questions and listen to what is being said. The people who work and live within the Newport community can help you to become a more effective participant.
- Be clear in your communication. Set personal boundaries that are appropriate and comfortable for you.
- Keep appointments and commitments that you set with your community partner, and let your community partner know when you are not able to be present on site.
- Be accountable to other members of the Salve Regina University Students. Make sure that you are carrying your share of the load.
- Recognize your limits. If you are given something that you think you cannot handle, make sure you discuss the situation with your community partner and The Center for Community Engagement and Service.

Be aware of your rights and responsibilities.

- Approach your Salve Regina University Student position as you would any job. Learn any policies, procedures, and expectations that you must follow while working with your community partner.
- Community partners are informed that they must abide by Salve Regina University’s Non- Discrimination Policy, found in the Salve Regina University Student Handbook.

Keep an open mind.

- As a Salve Regina University Student, enter your community partnering site with an open mind, show respect for differences and avoid imposing your culture and value system on others.
- Observe and respect cultural differences in language, expectations, and values.
- Expect uncertainty at first. Your level of comfort and responsibility will increase as the project progresses.
- Be flexible and adapt to changing situations

COVID-19

TIPS FOR A SUCCESSFUL VOLUNTEERING EXPERIENCE

COMMUNICATION

- It is important that if you cannot follow through with your commitment to volunteer that you communicate this to the contact at your organization as soon as possible. If you are unwell, have a fever, or suspect that you have been exposed to COVID-19, please let your contact person know.
- Ask for clarification – if you are unclear about any of the tasks that are being asked of you, make sure you ask for the support you need to avoid performing unnecessary or duplicative tasks. Try to be flexible and adapt as things make likely change.
- Be respectful of the guidelines set by your community partner site. They are faced with multiple priorities and changes are happening at a rapid pace. Your role is to support the effort to assist in making it as effective as possible in an uncertain environment.

SAFETY

- Volunteering or working during a health crisis can be stressful and have an effect on your own mental health and well-being. It is important to set boundaries as possible, practice self-care, and reach out for help as needed.
- If you are uncomfortable about anything that is being asked of you, please let your supervisor know.
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OPPORTUNITY TO LEARN

- Take advantage of the opportunity to see how your personal skills are useful and needed during a public health crisis. This may help clarify what skills you have and what you may want to work on developing.
- Observe how the organization you are working with communicates, manages, and leads during this time and how the coordination of numerous stakeholders unfolds.
- Reflect upon the knowledge and skills you gain through this experience and how it may inform your future career interests and goals.

Service Advocate Program
Center for Community Engagement and Service & Community Partner Agreement

Year: _____ Today's Date: _____

Community Partner & Supervisor: _____

Minimum required hours of service per student per semester: _____

Community Partner Roles:

- Designate a representative from the Community Partner to work with the Center for Community Engagement and Service and act as a Service Advocate Site Supervisor.
- Provide training, supervision, feedback, resources and sufficient information about the organization to aid in the success of students' service projects.
- Provide opportunities that are significant and/or challenging to the students, relevant to service objectives, and address the Community Partner's goals.
- Participate in the evaluation processes of the student and the service experience.

Service Advocate Roles:

- Arrange to meet with the community partner to discuss service hours and projects.
- Be aware of the organization's needs and provide assistance where and when needed.
- Adhere to organizational rules and procedures, including confidentiality of organization and client information.
- Reflect upon and re-evaluate the service experience keeping in mind the objectives of all parties involved.
- Operate with integrity and professionalism at all times; which includes being punctual, meeting deadlines and being open to supervision and feedback which will facilitate learning and personal growth.
- Log service hours as required
- Obtain appropriate signatures and end-of-service letter from community partner

Center for Community Engagement and Service Roles

- Evaluate student's judgment and skills before matching students with potential agencies to begin service as soon as possible.
- Ensure that students understand their duties to the partnership and prepare them for their service with an overview of the Community Partner.
- Act as a liaison between the Community Partner and Service Advocate, ensuring clear communication and that the needs of each partner are met equally.
- Address concerns and problems identified by community partner administrators and Service Advocate supervisor.
- Manage an evaluation process at the end of each semester.

Primary Service Goals:

Completed in agreement by the Community Partner/Service Advocate site supervisor, Service Advocate, and Director of Center for Community Engagement and Service.

1. _____

2. _____

3.

Project ideas:

1.

2.

3.

Additional comments:

Center for Community Engagement and Service Webpage:

The Center for Community Engagement and Service at Salve Regina University website contains information about service and service projects programs, as well as links to service projects resources.
<http://salve.edu/office-service/community-service>

Center for Community Engagement and Service at Salve Regina University Staff:

Mail Use for all Center for Community Engagement and Service Staff:

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Contact the Center for Community Engagement and Service

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