VOLUNTEER GUIDELINES
PROVIDED BY THE BUTLER UNIVERSITY VOLUNTEER CENTER

Overall Guidelines:

• Remember that for the entirety of your volunteer experience you are representing yourself, your team/organization, and Butler University.
• Respect the organizational culture at the service agency. Share your ideas and feedback in a constructive manner.
• Dress appropriately for the service that you will be conducting.
• Treat the experience as a learning opportunity and a chance for personal growth. It can also act as a team building activity for your group.
• Although you may not see the immediate outcome of the service you performed, there is value in every volunteer project, no matter how simple. Your presence as a volunteer is appreciated and essential to the organization with which you are working.
• Remember that you are at a site to volunteer and that some of the service assignments may push you beyond your comfort zone. Be open to new experiences and challenges, but also be aware of your boundaries and voice any questions or concerns.

When You First Arrive at The Site:

• Locate the service site supervisor to discuss your project expectations and goals. Make sure you are clear as to your role in your team/organization.
• Request a tour of the agency to learn more about its missions and functions.
• Be the first to introduce yourself to everyone you meet and let them know that you are a volunteer from Butler University.

Confidentiality and Risk Management Concerns:

• If you are feeling uncertain about a situation, ask before you act. Practice common sense and do not be afraid to ask for clarification or help.
• When an agency requests that you move off-site, travel in pairs (at a minimum).
• If you are working with children or clients who are members of another gender, always be in the presence of another adult.
• Do not share personal contact information with service site clients. If you feel that this would be appropriate, discuss it with the site supervisor.
• Keep any information pertaining to service agency clients confidential, including full names and medical conditions. There are confidentiality laws that pertain to certain information.
• If you have concerns regarding the safety or well-being of a client, please share this information with the service site supervisor.
• Be aware that you can say “no” to a task when you feel that the request is inappropriate, beyond your skill level and depth of knowledge, or physically or emotionally unsafe.

Note: This list is not exhaustive. Always follow the service site’s rules and regulations. Furthermore, know your rights as a volunteer. When in doubt, ask and find out!