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1. Receive accurate information about the agency
2. Receive a clear, comprehensive description of your placement
3. Be appropriately assigned
4. Receive training
5. Be supported in your role
6. Be safe in your placement, and work in an environment free from harassment or discrimination; Title IX of the Education Amendments of 1972 and other laws prohibit discrimination on the basis of sex, gender, or sexual orientation in employment, as well as all education programs and activities operated by the University (both on and off campus), and protect all people regardless of their gender or gender identity from sex discrimination, which includes sexual harassment and sexual violence. Please be sure to review the information available at the University's website for students on Title IX protections <http://www.csueastbay.edu/riskmanagement/title-ix/index.html>.
7. Not be exploited
8. Be informed of matters that directly affect you and your work
9. Receive feedback on your performance
10. Receive recognition for your contribution, such as references and letters of recommendation as appropriate and earned
11. Have your personal information kept confidential
12. Talk with your faculty member or a University representative about any concerns related to your service experience - [Cal State East Bay. Emergency Contacts and Reporting on Title IX](#)



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1. Be reliable, punctual, and trustworthy; call your supervisor immediately with any scheduling issues
2. Complete assigned tasks on time and accurately
3. Work efficiently and effectively
4. Respect confidentiality and the rights of people you work with (ask about conduct and confidentiality codes, and policies around access to services)
5. Dress and act appropriately (ask for the dress code)
6. Follow procedures and know agency policies
7. Have a non-judgmental approach; show respect for your service site, its staff, and its clients
8. Give feedback (i.e. participate in evaluations when asked)
9. Be accountable and accept feedback
10. Be committed to the program; you may have developed relationships with the people at the agency and the clients, and they have come to rely upon you; make sure the people you serve and the people you work directly with are given notice of your last day in advance
11. Avoid overextending yourself; be upfront and clear about your schedule and availability
12. Acknowledge and respect decisions made by the staff or the organization
13. Address areas of conflict with the appropriate staff member or volunteer coordinator
14. Actively participate in training
15. Ask questions and ask for support when needed
16. Pay attention to safety guidelines and signs

Adapted from "Volunteer Rights and Responsibilities" from the PAVE Volunteer Management Training Kit, and "Sample Volunteer Rights and Responsibilities" from the University of North Carolina, Chapel Hill Department of Recreation and Leisure Studies.

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