

Weekly Service Policies and Guidelines

Fall 2025

Waivers

- [Program Agreement and Waiver for SJU student volunteers to participate in Weekly Service](#)
- [Waiver for Students using their own vehicles](#)

General Policies and Guidelines for In-Person and/or Virtual Service

- *When engaging in service virtually or in-person with minors, all SJU Minors on Campus Policies apply.*
- SJU students cannot share private contact information (email, cell phone #, etc.) with individuals at their community partner organization unless it is with the program supervisor. Any unauthorized contact should be reported to the Weekly Service program director and community partner organization supervisor as soon as possible.
- Photos of individuals at community partner organizations are not permitted in order to protect their privacy (certain exceptions apply, check with Weekly Service program supervisor).
- Community partner organizations depend on volunteer presence. SJU student volunteers are expected to volunteer at their established day and time. Any absence should be communicated as soon as possible to the SJU CPC (community partnership coordinator) and to the community partner organization supervisor.
- Keep conversations to appropriate topics. Please share positive aspects of college life. Inappropriate conversation topics include discussion of parties and consumption of alcohol or other drugs. For clarification regarding appropriate conversation, please consult your program supervisor.
- Do not give money to individuals at your community partner organization (if you want to offer support, talk to your supervisor about other ways to support the organization as a whole).
- Dress appropriately (business casual with the exception of sports-oriented volunteer placements) for in-person or virtual service. Wear close-toed shoes if instructed to do so. Do not wear: mid-riff exposing tops, low-cut tops, very tight-fitting clothing, flashy jewelry, ripped clothing, pajamas, sandals, open-toed shoes, or any clothing advertising alcohol, drugs, or violence.

- Contact outside service time between individual SJU volunteers and individuals at their virtual service placements is not permitted. SJU volunteers should not initiate or accept social media invitations with individuals at their service placements. Please consult with your program supervisor or the Weekly Service program supervisor with questions or concerns.

In-Person Service Policies and Guidelines

- Each student engaging in service must fully understand the guidance, regulations at the community partner organization where they are serving. Each place will have its own requirements for serving as a volunteer and it is the student's obligation to know these, do any proper training the community partner/agency requires and to maintain communication with the community partner/agency to know of any changes in their protocols.
- Each student has an obligation to let the appropriate person at the community partner/agency know if they will not be attending service on a given day due to sickness. They should also inform their CPC (community partnership coordinator) and the Weekly Service program director. Please follow all instructions given to you.
- Follow the procedures of your community partner regarding masks (if applicable).
- Frequent hand-washing and hand-sanitizing is encouraged, especially after having contact with high touch surfaces.

Virtual Policies and Guidelines

General

- SJU students must maintain the privacy of people they are working with virtually. It is not permitted to take photos, screenshots, or recording of video or audio.
- SJU students are not permitted to meet with individuals at their community partner organization outside of service time or connect via email, phone, or social media.
- Friends and roommates are not permitted to join in virtual meetings with community partners unless approved by the Weekly Service program supervisor.
- If possible try to have your service time in a location away from interruptions and distractions.

Zoom/Video/Phone Calls

- Video calls should be password protected. Sharing links and passwords with individuals not registered for the program is prohibited.

- Utilize a “waiting room” so that only authorized users are permitted to enter the virtual space.
- If possible, use virtual backgrounds to protect privacy. Do not display personally identifiable items or sensitive information in your background. Do not display unprofessional items in your background.
- Log in using your first name only. Ask other participants to display their first name only. For instructions to change your zoom name, [please see this link](#).
- All zoom calls should be supervised by SJU and community partner representatives. Breakout rooms should be monitored. When working with minors, there should be no 1-1 engagement; instead, the “rule of three” should be applied to all virtual spaces, in that there should be at least three people in all virtual spaces.
- Private chat capacities should not be utilized.
- Keep your video on and outside distractions to a minimum wherever possible.
- Actively engage others in conversation. Ask open ended, appropriate questions. Ask about the other person’s interests and follow-up from week-to-week with questions or topics about these interests. What do you and the other person have in common?
- If using your phone, please utilize *67 or another service to block your phone number. An alternative includes utilizing a Zoom call with a call-in number and password for individuals at your community partner organization. Video call links will originate from SJU CPC (community partnership coordinators) or community partner organizations.

With any questions, please contact the Weekly Service leadership team:

sjuserviceinterns@gmail.com