

# 2017-2018

## Undergraduate Volunteer Community

### Service Handbook



# CABARRUS COLLEGE OF HEALTH SCIENCES

# Undergraduate Volunteer Community Service Handbook Cabarrus College of Health Sciences

## INTRODUCTION

The Mission of Cabarrus College is to *inspire and prepare our students to be exemplary healthcare professionals*. During clinical activities, healthcare professionals encounter multiple facets of difference. Recognition and appreciation of difference is the foundation for cultural competency. Cultural competence includes, but is not limited to the recognition of and appreciation for race, ethnicity, socioeconomic and educational levels, language, age, gender, sexual preference, emotional and mental health issues, religious beliefs, and values. As a healthcare professional, you accept an ethical commitment to modify and provide care, without compromise, to meet each individual client's needs to the best of your ability. This professional commitment and the changes in the population and demographics in the College's immediate geographical location, led the faculty, staff and students in 2008 to select "Enhancing Cultural Competence in Healthcare Delivery" as the focus of our quality enhancement plan (QEP).

During your first three semesters, you will participate in volunteer community service activities. **The focus of community service is to improve the quality of life and/or health of community residents, particularly residents of diverse populations. Volunteerism is defined as follows:**

*The principle of donating time and energy for the benefit of other people in the community as a social responsibility rather than for any financial reward.*

volunteerism. (n.d.). *Collins English Dictionary - Complete & Unabridged 10th Edition*. Retrieved April 29, 2014, from Dictionary.com website: <http://dictionary.reference.com/browse/volunteerism>

Refer to Appendix B to review characteristics of volunteerism.

Towards the completion of your program, during the third or final semester, you will participate in a service learning experience. Service learning combines community service with classroom instruction and emphasizes reflection. Service learning fosters the development of skills and knowledge needed for participation in public life and links course work from the classroom with activities in a community agency. Your service learning experience will be a part of your program specific coursework.

This handbook provides you with guidelines for volunteer community service at Cabarrus College. Included is the College-approved listing of local nonprofit, government, and community based organizations where students may complete their volunteer hours. The faculty encourages you to choose your volunteer community service sites thoughtfully. These activities should help you grow personally and professionally towards cultural competence.

## **VOLUNTEER COMMUNITY SERVICE GUIDELINES**

1. Volunteer Community Service hours will be with local nonprofit, government and/or community based organizations. Students will use the agencies listed on the *Approved Volunteer Community Service Agencies List*:  
<http://www.carolinashealthcare.org/documents/CabarrusCollege/volunteerhandbook/VolunteerAgencies.pdf>

2. Time spent in an organization's orientation activities or exercises, may count as volunteer hours, as long as the student gives a minimum of an equal number of hours in volunteer activities to the agency, using the following guidelines:
  - a. Time spent in activities or interactions with clients must be equal to or more than the time spent in orientation activities or exercises (e.g. orientation time is 2 hours, student must then spend an additional 2 hours (minimum) in volunteer work with the organization. The student would report 4 volunteer hours. Attending only an orientation session will not count as volunteer hours unless followed by active involvement.
  - b. If the student completes more than the required number of volunteer hours during a given semester (e.g. orientation time is 4 hours and the student spends 4 hours in volunteer activities) they may report 8 hours for that semester. Extra hours cannot carry over to the following semester. Due to individual program requirements during a given semester, there may be exceptions granted by the program chair.
  - c. Mission trips (ex. medical mission trip with CHaRA) may be counted as service learning **or** volunteer community hours. Written approval must be obtained from the Program Chair prior to the mission trip. Program Chair will determine number of service learning hours to be awarded. Five hours of volunteer credit per experience/trip will be awarded.
  
3. Suggestions for additions to the Volunteer Community Service Agencies List can be shared with your course instructor. Note: Suggestions will be accepted twice per academic year; for timely approval and update of the list, submit suggestions a minimum of 3 weeks prior to the first day of class each semester. Refer to Appendix A: Decision Tree for Volunteer Hours to determine if agency suggestions meet the volunteer criteria.

The following table provides a guide for the minimum number of hours for volunteer community service activities based on major programs.

<u>PROGRAM</u>	<u>VOLUNTEER HOURS</u>	<u>VERIFICATION FORM DUE TO INSTRUCTOR</u>
<b>Diploma programs</b>	<b>5 hours per semester</b>	<b>Monday of week 15</b>
<b>Associate degree programs</b> (Associate in Science students, including Pre-Nursing, are NOT required to do volunteer community service. If an AS student changes their major to nursing or one of the allied health programs, they will then be required to complete the appropriate number of volunteer hours.)	<b>5 hours per semester</b>	<b>Monday of week 15</b>
<b>Baccalaureate programs</b>	<b>4 hours per semester</b>	<b>Monday of week 15</b>
<b>Baccalaureate online programs</b>	<b>4 hours per semester</b>	<b>Monday of week 15</b>

**Instructions for Students:**

1. **Select an agency.** Students may only select an agency from the approved list:  
<http://www.carolinashalthcare.org/documents/CabarrusCollege/volunteerhandbook/VolunteerAgencies.pdf>  
 Students enrolled in baccalaureate online programs will plan with their Program Chair to identify comparable agencies in their distance community.
2. **Call the agency to volunteer.** Represent yourself as a Cabarrus College student and keep in mind that you are serving and representing the good works of the College while meeting your volunteer community service requirements.
3. **Complete your volunteer hours.** Adhere to the dress code for the agency (ask when you call), arrive on time and stay until your time commitment is completed. Remember that some agencies require an orientation session before you can participate as a volunteer, so plan your time to include those requirements (refer to Volunteer Community Service Guidelines, pgs. 2-3 of this handbook).
4. **Complete both of the Community Service Verification Forms.**  
 Your grade will not be finalized nor will you be able to progress to the next program course until both of the following forms have been completed:
  - a. **Step #1**  
 Volunteer Community Service Verification Form
    1. Complete the Volunteer Community Service Verification form LINK
    2. Have an agency representative sign off on the form.
    3. Completed form due Monday of week 15.
  - b. **Step #2**  
 Pro Bono Record in SonisWeb
    1. Log into SONIS.
    2. Click on the “Pro Bono” icon located at the top of the screen.

Cabarrus College of Health Sciences

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**Secured Student Options - Patti McCahan**

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**Street Address :** 5610 Hartfield Downs Dr.  
 Charlotte, NC 28269  
**Home Phone (000-000-0000) :** 704-562-3911  
**Work Phone (000-000-0000) :** 704-403-3533  
**Cell Phone (000-000-0000) :** 704-562-3911  
**Program:**  
**ID :** MC9350421  
**Transfer Courses Accepted for Credit - None**

[View Photo](#)  
**Email Address :** [patti.mccahan@cabarruscollege.edu](mailto:patti.mccahan@cabarruscollege.edu)  
**Campus :** Nursing & CE  
**Department :** TO BE DETERMINED  
**Division :** EMPLOYEE  
**Level :** F-FACULTY/STAFF

**Completed Courses**

Year/Sem.	Course	Description	Session	Section	Mid-Term Grade	Cred.	Grade
00910/1	EEC360	Getting Started with Scholar 360!		13		0.00	p *
01011/1	EEC693WS	QEP Hot Topics		11		0.00	p *
01011/3	EEC909WS	Service Learning Course Design		31		0.00	p *
01112/2	EEC921WS	Academic Advising and Student Success		21		0.00	p *
01112/2	EEC919WS	Portfolio Design		21		1.00	p *

Not included in GPA  
**total Earned Credits : 0.00    GPA Credits : 0.00    GPA : 0.000**

**In Progress Courses - NO COURSES IN PROGRESS**

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3. Click on the “Add” button.

**Pro Bono**

<a href="#">Logout</a>	<a href="#">Bio</a>	<a href="#">Billing</a>	<a href="#">Ledger</a>	<a href="#">Schedule</a>	<a href="#">Registration</a>	<a href="#">Degree Audit</a>
<b>Organization</b> <a href="#">Hinds Feet Farm</a>	<b>Supervisor</b> McCahan	<b>Hours</b> 15.00	<b>Employ Start (mmddyy)</b> 06/01/2014	<b>To Date (mmddyy)</b> 07/01/2014		
<b>TOTAL HOURS</b>			<b>15.00</b>			



I certify that I completed my Volunteer Community Service Hours under the direct supervision of one of the approved sites.

I certify that I completed my Volunteer Community Service Hours, and complied with the Cabarrus College Student Code of Conduct and other rules that applied to my Volunteer Community Service placement site.

I certify that I am responsible for submitting accurate records of my Volunteer Community Service Hours to my designated course instructor each semester both in SonisWeb and on the required Volunteer Community Service Hours form by the deadlines noted on the form. I understand that not doing so will affect my ability to progress in the course/graduate from the Cabarrus College of Health Sciences.

I certify that in submitting records of my Volunteer Community Service Hours, I will not misrepresent the number of hours or the type of work that I performed.

I understand that any misrepresentation or ethical or legal violations related to my Volunteer Community Service Hours will be subject to discipline under the student Code of Conduct and Disciplinary Actions policy of Cabarrus College of Health Sciences.

By checking this box, I certify that all of the preceding statements are true and I have completed the required number of hours as found in my current course syllabus of Volunteer Community Service work, this semester, and presented my instructor with a copy of the signed form from my Volunteer Community placement site.

4. Enter “Organization” and “Supervisor” names.

**Pro Bono**

<a href="#">Logout</a>	<a href="#">Bio</a>	<a href="#">Billing</a>	<a href="#">Ledger</a>	<a href="#">Schedule</a>	<a href="#">Registration</a>	<a href="#">Degree Audit</a>
<b>Organization</b>	<input type="text"/>	<b>Supervisor</b>	<input type="text"/>			
<b>Hours</b>	<input type="text" value="0"/>					
<b>Employ Start (mmddyy)</b>	<input type="text"/>	<b>To Date (mmddyy)</b>	<input type="text"/>			
<b>Memo</b>	<input type="text"/>					
<input type="button" value="Reset"/>			<input type="button" value="Submit"/>			

5. Enter the number of Volunteer Community Service hours completed at this location.
6. Create an additional experience if you did not complete all of your volunteer community service hours at the same organization.
7. Hours should represent the total number of orientation and volunteer hours provided.
8. Start date should indicate the date you began your experience.
9. Stop date should indicate the date you completed the hours of your experience. You can have the same “Start” and “Stop” date.
10. Click the “Submit” button to record your experience.
11. The final step in the process is to accept the terms and conditions by clicking the check box and

“Submit” at the bottom of the page. Today’s date now appears next to the checkbox.

**Pro Bono**

<a href="#">Logout</a>	<a href="#">Bio</a>	<a href="#">Billing</a>	<a href="#">Ledger</a>	<a href="#">Schedule</a>	<a href="#">Registration</a>	<a href="#">Degree Audit</a>
<b>Organization</b>	<b>Supervisor</b>	<b>Hours</b>	<b>Employ Start (mmddyy)</b>	<b>To Date (mmddyy)</b>		
<a href="#">Hinds Feet Farm</a>	McCahan	15.00	06/01/2014	07/01/2014		
<a href="#">Hinds</a>		0.00				
<a href="#">Hinds Feet Farm</a>	McCahan	15.00	06/01/2014	07/01/2014		
	<b>TOTAL HOURS</b>	<b>30.00</b>				

I certify that I completed my Volunteer Community Service Hours under the direct supervision of one of the approved sites.

I certify that I completed my Volunteer Community Service Hours, and complied with the Cabarrus College Student Code of Conduct and other rules that applied to my Volunteer Community Service placement site.

I certify that I am responsible for submitting accurate records of my Volunteer Community Service Hours to my designated course instructor each semester both in SonisWeb and on the required Volunteer Community Service Hours form by the deadlines noted on the form. I understand that not doing so will affect my ability to progress in the course/graduate from the Cabarrus College of Health Sciences.

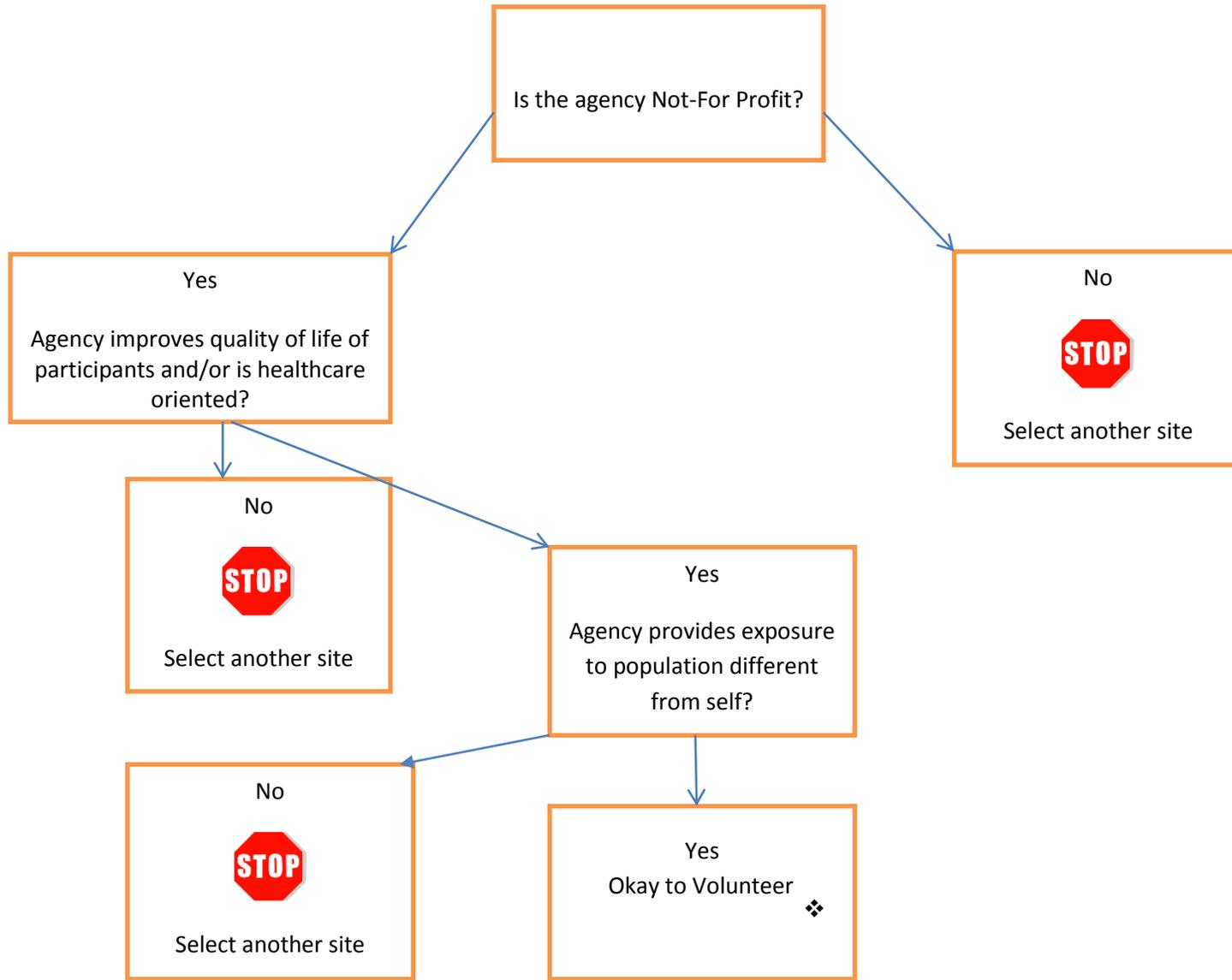
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I understand that any misrepresentation or ethical or legal violations related to my Volunteer Community Service Hours will be subject to discipline under the student Code of Conduct and Disciplinary Actions policy of Cabarrus College of Health Sciences.

By checking this box, I certify that all of the preceding statements are true and I have completed the required number of hours as found in my current course syllabus of Volunteer Community Service work, this semester, and presented my instructor with a copy of the signed form from my Volunteer Community placement site.

**\*\*Note: You will receive an INCOMPLETE for your class, if the form is not completed and the hours are not recorded by the due date.**

# Decision Tree for Volunteer Hours



- ❖ Time spent in activities/interactions with clients must equal or exceed time spent in orientation activities.
- ❖ Below are some examples of activities that Cabarrus College will NOT accept as volunteer/community service: performing arts (theater, dance studio, etc.); babysitting; club athletics; animal rescue or animal/pet advocacy groups (ex. Humane Society); helping a family member, neighbor, friend or personal acquaintance with household-related work (ex. cleaning, yard work, moving, etc.); volunteering for a FOR-PROFIT agency; teaching Sunday or Bible school at your (or any) church; donating blood; and donating an item(s) for a bake sale. **This is not an all-inclusive list.**

## APPENDIX A

# CABARRUS COLLEGE

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## HEALTH SCIENCES

Volunteerism and Service Learning – both are designed to provide valuable services to our community partners, as well as meaningful and memorable experiences for student participants. The main difference is the focus.

<b>Volunteerism</b>	<b>Service Learning</b>
Focus: Service provided & the service recipient	Focus: Service context with an academic component
Results in specific service outcomes	Results in both service outcomes and learning outcomes
Does not emphasize processing the experience	Places intentional emphasis on critical reflection & discussion that connects the service to specific learning objectives
Experience may be measured in the amount of hours served	Experience is measured by the learning that takes place and the service work accomplished
Unstructured; selected by individual student	Structured and integrated into a curriculum
Student selects based on individual interests	Needs defined by community rather than educational institution
Without a defined purpose, students do not always recognize benefit	Reciprocity – balance of benefits and responsibilities
Predictable & Homogenous	Varied & Diverse
Time spent is not connected to course work	Application of learning in real world settings
Skill-based experience	Enhances theoretical understanding of course content with a broader appreciation of the discipline
Does not always foster commitment to community service	Participants are more likely to embrace a life-long commitment to learning and service
Student develops relationship with agency	Academic institution develops relationship with agency
Students are reliable, dependable & hard-working	Students are learners who are willing and able to identify community needs and utilize problem solving techniques to resolve needs
Task-oriented	Combination of conscious educational growth with the accomplishment of certain assignments that meet genuine human needs

Enhancing Cultural Competence in Healthcare Delivery  
[www.cabarruscollege.edu/704.403-6601](http://www.cabarruscollege.edu/704.403-6601)