

# Center for Civic Engagement Service Learning Policy & Procedures Handbook

SERVE. LEARN. LEAD.

Center for Civic Engagement  
SUNY Upstate Medical University  
766 Irving Avenue, Weiskotten Hall Room 2264  
Syracuse, NY 13210  
[www.Upstate.Edu/Engage](http://www.Upstate.Edu/Engage)  
[Engage@Upstate.Edu](mailto:Engage@Upstate.Edu)

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## Overview of the Center for Civic Engagement

### Introduction

**Welcome** to the Center for Civic Engagement at SUNY Upstate Medical University. We are excited that you have decided to get involved in making our local and global communities healthier places to live and work.

We have prepared this manual with the hope that it will provide the information you need to have a great service experience.

Good luck and **thank you** for your service!

### Center for Civic Engagement Team



**Simone A. Seward, MPH**

Faculty Director

Simone Seward is the Faculty Director of the Center for Civic Engagement at Upstate Medical University. She leads the institution's efforts in the attainment of academic, personal, and professional growth through community engagement to develop active and engaged citizens. In her previous role, Simone served as Assistant Director of the Central New York Master of Public Health (CNYMPH) Program and spearheaded the coordination of the first-time accreditation process for the program which ultimately was accredited by the Council on Education in Public Health (CEPH).



**Rita Rowe**

Staff Assistant

Rita has been with the Center for Civic Engagement since 2015. She also spends time working in the CNYMPH program.

## Center for Civic Engagement Mission

The mission of the Center for Civic Engagement is to promote and support an institutional commitment to active citizenship and social responsibility through inter-professional service, education, and leadership. By harnessing the University's diverse academic resources and expertise, the Center aligns with Upstate's investment in local, regional and global communities by providing opportunities for students, staff, and faculty to contribute to stronger, healthier communities through a more engaged university.

## Community Engagement Goals

SUNY Upstate Medical University has community engagement as part of its strategic plan. Its goals include eliminating health disparities, partnering for community health improvements and building global connections.

The Center for Civic Engagement's goals include promoting meaningful community engagement, facilitating mutually beneficial and respectful partnerships with community organizations, and providing training and assistance to students, faculty, staff, and community partners to ensure high quality engagement experiences.

## Priority Areas

The Center for Civic Engagement has identified several priority areas that align with the Onondaga County Community Health Needs Assessment. These priorities guide us in identifying potential Signature Programs.

- **Access to Care** - Despite a relatively high level of access to care, Onondaga County adults are less likely to have had a checkup within the past 12 months (66.9%) compared to NYS (71.2%) and more likely to report 14 or more days of poor physical health in the past month (15.4%) compared to NYS (12.1%) (Expanded BRFSS Preliminary Report, 2013-2014).
- **Infant Mortality** - The infant mortality rate (IMR) is 5.5 per 1,000 live births.

A substantial racial disparity exists between white and black residents, with IMRs of 4.3 per 1,000 and 12.4 per 1,000, respectively.

- **Literacy** - Disparities in education outcomes between Syracuse and the rest of the county are evident, as Syracuse City School District (SCSD) students consistently score significantly below the state average on standardized tests.

The district is generally considered one of the lowest performing in New York State.

- **Mental Health** - Among adults, 17.4% reported 14 or more days of poor mental health in the past month, compared to 10.3% for NYS.

Self-inflicted injury hospitalizations among adults and among teens age 15-19 are significantly higher than NYS, and appear to be trending upward.

- **Poverty** - Among all residents, 14.7% had income in the last 12 months that was below the federal poverty level.

Especially striking is the poverty rate among children in Syracuse, where 49.0% of those under age 18 live in poverty, compared to 21.0% of children in Onondaga County.

- **School Drop Out**- The high school dropout rate in Syracuse was 16% for 2015, which is more than double the rate of 7% for NYS.

Within the SCSD, the average graduation rate was 55% in 2015 compared with the NYS rate of 78%. (New York State Report Cards, 2015)

- **Substance Abuse** - An alarming increase in heroin- related overdoses has been documented in the last few years as the rate of overdose deaths associated with heroin use has increased substantially.

The newborn drug-related discharge rate is more than 3 times higher than that for NYS.

- **Violence** - The homicide rate for black residents is 15 times the rate for white residents.

When looking specifically at firearm- related deaths, the rate among blacks is roughly 2-3 times that of whites in NYS and the U.S.; in Onondaga County, the firearm-related death rate among blacks is six-times that of whites.

## Criteria for Signature Programs

Signature Programs are those programs that take place over time, align with learning objectives and competencies, address one or more priority area listed above, and meet certain other criteria. In addition to addressing one of the priority areas, Signature Programs must also meet the following criteria:

- There must be documented collaboration between students and community – how has the community been involved to make sure that the program is something they want/need and would utilize
- Students must be able to prove that there is a need for the program and that it isn't just something they want to do – there must be some data to back up the claim that the program is necessary and is filling a gap in services
- The program must be evidence-informed and grounded in best practices
- There must be a plan in place to ensure that the program continues after the initial year of operation – will it be something that future students will want to continue
- There must be a process in place to evaluate the effectiveness of the program

It is the responsibility of the **Service Learning Leader** to ensure that these criteria are met.

New Signature Programs or expansion/modification of existing Signature Programs will be considered upon receipt of a completed Service Learning Project Approval Process form (found in Appendix A).

All Signature Program sites operate within a larger organizational structure. Therefore, an Agency Affiliation Agreement will be in place to provide a framework for service activities.

## Roles and Responsibilities

### Students

The primary goal of the Center for Civic Engagement is to engage Upstate Medical University students, faculty and staff in the community, working in partnership with community members to solve problems, fill gaps in services, and address identified needs. Service learning opportunities are given top priority when identifying signature programs.

ALL STUDENTS ARE BOUND BY [THE UPSTATE CODE OF CONDUCT](#)

**Service Learning Leaders** are those students that have the greatest level of responsibility and commitment. These students are enrolled in PRVM 6423 and serve as leaders with a designated Signature Program. They must attend monthly sessions and complete assignments, including an end of course presentation, in addition to a minimum of 64 hours served with the Signature Program.

**Service Learning Leaders** are responsible for working with the community member(s) at their Signature Program while being a liaison to the Center for Civic Engagement to ensure the service being provided suits the needs of the community and that expectations are being met. They must also recruit other students and prepare them to serve as **Service Participants** with the program in order to accomplish program goals. They must also create and oversee the budget for the program.

**Service Participants** are students who serve with a designated Signature Program under the leadership of a Service Learning Leader. Service Participants complete their service according to a schedule agreed upon by the Participant and the Service Learning Leader assigned to their Signature Program. There is no minimum number of service hours required.

**Service Learning Leaders** and **Service Participants** must complete a reflection survey at the end of their service period.

All students providing service through the Center for Civic Engagement must complete a Service Learning Leadership Application (found in Appendix B), attend an orientation session and serve in accordance with the specifications of the Signature Program Site Agreement. These requirements help to instill trust and creation or continuation of a positive and respectful relationship between Upstate Medical University and the Signature Program site.

**Service Learning Leaders** and **Service Participants** are eligible for recognition and awards according to the specifications posted in the Center for Civic Engagement.

In addition to its signature programs which emphasize service learning, the Center for Civic Engagement also provides opportunities for students to get involved in one time or short term volunteer opportunities. Those activities and/or events identified and approved by the Center for student participation will be listed on Blackboard and the Center for Civic Engagement website,

[www.Upstate.Edu/Engage](http://www.Upstate.Edu/Engage), and promoted on the Center's social media sites, including Facebook, Twitter and Instagram.

If a student is interested in volunteering for an event or activity not identified and/or approved by the Center, the Center for Civic Engagement can help connect the student to an opportunity. In such situations, the student will not be considered to be supported by the Center for Civic Engagement and therefore, will not be eligible for recognition through the Center and will not have access to the resources of the Center.

## Center for Civic Engagement

The **Director** is responsible for oversight of all Center activities and is the liaison between the Center and the Upstate Medical University Executive Committee, as well as all other administrative entities within the university. The Director supports Faculty in incorporating service learning into their courses, along with implementation of service learning activities. The Director organizes and instructs the PRVM 6423 Service Learning and Community Health Course and oversees all student activities related to the course.

The **Coordinator** works directly with students and community partners to develop Signature Programs and other service opportunities. In addition, the Coordinator conducts visits to existing and potential program sites, conducts site assessments, and assists students with service related questions and/or concerns. The Coordinator acts as a liaison between students, community partners and the Center for Civic Engagement.

The Center is the clearinghouse for data related to service learning and service conducted by students, faculty and staff. The data is used to improve quality, identify needs, secure additional support, and recognize Center for Civic Engagement affiliated students, faculty, staff, and community partners.



## Policies and Procedures

The following policies and procedures are specific to the Center for Civic Engagement and all activities sponsored, organized and/or conducted by or under the auspices of the Center. These policies and procedures do NOT supersede the official policies and procedures of Upstate Medical University or any branch or division thereof. It is in the best interest of the student to review the Upstate Code of Conduct, the Student Handbook and the Student Organization Handbook.

### Communication

Every Upstate Medical University student receives an Upstate Medical University email address that becomes the electronic address for official correspondence between students and University offices. The Center for Civic Engagement will send official email only to students' Upstate Medical University email addresses.

Additionally, announcements regarding service opportunities, due dates, reminders, etc. may be posted on Blackboard, Facebook, Twitter, Instagram and/or the Center for Civic Engagement website.

Students may communicate with the Center for Civic Engagement through email at [Engage@Upstate.Edu](mailto:Engage@Upstate.Edu), telephone at 315-464-8807, social media or in person at 2264 Weiskotten Hall.

### Confidentiality

Confidentiality is an important attribute of professionalism. The dissemination of information that on legal or professional grounds should remain confidential, especially information relating to clients/patients/service recipients or student records, is considered to be a breach of confidentiality and is a violation of the Code of Conduct.

Students may become aware during their service of information about a program or agency that should remain confidential and should respond accordingly.

### Conflict

In the event that a student experiences a conflict with another student, we request that the students attempt to work through the conflict using conflict resolution skills. If the conflict results in a physical altercation, police should be called immediately. The same is true of a conflict between a student and staff of the Signature Program. In both cases, the Center for Civic Engagement should be notified.

In the event that a conflict arises between a student and a service recipient, staff of the Signature Program and the Center for Civic Engagement must be notified immediately.

Students should contact the Center for Civic Engagement to discuss any situation that arises in relation to their service in which the student feels uncomfortable, including but not limited to

conflict, harassment, bullying, etc. Our goal is to provide high quality service experiences. If a student is not satisfied with a placement, we will work to improve the situation for everyone involved.

### Consent to take/post/print photos and names

It is part of our culture to take and post pictures on social media and/or print materials to promote programs and activities, and share experiences. However, students are **strictly prohibited** from taking pictures of any individual service recipient or group that contains service recipients, and/or identifying those individuals or groups by name in any online or print form without first obtaining consent from the designated staff of the Signature Program. The name(s) of the designated staff are listed under Signature Program Location and Contact Information in Appendix D.

### Diversity

Our community is made up of culturally diverse people resulting in a variety of ethnicities, values, perspectives, ages, religions, lifestyles, abilities, and other dimensions. This diversity provides the opportunity to learn more about different ideas, experiences, and beliefs, and helps us to think in broader terms. It also forces us to consider different options when making decisions.

It is important to understand that people are a reflection of their cultural conditioning, which influences their thoughts, actions, appearance, relationships, and a host of other important behaviors and characteristics. Misunderstandings can occur when we fail to acknowledge the impact of cultural conditioning and refuse to recognize that different doesn't mean adverse.

Some ways to avoid or limit cultural misunderstandings are:

- Take the time to assess and learn about a person's culture by asking questions, exploring their background and beliefs
- Listen carefully before responding to a statement or comment, keep an open mind
- Communicate clearly and honestly, be trustworthy
- Don't make assumptions about what people are thinking or why they act a certain way
- Always show respect and dignity toward all cultures
- Become aware of your own cultural conditioning, including any biases you hold, and find ways to resolve them so they do not interfere with your ability to serve

It is everyone's responsibility to understand diversity and the culture(s) of the organizations, individuals, and groups with which you are serving. Information about different cultures is available from the Center for Civic Engagement.

### Donations and "Drives"

Students may accept donations of goods to support a Signature Program, however, any type of "drive" to acquire donated goods must be approved by Center for Civic Engagement personnel.

## Dress Code and ID

Students serving through the Center for Civic Engagement represent the Center and Upstate Medical University. Therefore, students are expected to act in a professional and respectful way at all times while participating in service activities.

All students serving through the Center for Civic Engagement are to be identified as such while at their placements by wearing the official Center for Civic Engagement tee shirt. At times when it may be considered inappropriate to wear a tee shirt, such as in a clinical placement or formal event, the student must wear the Center for Civic Engagement lapel pin.

At all times, students must appear clean, neat and professional. Clothing must not be torn, frayed, dirty, nor display offensive text or graphics.

Students should always have their Upstate Medical University identification badge visible while serving, but may also be asked by the community partner to wear a name badge designated by the agency. This requirement may be waived in cases where a particular activity would make wearing an ID a safety concern. Students are to use their best judgment in those situations.

## Electronic Devices & Social Media

Personal electronic devices such as cell phones and tablets may be used while the student is performing service activities as a way to enhance service delivery or relationships with service recipients, but only when necessary. However, there are some locations where personal electronic devices are prohibited. Students are asked to check with the Signature Program staff regarding the official policy of the organization/agency.

Social media such as Facebook, YouTube, Instagram, etc. should not be used to convey or share information about service recipients. If you choose to post to any social media site, keep in mind that you may be seen as a representative of Upstate Medical University and/or the Center for Civic Engagement. Use of any form of social media to discuss client/patient/service recipient information or to post any details, including but not limited to: text, photographs, or images concerning the client/patient/service recipient or their families, is NOT permitted.

If you are using a social media site to promote participation and post announcements about the Signature Program in which you are the service leader, please “like” The Center for Civic Engagement Facebook, Twitter or Instagram page so that your information can be posted there as well. Information obtained by being “liked” by you or your group may be used by the Center for marketing, recruiting, and reporting purposes, in addition to other uses.

Harassing, bullying, intimidating, or discriminating against other students or anyone affiliated with your service placement, including but not limited to staff of the Signature Program, whether done in person or online, contradicts Upstate Medical University and Center for Civic Engagement values and violates the Upstate Code of Conduct.

## Recruitment Activities

Service Participants are a vital part of the service team for any Signature Program. Therefore, it is incumbent upon the Service Learning Leaders to recruit and engage them through a variety of means. Most popular methods are through announcements in a class session or on a class Facebook page. Some courses require students to participate in service learning activities, therefore, it might be beneficial to recruit through those courses.

There is an annual "Service Fair" shortly after the start of classes in the fall at which students set up tables and provide information about Signature Programs in order to recruit new participants. Representatives from each of the Signature Programs should be available at the event to answer questions about the programs.

Regardless of the method of recruitment, students must keep in mind ethical standards when recruiting other students. Never should any student feel coerced to participate.

## Reporting Abuse

Any student of the State University of New York who witnesses or has reasonable cause to suspect any sexual abuse of a child occurring on State University property or while off campus during official State University business or University-sponsored events (including Signature Programs and other Center for Civic Engagement activities) shall have an affirmative obligation to report such conduct to the Upstate Medical University Police Department immediately. Such report should include the names of the victim and assailant (if known), other identifying information about the victim and assailant, the location of the activity, and the nature of the activity.

For purposes of this policy, "child" is defined as an individual under the age of 17.

Students who suspect or have knowledge that a child has been sexually abused, should immediately report it to a University official, including (but not limited to): faculty member, Dean of Student Affairs, College Dean, or University Police.

Additionally, if a student suspects that a child is being physically or emotionally abused or neglected, a report should be made to Onondaga County Child Protective Services at 315-435-2884. Reports can be made anonymously.

Likewise, if a student suspects that an elderly person or other vulnerable adult is experiencing or is in danger of abuse or exploitation, a report should be made to Onondaga County Adult Protective Services at 315-435-2815. Reports can be made anonymously.

If a student suspects abuse, neglect, or exploitation of any person and is hesitant to report it to NYS or the County of Onondaga, the student should report their suspicions to the Center for Civic Engagement to follow up with the proper authorities.

This is a serious matter. Please report any suspicions even if that is all you have. Let the experts investigate and determine if further action is warranted.

## Service Assignments

Service Learning Leaders are selected to serve with a particular Signature Program based on the content of their Service Learning Application and, possibly, an interview. The Center for Civic Engagement Director and Coordinator review all applications received for information about a student's motivation to serve in the program, any experience the student might have with service in general or previous service with the program, and the student's ability to fulfill the responsibilities of the position.

Whenever possible, students will be assigned to the program of their choice. However, there may be times when that is not possible and the student will be asked to serve with another program. If a student is dissatisfied with or unwilling to accept a service assignment for any reason, they are encouraged to meet with the director to discuss a change of assignment.

## Student Safety

Because many of our Signature Programs are based in organizations that are located in or around areas of high crime, and because students may generally be at higher risk of being targeted for crime, it is extremely important to be aware of your surroundings and take precautions to ensure your safety while participating in service activities.

Whenever possible, use private transportation and park in a well-lit area close to the program or building entrance. If using public transportation or walking, always travel as a group.

If walking to a program site, whether from campus or just from the parking area into the building, the Upstate University Police Department recommends three basic rules:

1. Stay alert – don't get distracted
2. Keep your mind on your surroundings; who is in front of you, who is behind you
3. Walk purposefully and make eye contact with people around you

They also recommend you trust your instincts and quickly remove yourself from any situation in which you feel uncomfortable.

Only go to the program site when the program is open and operational, and you know program staff are there.

Never give personal information to a client/patient/service recipient or anyone other than an official representative of a Signature Program or program agency.

Also, only bring what you need to conduct your service or get to/from campus. Large amounts of money, expensive jewelry and a full backpack may invite unwanted attention.

**If you encounter any situation that puts you in danger, call 911 as soon as possible.**

If you are a victim of a crime, contact Upstate University Police at 315-464-4000. After filing a report with the police, please inform the Center of Civic Engagement of the incident.

## Tobacco, Illicit Drugs, Controlled Substances and Alcohol

Students are prohibited from manufacturing, distributing, dispensing, possessing, or using illicit drugs, synthetic drugs, controlled substances and/or alcohol at the Signature Program site, at the Center for Civic Engagement, at or during any Center for Civic Engagement event or activity, or in the presence of any service recipient regardless of location.

Impairment of any student from illicit drugs, controlled substances, synthetic drugs and/or alcohol while acting on behalf of the Center for Civic Engagement or while participating in Center for Civic Engagement events or activities is prohibited.

Tobacco use is restricted based on the policy of the agency in which the Signature Program operates. Students are prohibited from using tobacco in any form at or during any Center for Civic Engagement event or activity.

No individual is permitted to bring any alcoholic beverage into any Upstate Medical University sponsored event. Persons who bring alcoholic beverages into any event will be asked to leave immediately and may also face Upstate Medical University disciplinary action and/or prosecution under state and/or local laws.

## Tracking Participation

The Center for Civic Engagement encourages students to track the number of hours spent planning for, coordinating, or serving in Signature Programs as well as other Center for Civic Engagement service activities. At this time, the Center for Civic Engagement is working to develop a system for tracking hours and other data, but until that system is developed, students should keep track of their hours on their own. Awards and recognitions will be based on the hours tracked by students, therefore, personal integrity and honesty are paramount when recording hours.

The data collected is utilized to determine awards and recognition levels, verify participation for students' CVs, résumés and/or applications, and provide reports to Upstate Medical University leadership regarding student engagement in the community.

The Center for Civic Engagement requests that all student service activities are reported to the Center and all hours served are provided to the Center when requested.

Additionally, the Center for Civic Engagement has committed to using Presence Student Engagement software to track student participation in individual Center events and Signature Programs. It is important that Service Learning Leaders use the Presence system at each program session and/or meeting.

## Training

Students must participate in an orientation to the Signature Program with which they are serving. In most cases, there will be a brief orientation with the organization hosting the program as well.

Service Learning Leaders are responsible for providing an orientation to the Service Participants they recruit for their Signature Programs. Orientation can be provided online, via email or in person. All Service Learning Leaders must provide to the Center for Civic Engagement evidence of completion of orientation by all Service Participants.

## Transportation

Students are responsible for securing their own transportation to and/or from the Signature Program site. The Center for Civic Engagement may, for special events and with advanced notice, be available to provide transportation to a limited number of students. However, students should never rely upon the Center as a sole source of transportation to or from service activities.

***Students must never transport clients in their own personal vehicle.***

## Use of University Name, Seal or Brand

Students may use the brand resources provided on the website of Marketing and University Communications found at [www.Upstate.Edu/Marketing/Brand-Resources/Index.php](http://www.Upstate.Edu/Marketing/Brand-Resources/Index.php) only when working on an Upstate Medical University approved project or when recognizing Upstate's affiliation with another organization. Any usage of the Upstate logo must follow the guidelines found on the website.

If students have any questions at all regarding proper use of the Upstate name, seal or brand, please contact the Center for Civic Engagement for clarification.

**Failure to comply with any of the policies and procedures listed above will result in the student's immediate suspension from service, and may result in further action if necessary.**

## Budgeting and Finances

Signature Programs are allocated funds through the Center for Civic Engagement based on the history of the program and previous expenditures. New programs receive funding based on the request submitted in the Service Learning Project Approval Process form and the amount of funding available after existing programs are funded.

Allocated funds may be used to purchase program materials and supplies, food for recruiting/informational meetings and program events, incentives for program participants, and other program specific expenses.

Only the Service Learning Leader can request funds for a Signature Program.

## Tax Exempt Status

Prior to making any purchases for service activities, students must obtain a tax exempt form from the Center for Civic Engagement to present to the vendor from which the purchase is being made at the time of purchase. The Center for Civic Engagement will not reimburse for tax paid if a tax exempt form was not utilized.

## Reimbursement

All purchases must be approved in advance of the purchase. If prior approval is not provided, expenses will not be reimbursed. Prior approval is only official upon the signatures of the Center for Civic Engagement Coordinator or Director and the Department of Public Health and Preventive Medicine Finance Administrator.

A Program Expense Approval Form must be completed by the Service Learning Leader and a justification for the funds requested must be submitted via email to the Center for Civic Engagement at [Engage@Upstate.Edu](mailto:Engage@Upstate.Edu). Upon receipt, the Center will review the request and the justification and approve or deny the request. If the request is approved, it will be forwarded to the Finance Administrator. If it is denied, it will be sent back for revision to the Service Learning Leader that submitted it.

The Finance Administrator will review the request after receiving it from the Center for Civic Engagement and will determine if there are funds available to fulfill the request. The Center for Civic Engagement will inform the Service Learning Leader whether the request was approved or denied.

If the request is approved, the purchase can be made as specified. The signed Program Expense Approval Form and all receipts from the purchase must be submitted to the Finance Administrator within 90 days of the purchase for reimbursement. If the form or receipts are not submitted within 90 days, no reimbursement will be made. In addition, if the purchase was made using a credit or bank card, the card statement must accompany the request for reimbursement.



If reimbursement is being requested for food or snacks, a sign-in sheet with attendees' signatures must also be submitted with the form and receipts.

## Fundraising

Most programs find the amount of money allocated to be sufficient. However, when a special project arises or there is a need or opportunity to expand program activities, students may wish to undertake fundraising efforts.

All fundraising activities are monitored by the Center for Civic Engagement and must comply with all University policies and procedures. In addition, they must not infringe upon the educational pursuits of students or the operation of the University.

Students wishing to conduct fundraising activities must submit a Fundraising Proposal Form to the Center for Civic Engagement for review no later than 2 weeks prior to conducting the activities or event. Students will be contacted within 3 business days to discuss the proposal.

Funds raised must be brought to the Bursar's office on the next business day following the end of the fundraiser to be deposited into the Center for Civic Engagement FSA account.

Within 72 hours (3 days) of the completion of the activities or event, a completed Fundraising Deposit Form must be submitted to the Center for Civic Engagement.

The Fundraising Proposal and Fundraising Deposit forms can be found in Appendix E.

## Raffles and Lotteries

In most instances, raffles are not permitted on the Upstate Medical University campus. If a student wishes to host a raffle, they must get approval from the Center for Civic Engagement prior to engaging in activities related to the raffle, including holding the raffle itself.

## Donations

Students are not permitted to make donations of raised funds or to any organization unless the funds were raised with the expressed intent of donating them. In other words, students are not allowed to conduct a fundraiser and then decide to donate what they raised to another organization. If students wish to raise money to donate to an organization they must indicate that intent prior to conducting the fundraising activities, and they must make it known to those contributing the funds.

For example, if the Reading Buddies program wants to hold a fundraiser to buy books that can be distributed to students at Dr. King School, they should make it clear on any advertising and during the fundraiser that the books will be donated to Dr. King School and not held at or used by Upstate Medical University.

## **Appendix A – Service Learning Site Proposal Process & Application**

# Center for Civic Engagement

## New Service Learning Site Approval Process

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*The Upstate Center for Civic Engagement (CCE) is committed to helping community-based organizations increase their capacity to improve the health of the communities served through interprofessional service, education, and leadership. Utilizing our most valuable resources and areas of expertise, we seek to provide training and technical assistance to student leaders who facilitate service-learning projects and community partnerships.*

*In an effort to ensure a successful service learning experience for students as well as the recipients of their service, all projects are to be approved by the CCE prior to student participation in the project.*

***Students wishing to expand or modify a project at an existing site or start a new project at an existing or new site are required to submit a project proposal. Only one (1) proposal per project is necessary.***

At a minimum, the proposal **must** include:

- a general description of the service that will be provided, including identification of the organization at which the project will take place and the intended target population
- a description of how it was determined that the project is necessary and any preparation for the project that has taken place to date, including any interaction with the intended target population and project site partners
- identification of two (2) learning objectives
- a detailed timeline of how the project will be carried out, activities/services that will offered, the frequency with which they will be offered, length of each session or meeting, etc.
- a description of service learning roles for the project and who will fulfill those roles. For example, will someone be responsible for fundraising, or will all of the participants be required to contribute to fundraising activities? If it is to be an individual that would take on the fundraising role, in the proposal, you would list the individual as Fundraising Leader (or something similarly descriptive) and provide a general description of what the role consists of i.e. "increasing donations of funds and/or goods in order to provide incentives to intended target population for participation in project activities". If it is to be the entire group, you must specify the responsibilities each student will have. The description of roles may be used to determine how many Service Learning Scholars/Leaders will be allowed for the project.

**YOU MUST HAVE SOMEONE SERVING IN THE ROLE OF TREASURER.** The treasurer will keep track of the project budget and all expenses incurred by the project that are paid with CCE project funds. The treasurer will also be responsible for submitting reimbursement requests, as well as ensuring that expenses are appropriate and allowable. Training will be provided.

- a detailed budget describing specifically how much funding you believe you will need to carry out the project and what exactly the funds will be used to purchase.

Upon receipt of your proposal, it will be reviewed by the CCE and one of two things will happen: 1) it will be approved as is, or 2) it will require revisions. Once a proposal has been received by the CCE and deemed to be acceptable, CCE faculty and staff will work with the site partner(s) to get an approved Agency Affiliation Agreement in place that will specify what is expected of them and what is expected of you during the time the project is operational.

The CCE will serve as the liaison between the site partner(s) and the Service Learning Leaders and any SUNY Upstate Medical University students serving at the site under the approved Agency Affiliation Agreement.

## **Appendix B – Service Learning Leadership Application**

***The Upstate Center for Civic Engagement (CCE) is committed to helping community-based organizations increase their capacity to improve the health of the communities served through interprofessional service, education, and leadership. Utilizing our most valuable resources and areas of expertise, we seek to provide training and technical assistance to student leaders who facilitate service-learning projects and community partnerships.***

**Job Description:** As a Service Learning Leader (SLL), you will serve as the liaison between the Center for Civic Engagement, the community agency and the Upstate student body, actively working to implement and support meaningful opportunities for community-engaged learning.

**Eligibility & Qualifications:**

- Matriculation in any of the undergraduate or graduate programs at Upstate Medical University.
- At least one year of volunteer experience.
- A desire to serve in a leadership capacity with training.

**Responsibilities:**

- Develop and implement beneficial service projects for student volunteers at specific sites within the community.
- Recruit student volunteers to participate in service projects
- Enroll in PRVM 6423 Service Learning and Community Health or another approved course (must be pre-approved by Center for Civic Engagement)
- Complete a minimum of (64) service hours at assigned site
- Maintain accurate records of volunteers and hours for tracking and evaluation purposes

**Application Process:**

Interested students may apply by completing the attached application. Once completed, please submit to Marnie Annese, MPH, Coordinator via email at [Engage@upstate.edu](mailto:Engage@upstate.edu) no later than **Friday, February 2, 2018**.

**Please note: The Center for Civic Engagement is responsible for the final selection of Service Learning Leaders based on the needs of our signature programs.**

**We look forward to hearing from you!**

**First Name:**

**Last Name:**

**Are you 25 years old or younger:** \_\_\_Yes \_\_\_No

*(You may be eligible for national awards)*

**Email Address:**

**Best Phone # where you can be reached:**

**College/Program Name and Year of Graduation:**

**PART I: Community Involvement**

**1. Have you participated in any volunteer experiences at Upstate?** \_\_\_Yes \_\_\_No

**If yes, please check all that apply?**

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> Amaus Pediatric Clinic | <input type="checkbox"/> Peds Pals                 | <input type="checkbox"/> RISE Womens Empowerment      |
| <input type="checkbox"/> Booth House            | <input type="checkbox"/> Peds Relief               | <input type="checkbox"/> Southwest Community Center   |
| <input type="checkbox"/> CHAMP                  | <input type="checkbox"/> MEDS program              | <input type="checkbox"/> Upstate Day of Service       |
| <input type="checkbox"/> Cicero CanTeen         | <input type="checkbox"/> Rahma Clinic              | <input type="checkbox"/> Women HEAL @ RM              |
| <input type="checkbox"/> Dialysis Clinic        | <input type="checkbox"/> Reading Buddies           | <input type="checkbox"/> Zonta House – R.O.T.O.       |
| <input type="checkbox"/> Foot Program (HHFF)    | <input type="checkbox"/> Refugee Clinic            | <input type="checkbox"/> Other: <i>Please specify</i> |
| <input type="checkbox"/> GERI C.A.R.E           | <input type="checkbox"/> RISE Folk Art Partnership |   |

**2. Have you participated in any volunteer experiences outside of Upstate?** \_\_\_Yes \_\_\_No

**If yes, please specify the organization(s) and activity performed in the box below:**

Organization(s)	Volunteer Activities Performed
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**3. Please rank order the top 3 service learning programs you would like to be placed at as an SLL. (*Mark your selections 1, 2, 3*)**

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> Amaus Pediatric Clinic | <input type="checkbox"/> Peds Relief               | <input type="checkbox"/> Southwest Community Center   |
| <input type="checkbox"/> Booth House            | <input type="checkbox"/> MEDS program              | <input type="checkbox"/> T.A.P.C.                     |
| <input type="checkbox"/> CHAMP                  | <input type="checkbox"/> Rahma Clinic              | <input type="checkbox"/> Upstate Day of Service       |
| <input type="checkbox"/> Cicero CanTeen         | <input type="checkbox"/> Reading Buddies           | <input type="checkbox"/> Women HEAL @ RM              |
| <input type="checkbox"/> Dialysis Clinic        | <input type="checkbox"/> RISE Folk Art Partnership | <input type="checkbox"/> Zonta House – R.O.T.O.       |
| <input type="checkbox"/> Foot Program (HHFF)    | <input type="checkbox"/> RISE Womens Empowerment   | <input type="checkbox"/> Other: <i>Please specify</i> |
| <input type="checkbox"/> GERI C.A.R.E           |  |   |

**4. Where you referred to the leadership position by a current Service Learning Leader? Y N**

If yes, who referred you? \_\_\_\_\_

**PART II: Short Answer:**

**5. Please describe an example of your leadership experience.**



6. Please describe, in a few sentences, why service is important to you.

7. Why did you choose to engage in service learning at the sites you ranked?

8. Why do you think you should be the Service Learning Leader at your top ranked site?

**Time Commitment**

**A Service Learning Leader (SLL) position is rewarding and also a great way to develop leadership, public health and program management skills. SLL positions are necessary to ensure continuity and sustainability of our community programs and therefore require a certain level of dedication and time commitment. As an SLL, you will likely spend about 10-15 hours a month working on your service project. By submitting this application, you are accepting this responsibility for an 8-month period. Do you agree?**

**Yes**       **No**

*Please note:*

*All students performing work in the community as part of a service learning experience must be registered in an approved course in order to be covered under Upstate Medical University's liability insurance. College of Medicine students can register under the COM course elective PRVM 6423: Service Learning and Community Health (2-credits). Registering for the PRVM 6423 course will allow you to receive elective course credits on your transcript and a narrative for your grade which can be used towards residency applications. For students of College of Nursing, College of Health Professions and College of Graduate Studies, please contact the administrator for your program regarding which courses might be appropriate for this purpose.*

**Thank you!**

**Appendix C – Signature  
Program Location and  
Contact Information**

## Center for Civic Engagement Signature Program Locations & Contacts

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<p>Amaus Pediatric Clinic at Cathedral 259 East Onondaga Street Syracuse, NY 13202 315-424-1911</p> <p>Dr. Lynn-Beth Satterly, MD <a href="mailto:LBSatterly@gmail.com">LBSatterly@gmail.com</a></p>	<p>CanTeen of Central New York 6046 NY Route 31 Cicero, NY 13039 315-699-1391</p> <p>Ms. Toni Lyn Brauchle, Youth Services Coordinator <a href="mailto:Toni_Brauchle@yahoo.com">Toni_Brauchle@yahoo.com</a></p>
<p>Geri C.A.R.E. Program University Hospital, Floor 10G</p> <p>Ms. Kelly Dolan, RN, MSN <a href="mailto:DolanK@Upstate.edu">DolanK@Upstate.edu</a></p>	<p>Medical Education for Diverse Students (M.E.D.S.) SUNY Upstate Medical University</p> <p>For more information, contact the Center for Civic Engagement</p>
<p>Peds Pals Upstate Cancer Center</p> <p>Ms. Laura Jenkins <a href="mailto:JenkinsL@Upstate.edu">JenkinsL@Upstate.edu</a></p>	<p>Peds Relief Golisano Children’s Hospital</p> <p>Ms. Margaret Zick, MS, CCLS, Child Life Specialist <a href="mailto:ZickM@Upstate.edu">ZickM@Upstate.edu</a></p>
<p>Rahma Clinic 3100 South Salina Street Syracuse, NY 13205 315-565-5667</p> <p>Dr. Mustafa Awayda, Medical Director <a href="mailto:AwaydaM@Upstate.edu">AwaydaM@Upstate.edu</a></p>	<p>Reading Buddies Syracuse City School District – Dr. King School 416 East Raynor Avenue Syracuse, NY 13202 315-435-4580</p> <p>Ms. Antoinette Singleton <a href="mailto:ASingleton@SCSD.us">ASingleton@SCSD.us</a></p>
<p>Refugee and Immigrant Self-Empowerment (RISE) 302 Burt Street Syracuse, NY 13202 315-214-4480</p> <p>Mr. Todd Goehle Associate Executive Director <a href="mailto:ToddGoehle@SyracuseRISE.org">ToddGoehle@SyracuseRISE.org</a></p>	<p>Rescue Mission/ Rescue Mission Alliance 155 Gifford Street Syracuse, NY 13202 315-472-6251</p> <p>Ms. Amber Vander Ploeg, MSW, Director of Emergency Services <a href="mailto:Amber.VanderPloeg@RMSyr.org">Amber.VanderPloeg@RMSyr.org</a></p>

<p>Syracuse Community Connections 401 South Avenue Syracuse, NY 13204 315-474-6823</p> <p>Valerie Hill, Director of Community Services <a href="mailto:VHill@SWCCSyr.org">VHill@SWCCSyr.org</a></p>	<p>The Salvation Army Various Locations</p> <p>Tom Roshau, Director of Youth Services <a href="mailto:Tom.Roshau@USE.SalvationArmy.org">Tom.Roshau@USE.SalvationArmy.org</a></p> <p>Andrew Sabbaghzadeh, Volunteer Coordinator 315-479-3668</p>
<p>University Dialysis Clinic 1127 East Genesee Street Syracuse, NY 13210 315-473-5100</p> <p>Ms. Jerena Barkins, Nurse Manager <a href="mailto:Jerena.Barkins@DCI.org">Jerena.Barkins@DCI.org</a></p>	<p>Zonta House/YWCA 401 Douglas Street Syracuse, NY 13203 315-474-0746</p> <p>Ms Fanny Villarreal <a href="mailto:FVillarrealYWCA@CNYmail.com">FVillarrealYWCA@CNYmail.com</a></p>

**Appendix D – Fundraising  
Proposal & Deposit Form**

# Center for Civic Engagement Fundraising Proposal Form

*This form must be completed by the service leader designated to act as Treasurer of the Signature Program student group, and returned to the Center for Civic Engagement no later than two (2) weeks prior to the proposed start date of the fundraising activity. All fundraising activities must receive approval prior to starting to ensure it is in compliance with SUNY Upstate policies and procedures.*

Signature Program Name: \_\_\_\_\_

Name or Type of Fundraiser: \_\_\_\_\_

<b>Details</b>			
Start & End Dates of Fundraiser	Time of Day for Fundraising Activities	Location of Fundraising Activities	Number of Service Leaders Participating

Purpose of the Fundraiser (be specific, i.e. what will the funds raised be used for?): \_\_\_\_\_

\_\_\_\_\_

Describe the intended target of the Fundraiser: \_\_\_\_\_

Describe the proposed fundraising activities: \_\_\_\_\_

\_\_\_\_\_

Describe your advertising plan: \_\_\_\_\_

<b>Financial Information</b>
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A. Initial Costs (printing, program supplies/materials, food, etc.) ..... \$ \_\_\_\_\_

B. Estimated Sales (if applicable):

1. Cost per item to be sold ..... \$ \_\_\_\_\_

2. Number of items to be sold ..... \_\_\_\_\_

3. Total anticipated sales (Line 1 x Line 2) ..... \$ \_\_\_\_\_

C. Estimated Income: ..... \$ \_\_\_\_\_

<b>Signatures</b>
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Treasurer \_\_\_\_\_

\_\_\_\_\_ Date

Center for Civic Engagement Personnel \_\_\_\_\_

\_\_\_\_\_ Date

Approved: Y or N ; Reason (if no) \_\_\_\_\_

# Center for Civic Engagement Fundraising Deposit Form

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*This form must be completed by the service leader designated to act as Treasurer of the Signature Program student group. It must be signed by a representative of the Bursar when funds are deposited, and returned to the Center for Civic Engagement no more than seventy-two (72) hours after the completion of the fundraising activity. **All funds collected during the fundraiser must be deposited with the Bursar upon the next business day following the end of the fundraiser.***

Signature Program Name: \_\_\_\_\_

Signature Program Number: \_\_\_\_\_

Date & Name of Fundraiser: \_\_\_\_\_

Total Income from Fundraiser	\$
Initial Expenses to Hold Fundraiser	\$
Total Profit (Income minus Expenses)	\$
<b>*Total Amount Deposited with Bursar</b>	<b>\$</b>

\*Total amount deposited must equal total profit amount

Please describe the successes of these fundraising activities: \_\_\_\_\_

\_\_\_\_\_

Please describe any challenges or problems of these fundraising activities: \_\_\_\_\_

\_\_\_\_\_

Signatures				
	Signed Name	Printed Name	Title/Position	Date
Treasurer (depositor)				
Bursar (collector)				
Center for Civic Engagement				
Business Manager DPHPM				