



## Volunteer Expectations and How to Show Up

1. Be on-time, never late, and not *too* early.
2. You are there to help, so please show up ready.
3. At least a week before the event, review all materials, ask questions and get the basic logistic information and have it accessible in your phone. Our volunteer coordinator contact is Vanessa Owen [Vanessa.Owen@cuanschutz.edu](mailto:Vanessa.Owen@cuanschutz.edu).
  - Contact information:** Have the onsite contact name, phone and email in case of emergency. This will be Vanessa Owen [Vanessa.Owen@cuanschutz.edu](mailto:Vanessa.Owen@cuanschutz.edu) and/or Sheryl Harrington [Sheryl.harrington@cuanschutz.edu](mailto:Sheryl.harrington@cuanschutz.edu).
  - Event location address and parking:** This might be different than organization's main or mailing address.
  - Dress for the occasion:** depending on the activity, dress may be business or casual. Check with the volunteer coordinator if you have questions. For safety, shoes should be comfortable, close-toed. For outdoor activities, clothes that protect from exposure to elements/weather are required.
  - What to bring:** Bring only what you need and leave the rest at home or in your car. There may not be a place to leave your stuff. Some general basics would be your ID, phone, water bottle, change parking meters and money for food. If you are working outside: sunscreen, sun hat, light jacket or sun covering, and if you have medical condition that requires you to do so, bring your epi-pen/inhaler.

- Bring your signed volunteer release form waiver with you – if you haven't sent it in to Vanessa yet.
4. Last minute changes. If for any reason you cannot show up for your volunteer assignment, please call or email our volunteer coordinator ASAP so we can fill your spot from our waiting list.
  5. We have already provided you with information about the Village Exchange Center <https://villageexchangecenter.org/>, however, it is always good practice to educate yourself on the organization's mission, vision and the community they serve by looking at the organization's website, newsletters, Facebook page, or searching local news to learn more about them.
  6. Since you may not be aware of the personal journeys that community members have experienced, using a trauma informed care approach is a good starting point. The six guiding principles of trauma informed care are:
    - Safety
    - Trustworthiness and transparency
    - Peer support
    - Collaboration and mutuality
    - Empowerment and choice
    - Cultural, historical, and gender issues

For more information on Trauma Informed Care:  
[https://www.cdc.gov/cpr/infographics/6\\_principles\\_trauma\\_info.htm](https://www.cdc.gov/cpr/infographics/6_principles_trauma_info.htm)
  7. Intentionally listen, and respect differences in perspectives.
  8. Demonstrate cultural humility by being open to and respecting the self-identified cultural and personal factors of an individual's life. This involves your ongoing self-awareness and self-reflection of your assumptions, biases, stereotypes and privileges to avoid perpetuating cultural assumptions.
  9. Only make promises you can keep. Be honest and forthcoming about what you can and cannot do.
  10. Remember that you represent our department and The University of Colorado. Our reputation and how we show up in the community has important, long-term impacts.

After you complete your **DFM in the Community** volunteer shift:

1. Remember to complete the DFM in the Community Survey: <https://tinyurl.com/DFMsurveyVEC>.
2. Don't forget--The university offers up to 4 paid hours a year for volunteering under the "CU in the Community" Program. Be sure to log your hours in MyLeave and identify your time as "Volunteer-Administrative Leave".