



The mission of the Feinstein Community Connections program is to:

- continue the orientation process for new students by providing a common service experience
- meet the real needs of organizations and individuals in the local community
- support the University's purpose of strengthening society through engaged teaching and learning.

(updated August 2018)

The Feinstein Community Connections program is jointly administered by the Department of Student Programs and Leadership and the Feinstein Center for Service Learning and Community Engagement.

The 2018 Feinstein Community Connections staff:

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**Community
Partner
Orientation and
Reception**
August 8 and August 14,

2018

3:00pm

Check-In

3:15pm

Official Welcome

Arnold Robinson, Associate Dean for Community Engagement

Meet the Feinstein Community Connections Staff

3:30 pm

Program Expectations

- In the Field
- Safety
- Handling the Media

KC Ferrara, Director, Feinstein Center for Service Learning and Community Engagement

4:00pm

How can Roger help YOU?

- Center for Career and Professional Development
- Community Partnership Center
- Feinstein Center for Service Learning and Community Engagement
- Volunteer Clearinghouse

4:30pm

Closing

- Networking
- Confirm arrival times

The Feinstein Community Connections Staff will be available immediately following the session to answer any questions and share how RWU can help your organization year-round.

Thank You for Partnering With Us!

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What Does RWU/ Feinstein Community Connections Expect of the Community Partner?



- **Provide on-site supervision.** We ask that you provide supervision so that everyone stays on task and work is done properly. No one knows your facility or your needs better than you. Please do not assume that our students "just know" what needs to be done or how to do it. Each student group will be accompanied by a faculty/staff member or upper-classman to offer support, feedback, and direction to the students.
- **Offer a tour and an orientation on your mission and history.** This will help students connect with your organization and the tasks they are asked to do.
- **Tell your story!** Share the mission and impact of your organization with our students. Invite clients/users, if appropriate, to join the group for reflection or lunch. This helps the students make a connection between the work they do on this day and the great role of your organization. All site leaders have been provided with background information about your organization, but your stories can bring these facts to life for our students.
- **Provide adequate supplies.** In most cases, the organization will provide the tools and supplies for the day. Please make sure that all volunteers will have tools so that all may participate. If you need help with supplies, please let us know in advance so that we can assist.
- **Have a backup plan.** Rain? We hope not, but if all of your work is scheduled for outside, please have alternate work. Think of other tasks that can be done inside in case of inclement weather.
- **Communicate with the RWU site leader.** If you encounter issues throughout the day, please talk with your RWU site leader. This person can address the students and help problem solve issues that arise. All feedback, constructive and positive, is welcomed and encouraged.
- **Keep tasks safe.** Please do not ask volunteers to operate power tools or go on roofs. Safety comes first. *See separate safety document.*
- **Keep tasks appropriate to the schedule.** Our goal is to complete tasks for you and not leave jobs half done.
- **Have patience.** As you know, our volunteers are not professional tradesmen. With the right balance of supervision and encouragement, they will provide a great service to your organization.
- **Complete a program evaluation.** Each year we improve the program based on feedback received from community partners, students, and site leaders. Your feedback is critical to the success of the program.

What Can the Community Partner Expect of RWU/Feinstein Community Connections?

- **Supervision.** Each group is accompanied by a faculty, staff, or upper-class student called a "Site Leader". This person is responsible for the supervision of the students and for communicating with the community partner throughout the day. Some groups will have multiple site leaders, depending on how many students are assigned to the agency/organization.
- **Enthusiasm and Commitment.** Our site leaders have all signed on to participate in this program voluntarily. They hope to inspire our new students to embrace the University public mission and have received training on motivating volunteers.
- **Respect.** Every participant in Feinstein Community Connections is expected to treat others with respect. Please keep in mind that some of our students are interacting with communities and individuals who are different from those with whom they are most comfortable. We hope this day is a learning experience for them. They will look to staff from the agency/organization and their site leader for guidance on how to interact with others in situations that are unfamiliar to them.
- **Preparation.** All of our groups will arrive at the site ready to work. Their clothing and supplies reflect conversations with the partner prior to the program. For example, if we know that the group is going to do arts and crafts, they will arrive in clothing that they can get paint or glue on. If the group is going to work outdoors, they will arrive with bug spray, sunscreen, etc.
- **Encouragement.** The mission of the Feinstein Community Connections program includes encouraging our students to continue to service the community while they are enrolled at RWU and beyond. Site leaders will talk with students about choosing an agency or issue area to work with once FCC is over. If a student would like to continue to work with your organization, we will do our best to facilitate that relationship by working out issues such as schedules and transportation.

SAFETY GUIDELINES FOR COMMUNITY CONNECTIONS PROGRAM

KNIFE SAFETY

DO 	DON'T 
Use your cut gloves at all times! It is part of your required uniform	Touch the blade, even when cleaning
Keep sharp points and edges towards the floor and away from you when you're holding the knife	Hand a knife to someone – let them pick it up themselves.
Cut away from your body	Try to catch a falling knife
Store knives with the cutting edge covered in a knife block, sheath, or designated area	Talk to someone when you're cutting with a knife, or look away from what you're doing
Focus on your task! Keep your eyes on your work.	Carry knives in your apron or pocket
Report defective equipment to your supervisor, and do not use it	Use a knife as anything other than a knife
Use proper cutting technique. Ask your supervisor to show you if you're not sure.	Leave a knife where it can't be easily seen, such as under a cloth, or in a sink full of water

PRUNING SHEARS

Protect Your Hands and Eyes

Take out a pair of gardening gloves and put them on. If working around sharp and pricking bushes or trees, put a pair of safety glasses on to protect your eyes.

Prune Your Tree or Bush

Hold the section or branch you wish to cut firmly in between your fingers. Be sure not to twist or turn the branch. With your other hand, use the pruning shears to snip the branch. This will create a nice clean cut. Every snip you make should be a clean cut as this avoids damaging the plant or the shrub. Do not pull on the tree branches. Make a clean and smooth cut every time. It may take four or five cuts to completely prune one section or one tree branch. Do not over prune your vegetation and do not cut your branches right down to the trunk. Leave no less than 2 inches of length between the branch and the trunk of your tree or bush. Prune dead twigs and spots from your tree.

SAFE LIFTING



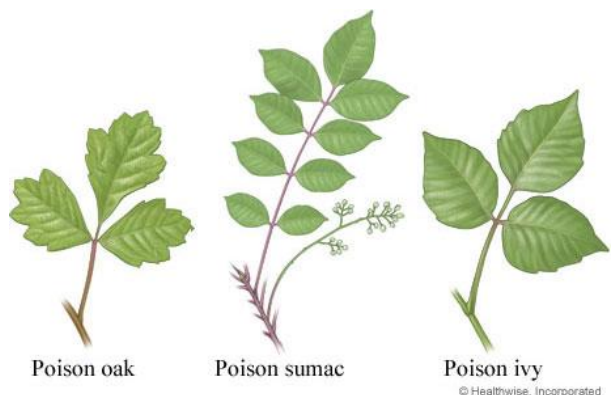
1. **Think before lifting/handling.** Plan the lift.
2. **Adopt a stable position.** The feet should be apart with one leg slightly forward to maintain balance (alongside the load, if it is on the ground).
3. **Get a good hold.** Where possible, the load should be hugged as close as possible to the body. This may be better than gripping it tightly with hands only.
4. **Start in a good posture.** At the start of the lift, slight bending of the back, hips and knees is preferable to fully flexing the back (stooping) or fully flexing the hips and knees (squatting).
5. **Don't flex the back any further while lifting.** This can happen if the legs begin to straighten before starting to raise the load.
6. **Keep the load close to the waist.** Keep the load close to the body for as long as possible while lifting. Keep the heaviest side of the load next to the body.

BEACH CLEAN UP AND YARD WORK SAFETY

Protect your body – Wear long pants to protect your legs from flying objects and wear non-slip, closed toe shoes instead of sandals. Clothing should be as close-fitting as possible to avoid being caught in moving parts of equipment.

Get green smart – Before you do any “hands on” weed removal, be sure you know how to identify poison ivy, sumac, oak and similar toxic plants.

Hazardous waste – Do not pick up anything that looks like medical waste (i.e. pill bottles, needles, syringes, etc.)



EMERGENCY PROTOCOL FOR FEINSTEIN COMMUNITY CONNECTIONS

Non-medical Emergencies

(Buses, sites, public relations, other...)

- Call the FCC hotlines at 401.254.3787, 401.254.5670 or 440.3817
- **If there has been a bus accident**, call public safety first at 401.254.3333.
- State your name, group number, location, and cell phone number.
- Describe the situation and how it has been handled to this point.
- Wait for further instructions.

Medical Emergencies

- Assess the situation and **call 911 first if appropriate.**
- If injury or illness is non-life threatening, call the FCC hotline.
- State your name, group number, location, and cell phone number.
- Describe the situation and how it has been handled to this point.
- Give the name of the student involved in the situation.
- Wait for further instructions.

The FCC Staff will be in constant contact with the hotline and can be reached immediately.

Fill out an Incident Report Form (IRF - included in your manual) and submit it to the Feinstein Center at the end of the day so that we can be well informed of any potential situations that may arise upon your return to campus.

KC cell phone: 401.440.3817

**CC hotlines: 401.254.3787
 401.254.5670
 401.254.3765**

Roger Williams University
Form
Community Connections

Incident Report

Person Involved _____ I.D. _____
Person Involved _____ I.D. _____
Person Involved _____ I.D. _____
Person Involved _____ I.D. _____
Person Involved _____ I.D. _____
Person Involved _____ I.D. _____

Location: _____ Date: _____ Time: _____

Written By: _____ Contact E-mail: _____

Contact Phone: _____

Written By: _____ Contact E-mail: _____

Contact Phone: _____

Witness: _____ Witness: _____

Witness: _____ Witness: _____

Feinstein Community Connections Community Partner Media Guide

Pitching the event to local media:

Marketing/Communications at Roger Williams University has worked to publicize Feinstein Community Connections (FCC) to the local media – newspapers and television stations.

We have selected a handful of sites to actively pitch to the media as potential visit spots, based largely on variety in geography and work performed.

We will, however, provide any interested reporters with a complete list of sites, therefore all agencies should expect the possibility of media visits. Given the visible nature of the work and the bright yellow t-shirts, reporters may drop by any site unexpectedly.

Although we have alerted media to the overall event, agencies are encouraged to contact the media on their own – especially if a relationship exists with a particular reporter who has covered the agency in the past.

Social Media

Twitter: @myRWU

Instagram: @RWUCSC.

Facebook: RWU Community Service Center

Use the hashtag #RWUServe & #FCC18

Let's work together:

The goal, of course, is to generate positive media coverage for both the community partner and RWU. To that end, let's work together and make every effort to ensure that both University and agency have the opportunity to meet each reporter on site.

If you see a media representative arrive at the site, please don't hesitate to approach them and introduce yourself to begin the interview process. **If a University student or faculty/staff site leader is approached by a member of the media first, the site leaders will route the reporter to the community partner next.** We ask that agencies do the same – route the reporter to the designated RWU representative. Members of the media can be identified easily if you see them carrying or writing in a small notebook or carrying a camera. Broadcast media may arrive with a large video camera with their station's channel number or call letters on their clothes or vehicle.

Often, reporters will be very specific about who they'd like to speak with, such as a student volunteer or the project leader, and may not be interested in talking to the designated representatives. In these situations, please make the appropriate suggestions.

Agency talking points:

Agency representatives should be sure to inform the reporters of the agency's general mission and the great services provided through the organization – toot your own horn and don't be shy!

When it comes to specific questions about the mission of FCC, please route the reporter to an RWU site leader.

We encourage you to comment on your experience working with the University and its students. Tell the media how long you've been a part of FCC, what kinds of work the students are doing and how the RWU students have been able to help.

Interviews 101—Quick, easy tips for speaking with reporters:

- Be friendly, energetic and courteous.
- Before you speak, take a moment to think about your answer to avoid ums and ahhs.
- Try to give brief, to the point answers that easily can be quoted rather than long, complex or run-on sentences.
- Be casual and conversational. Do not feel the need to sound “official.”
- Whenever a reporter is around, be as positive as possible since they can and will write about everything they see and hear.
- Provide specific anecdotes, examples and points that will help illustrate the great work being done.
- Don't be afraid to say “I don't know.” Then refer the reporter to the right person to answer the question.

Questions?

For the large majority of sites, dealing with media inquiries will be left to the agency representatives and the University's site leaders.

Should questions regarding media arise, however – either before or during FCC – please contact KC Ferrara (401) 254-3765.

Updated 8/18