

COMMUNITY CONDUCT & SAFETY TIPS

Chicago is a major metropolitan city. You are responsible for ensuring your own safety.

Transportation To and From Your Service Site

- Seek the safest public transportation route—ask your site supervisor if there is an alternate route you should be taking that would be safer.
- Know the address of your site and the correct train/bus stops.
- If you think you are lost, ask CTA personnel for clear directions.
- Always go to your service site with a buddy.
- Travel in the daylight as much as possible.

Surroundings

- Always be alert and aware of your surroundings. Look for and observe landmarks, community activity, and local street culture.
- Stay in busy central areas, avoid alleys and unpopulated streets.
- Know where you are going and look confident—the more nervous you look, the more attention you draw to yourself.
- Dress inconspicuously—avoid provocative or political clothing and flashy or expensive jewelry.
- Be conscious of attention you may receive while in the community. There are usually two kinds of attention: (1) a general greeting of “Hi” or “Hello” versus (2) “Rude” or inappropriate comments. Generally, you should respond to general greetings and ignore those comments that you deem inappropriate. If at any time you believe that your safety is compromised, or that you are in danger for any reason, it is your responsibility to notify your site supervisor and Service Learning Coordinator/the Steans Center.
- Respect the local community and the people you encounter.

At Your Service Site

- Always maintain professional relationships with both the site’s **staff and clients**.
- Know your site supervisor and Steans Center Service Learning Coordinator, and always have their contact information with you when you go to your service site.
- If anything happens that is out of the ordinary, or that makes you feel unsafe or uncomfortable in any way, notify your Service Learning Coordinator/the Steans Center immediately.
- Volunteer only during the scheduled service hours. Do not go unannounced or during unscheduled times to your site. Do not linger at your site past your scheduled time.
- Know, understand, and follow the site’s policies and procedures at all times.
- Don’t exchange personal information with the people for whom you are providing services (i.e. address, phone number, e-mail address). Don’t offer services to clients (i.e. gifts, give rides, provide money, offer home as shelter) or accept gifts from clients.
- Avoid inappropriate language (i.e. profanity, innuendo, insensitive jokes).
- Immediately remove yourself from awkward, uncomfortable or unsafe situations, and notify your site supervisor and Service Learning Coordinator/the Steans Center about the problem.
- You are responsible for your personal belongings. Keep careful track of them at all times. Do not unnecessarily bring valuable belongs to your site.

Important Numbers to Know:

Public Safety: (773) 325-7777 (24 HOURS)

Steans Center: (773) 325-7457 (9 am to 5 pm Monday-Friday)