



LION'S HEART
[teen volunteers and leaders]

Etiquette Guidelines for Lion's Heart Teen Volunteers

- **Be on time.** If you have agreed to be somewhere to volunteer at a designated time, show up on time or call if you are running late.
- **Don't be a no-show.** If you commit to volunteer at an event and for some reason find you cannot make it, you must call the event coordinator to let them know that you cannot make it as soon as possible so they can find someone else.
- **Volunteer with a positive attitude.** You've committed yourself as a Lion's Heart volunteer, so smile and show that you want to be there. You are both representing yourself and Lion's Heart.
- **Dress appropriately.** Wear your Lion's Heart t-shirt unless the volunteer organization has a shirt you are required to wear. Please no bare midriffs, no super short shorts, no ripped clothing.
- **Follow the rules.** If you are given a set of rules, do your very best to follow them. They've been established for a reason, and sometimes for your safety or the safety of others.
- **Do the best job you can.** What you do as a volunteer reflects your character and how much you care. Be a volunteer that they would want to invite back.
- **Work well with others.** You don't have to agree with other volunteers or the staff, but you can find a way to get along with everyone. After all, you are now on a team that's supposed to be committed to working together to do something worthwhile.
- **Be courteous.** Say please and thank you. Be respectful of others. You may see things that you are not used to so remember to be compassionate and empathetic towards others at all times while volunteering.
- **Put your phones away.** We know everyone is used to having their cell phone on and in hand, but this is not the appropriate time to be on it. Whether it be a call, text, snapchat or other social media, it can wait, so please be courteous to others and turn off/put away your phones.
- **Be respectful on social media.** Remember you are representing Lion's Heart every time you share a photo in your Lion's Heart t-shirt, you post a photo at a volunteering event, or you share on your groups page on Instagram or Facebook, including instant messages.