



HEROES Expectations 2013

Student Health Services

1. Investment of time in HEROES activities by the following:

a. Meetings (Mandatory) – 1 hour weekly meetings

- i. Every Wednesday at 2:00pm in the SUB Bridger Room, changes may be made due to certain circumstances, but notifications will be given at least 2 days (48 hours) in advance.
- ii. Reminder emails will be sent Monday prior to meeting with more detailed information if needed.
- iii. HEROES are expected to be ON TIME
 - If you need to be late or leave early, you must notify the advisor or presidents via email/text 24 hours prior to the meeting.
 - If you are late or need to leave early without prior notification, this must be discussed immediately prior to the beginning of the meeting or after it has concluded.
 - Being late or leaving early on more than one occasion without prior notification will result in a one-on-one meeting with the advisor.
- iv. HEROES are allotted 3 excused absences per semester.
 - In order for an absence to be considered excused, you must notify the advisor via email 24 hours prior to the meeting.
 - Absences without proper notification will be considered unexcused and can be discussed with the advisor or president(s) after missed meeting to see if absence can be identified as excused.
 - More than one unexcused absence may result in termination of membership or ineligibility to continue in the next semester at discretion of the advisor.
- v. Meeting discussion will include signing up for shifts for events, activities and promo materials. Each member is expected to sign up for at least one portion of each event. If you cannot be at the event, please sign up for promo.
- vi. Meeting will also be used to discuss campus activities, so please be prepared to share activities and involvement in the other groups that you participate in.

b. Attend & Support HEROES/Student Wellness – 4 hours per month *plus additional supportive roles as needed*

- i. All HEROES are required to volunteer at least 4 hours per month. Volunteer activities can be spread across: TGIT's, tabling events, Service Saturdays, and other approved activities.
- ii. *Academics and your health come first:* Email president(s) if in an extreme circumstance prevents you from attending a shift that you have signed up to volunteer for.
 - Academic absences – permission for an absence due to academic reason must be request at least 48 hours (2 days) prior to activity. However it is your responsibility to find a replacement for your shift.
 - Health absences – permission for an absence due to health reasons must be requested as soon as you know you will not be able to volunteer. If you think you are sick, please call out, the earlier you call out the better.
- iii. If you will have a planned absence (outside academic and health absences), it is YOUR responsibility to fill your shift at least 48 hours prior to shift change and report it to the advisor or president(s).
- iv. One unplanned/unexcused absence will result in a one-on-one with the advisor, president and vice president. More than one unplanned/unexcused absence may result in termination of membership at the discretion of the program advisor.

c. Health Education Training (Mandatory) – bimonthly ~1 hour meetings

- i. Training will be held on Sundays, at 7pm in the SUB Bridger room, changes may be made due to certain circumstances, but notification will be given at least 2 days (48 hours) in advance.
- ii. Members are required to participate in bimonthly training on health topics. These are crucial to members' ability to maintain health knowledge in order to help educate the campus.
- iii. Absences – Under extreme circumstances members will be allowed to miss one training meeting; under the expectations that the advisor will be notified of the absence via email 48 hours prior to the training. Members that have been excused from one training are required to schedule a time with the advisor or president and vice president to make-up missed material within 72 hours (3 days) of the absence.

2. Represent HEREOS, Student Health Services, Student Wellness and Montana State University Billings as a professional.

a. Dress code must be followed at all times: HEROES members must wear HEROES t-shirts when volunteering at an activity and on Thursdays when there is a TGIT.

- i. Failure to wear proper uniform on one occasion will result in a warning from the advisor, failure to wear proper uniform on two occasions will result in a one-on-one meeting with the advisor, and failure to wear proper uniform more than two occasions may result in termination of

membership or ineligibility to continue in the next semester at the discretion of the advisor.

- ii. Additional t-shirts are available in limited sizes in the Student Wellness office if extreme cases warrant borrowing a uniform shift.
- iii. At Special events (e.g. athletic events) member are allowed to wear appropriate attire for the activity, such as MSUB colors or other approved apparel.
- b. **Name Badges:** Must be worn in a visible location at all time when volunteering at a HEROES activity so those students recognize you as a HEREOS member.
- c. **Remember you are not a counselor:** Refer students to campus resources as required, do not attempt to diagnose a student! See additional information in your resources for referring student to Student Health Services.

3. Be a good role model:

a. Social Media:

- i. Posts on Facebook and Twitter in reference to HEROES must be respectful and positive.
- ii. Posts by you in general should not be in conflict with the mission and vision of the Student Health Services, Student Wellness & HEROES. Your profiles and posts should reflect positive health behaviors and promote the lifestyle you are educating students on in the hut.
- iii. Protect your tweets and posts on Facebook!

b. At the Events:

- i. Engage students in programs and activities ACTIVELY and CONSISTENTLY.
- ii. Speak about positive health behaviors, rather than focusing on negative behaviors.
- iii. Do not speak about negative health behaviors that you may participate in, keep them private.
- iv. Remember confidentiality training! Any health information that a student shares with you should only be shared with the advisor.

- c. As role models and representatives of the HEROES, students must adhere to campus policies and state and federal law. Member also must not engage in high-risk behaviors which include, but are not limited to, the following:
 - i. Underage drinking or illegal drug use of any kind
 - ii. Public intoxication
 - iii. Driving under the influence of alcohol or any other drugs
 - iv. Engaging in high-risk sexual behavior

4. Communicate clearly and often with advisor

- a. Program advisor will be available during open office hours to talk to you about any ideas, concerns, or even personal things you want to talk about:
 - i. Mondays: 9-11am
 - ii. Tuesdays: 9-11am

- iii. Thursdays 3:30-5pm
 - iv. Or by appointment
-
- b. Reply to emails that are sent in a timely manner, even if it is to say “I cannot cover that shift.” If you don’t reply, additional emails will be sent until we are sure to have reached everyone.
 - c. Respond in a timely manner to text messages that are sent, as they are often used as a means of urgent message communication.
 - d. Mid-Semester one-on-one meetings after Spring Break will be held as an informal meeting to evaluate and discuss what you think the HEROES could do to improve its impact and what challenges you may be having personally with membership expectations. Plan to schedule a meeting within the first 3 days after Spring Break
 - e. End-Semester evaluations will be held in the final week of school or the following week for members that will not leave Billings for break. Members are required to meet with their assigned mentor (advisor or president and vice president) to complete the performance evaluation. This is a tool for helping members improve professionally and for helping the group improve to better educate students.

5. Contribute new ideas, opinions, and suggestions

- a. Communicate with advisor or president and vice president ideas you have on any of the health topics we cover in HEROES
- b. If you have a new idea: SHARE IT!
- c. Submit suggestions anonymously at meetings or to the advisor or president(s) via email or in person

6. Be Respectful

- a. **Of Time:** Be respectful of the advisor, presidents, Student Health Services staff and your fellow HEROES members’ time. Show up at least 5 minutes early for team meetings, events, and our weekly meeting.
- b. **In Attitude:** If you have an issue with the advisor, president and vice president, Student Health Services staff, or other members of HEROES, express your concern in private with the advisor or president and vice president. They will address the issue as needed and determine a course of action. Members that choose to express concerns or issues openly and unprofessionally with other members may result in termination of membership immediately at the discretion of advisor.

Thank you for your contribution to our campus!



Montana State University Billings
Student Health Services
1500 University Dr. Billings, MT 59101



HEROES Contract – Fall 2015

In accepting the role of a HEROES member, I understand that this position requires that I meet a certain set of standards. These standards have been established to ensure the best possible experience for all HEROES members and students who attend programs & events which are essential to the success of this organization.

1. I will attend all trainings. I will provide at least 48 hours notice to the Advisor or President(s) if I am unable to attend and am aware that I only receive 1 excused absence for trainings each semester. If I am excused from a training, I will meet or get in contact with the Advisor or President(s) to schedule a make-up training within 72 hours (3 days) of the missed training. If I have more than one absence (subject to change under approval) in a single semester, I recognize that my membership in HEREOS can be revoked immediately or at the end of the semester at the discretion of the organization's advisor.
2. I will volunteer 4-hours per month for HEROES at TGIT's, tabling events, Service Saturdays, and other approved activities. I recognize that it is my responsibility to get my shifts covered if I know I am unable to volunteer due to an academic or personal reason. I will provide 48 hours (2 days) notice if I need to miss a shift for an academic purpose after attempting to find shift coverage. I will contact the advisor immediately if I feel I am unable to work due to illness. I recognize that one unplanned/unexcused absence will result in a one-on-one with the advisor and president(s). More than one unplanned/unexcused absence may result in termination of membership at the discretion of the program advisor.
3. I will honor the dress code at all times when volunteering at HEROES events. HEROES members must wear HEROES t-shirts when volunteering at an activity and on Thursdays when there is a TGIT.
I understand that failure to wear proper uniform on one occasion will result in a warning from the advisor. Failure to wear proper uniform on two occasions will result in a one-on-one meeting with the advisor. Failure to wear proper uniform more than two occasions may result in termination of membership or ineligibility to continue in the next semester at the discretion of the advisor. At Special events (e.g. athletic events) members are allowed to wear appropriate attire for the activity, such as MSUB colors or other approved apparel. I also understand that name badges must be worn in a visible location at all times when volunteering at a HEROES activity so those students recognize me as a HEREOS member.
4. I will reply to emails/texts promptly and consistently. I will reply to all emails from the HEROES Advisor & President(s) to indicate whether or not I am available to volunteer at certain events.
5. I will attend my one-on-one meeting with my advisor during the semester to discuss HEROES and my current and continued involvement in the program.
6. I will attend my one-on-one performance evaluation at the end of the semester with the HEROES president(s) to discuss areas of improvement both personally and for the organization.
7. I will meet the 2.0 grade point average requirement (2.5 for leadership). I understand that if I do not meet this requirement I will be under a probationary period.

I understand that any and all violations of this contract are considerable and will be dealt with on a case-by-case basis. Possible ramifications include but are not limited to: membership revocation immediately or at the end of the semester; ineligibility to attend conferences; or ineligibility to serve on the Leadership Team in future semesters.

I have read the above statements and agree to comply with them

Name (print): _____

Signature: _____

Date: _____

Name: _____

Reflection

As the college experience is unique for each student, it is important to reflect on your personal situation as you begin to develop plan for academic success at MSU Billings.

- I was motivated to pursue a college degree because:

- Things I find challenging in college include:

My Study habits in Fall 2013:

Generally I studied _____ (hours and/or minutes) a day

Generally I studied _____ times per week

When I study, I usually: (describe surroundings, study methods, time of day, etc.)

Class Attendance in Fall 2013:

Overall Pattern of class attendance –

Check appropriate level:

___ 95-100%

___ 75-94%

___ 50-74%

___ 25-49%

___ Less than 25%

The following strategies help me score well on tests and other assignments:

Inventory of Factors Pertaining to Success

Limits to success/difficulties experienced: Complete this section by marking an X in front of each item that, in general, limits your success. Put a circle around the X for issues that bothered you the most.

Goals and Direction

- ___ Unsure of interests
- ___ No clear career goals
- ___ Unable to decide on major (undecided)
- ___ Unsure of present major
- ___ Need help to match abilities to choice major
- ___ Not sure I want to be in college
- ___ Not sure MSUB is right place for me
- ___ Other:

Academic Issues

- ___ General lack of study skills
- ___ Insufficient reading skills to cover tasks
- ___ Insufficient math skills
- ___ Poor organization skills
- ___ Poor note-taking skills in lecture
- ___ Poor high school preparation
- ___ Unable to understand course material
- ___ Too heavy a course load (# of hours___)
- ___ Faculty not available during office hours
- ___ Unable to get tutoring
- ___ Difficulty with English language
- ___ Other:

Time Management

- ___ Difficulty with time management
- ___ Poor study environment
- ___ Lack of time spent on course preparation
- ___ Working too many hours
- ___ Too many hours in athletics
- ___ Too many hours in activities
- ___ Too much leisure time or recreation
- ___ Other:

Personal Issues

- ___ Physical illness/injury
- ___ Housing, roommate issues
- ___ Financial problems
- ___ Dating or other relationship problems
- ___ Racial or other diversity issues
- ___ Loneliness
- ___ Can't make friends
- ___ Homesickness
- ___ Distracted by family problems at home
- ___ I have substantial family commitments
- ___ Use of alcohol or other substance abuse
- ___ Can't find a meaning for anything
- ___ Can't find handle the stress
- ___ Feel overwhelmed much of the time
- ___ Feel "blue"
- ___ Other:

Learning Plan

In carrying out my plan for improving my academic standing in Spring 2014, I will:

1. Enroll/Re-enroll for the following revised schedule (what changes are you going to make to your classes this semester to improve your grades):
2. Limit my employment and co-curricular commitments as follows:
3. Meet with my instructors regularly outside of class _____ times throughout the semester to be sure I understand and am meeting their expectations in their courses.
4. I am going to seek assistance in the following areas:
 - Time management _____
 - Study Skills (e.g., note taking, reading) _____
 - Adjusting to College _____
 - Tutoring _____
 - Academic Planning _____
 - Anxiety (test, family, school, other topics) _____
 - Personal Concerns _____
 - Health _____
 - Learning Disability _____
 - Academic Motivation/Direction _____
 - Career Planning _____
 - Spiritual Life _____
 - Finance _____
 - Research Skills _____
 - Other _____
5. Make a weekly/monthly/semester schedule (include all due dates of assignments, family and personal commitments, and a study schedule) using a planner.
6. Attend classes faithfully, be on time, and stay the entire class meeting. If I cannot attend a class, I will notify the instructor and follow-up with him/her to see what assignments or information I missed.
7. Address the following additional issues (if applicable):

My top goal for the first three weeks of classes is:

I understand that to continue as a member of HEROES in a probationary semester, I am required to make all mandatory study sessions. I understand that if I miss a session without notice or making up the time I can be removed from the organization.

I hereby agree to abide by the terms of this improvement plan:

Student Signature

Date

Facilitator Signature

Date

Confidentiality Statement

Confidentiality:

As a user of information at MSU-Billings Student Health Services you may develop, use, or maintain (1) patient information (for health care, quality improvement, peer review, education, billing, reimbursement, administration, research, or for other purpose), (2) personal information (for employment, payroll, or other business purposes). This information from any source and in any form, including but not limited to, paper record, oral communication, audio recording, and electronic display, is strictly confidential. Access to confidential information is permitted only on a need-to-know basis and limited to the minimum amount of confidential information necessary to accomplish the intended purpose of the use, disclosure or request.

It is the policy of MSU-Billings Student Health Services that users (i.e. employees, medical staff, students, volunteers, and outside affiliates) shall respect and preserve the privacy, confidentiality and security of confidential information. **Violations of this statement include but are not limited to:**

- Accessing information that is not within the scope of your duties
- Misusing, disclosing without proper authorization, or altering confidential information
- Using another person's sign on code and/or password for accessing confidential information
- Intentional or negligent mishandling or destruction of confidential information
- Leaving a secured application unattended while signed on
- Attempting to access a secured application or restricted area without proper authorization or for purposes other than official MSU-Billings Student Health Services business
- Disclose confidential information to anyone outside the Student Health Services (including facility, staff, etc)

Violation of this statement may constitute grounds for corrective action up to and including termination of employment or student status, loss of MSU-Billings Health care privileges, or contractual or affiliation right in accordance with applicable MSU-Billings health care procedures. Unauthorized use or release of confidential information may also subject the violator to personal, civil, and/or criminal liability and legal penalties.

I have read and agree to comply with the terms of the confidentiality statements and will read and comply with the MSU-Billings Student Health Services Privacy Confidentiality of Protected Health Information (PHI).

Name: _____
(please print)

Student ID: _____

Signature/Date: _____/_____



STUDENT HEALTH SERVICES & HEROES
1500 UNIVERSITY DR BILLINGS, MT 59101
406-657-2153
WWW.MSUBILLINGS.EDU/STUDENTHEALTH

Agreement for HEROES Members

Insert Purpose of Travel

Insert Location & Dates

This agreement is between Student Health Services/HEROES and students attending the _____.
It's designed to clarify expectations and help provide the best experience possible for all involved.

1. I will bear in mind that I am a representative of MSU-Billings HEROES and MSU Billings Student Health Services, and will conduct myself in a professional and mature manner.
2. I will not use any illegal drugs and/or abuse legal drugs during this trip.
3. In regards to alcohol, if I am under 21 I agree to not use alcohol at all during this trip. If I am 21 or over, I understand that I am strongly encouraged to abstain from drinking during this conference.
4. I will participate in all general session(s)/breakout session(s)/activities unless notes optional (*if applicable*).
5. I will be respectful and attentive in all sessions, i.e. not send or receive any calls or texts. If I urgently need to make a call or text, I will leave the room in order to do so. I understand it takes strength and courage to present/lead at a conference/meeting, and I will be a supportive and participative audience member.
6. I will provide HEROES/Student Health Services with a synopsis of information learned from events attended, provide handouts/materials obtained from the event, be willing to share information learned, and be involved with implementing new programs/information learned.
7. I will keep personal safety in mind for myself and my travel companions.
8. If I am a driver, I will not use my cell phone for calls or texts while driving.
9. I will wear my seat belt while in the vehicle.
10. I understand that if I do not adhere to the state per diem rate for meals (\$12/dinner) I am responsible for compensating the difference (*if applicable*).
11. I will actively participate, meet new people, and make a difference at MSU Billings in regards to providing prevention and education.

If I fail to meet these expectations, I understand I risk damaging the credibility of HEROES, MSU Billings, and myself. Depending upon the situation(s) involved, if I fail to adhere to said requirements, I understand I may be asked by the Advisor and/or Leaders of HEROES to leave the organization.

_____ (Print)	_____ (Sign)	_____ (Date)	HEROES Member
_____ (Print)	_____ (Sign)	_____ (Date)	HEROES Advisor

Peer to Peer: EIU's Peer Health Educators
Code of Standards and Ethical Behavior

Peer Health Educators agree to the following standards:

- Completion of the six week Certified Peer Education (CPE) Training through the BACCHUS Network and Passing of the CPE Test
- Attend weekly group meetings and committee meetings, where appropriate
- Work a minimum of 2 hours per week at the totaleiu counter in the Student Recreation Center
- Assist with a Peer Education table at the Annual EIU Health Fair
- Plan and assist with the Safer Spring Break Fair each Spring
- Provide information on and assist with publicity for other health related events and topics as needed

As a Peer Health Educator, I understand that I have taken on a position as a role model to the Eastern Illinois University campus community. I will be aware of my choices and actions and take into consideration that I am representing not only myself, but also my fellow peer educators and the department of Health Service. I will treat others with courtesy and respect, and I will be attentive to the diverse backgrounds, values, and beliefs of my peer education group, my campus, and my community. In observing these obligations of ethical behavior, I will:

- Serve as a positive role model for healthy lifestyle choices
- Refrain from illegal activities and illegal drug use
- Exhibit professional behaviors both inside and outside of Peer Education activities
- Follow all guidelines outlined in the Eastern Illinois University Student Conduct Code (<http://www.eiu.edu/judicial/studentconductcode.php>)

By signing below, I acknowledge that I have read and understand the above standards and expectations and will strive to always serve as a positive role model to my peers.

Print Name

Signature

Date