



STUDENT CONSERVATION ASSOCIATION

conservation begins here.

SCA CORPS MEMBER HANDBOOK



SCA Mission

TO BUILD THE NEXT GENERATION OF CONSERVATION LEADERS
AND INSPIRE LIFELONG STEWARDSHIP OF THE ENVIRONMENT
AND COMMUNITIES BY ENGAGING YOUNG PEOPLE IN
HANDS-ON SERVICE TO THE LAND.



Service

Doing valuable work that benefits other people, the natural environment, our community or the world, is the glue that binds us together as a society.



Diversity

Diversity provides richness and strength. Working together in service to nature unites us and builds a common future.



Environmental Stewardship

Our natural world must be protected. An ethic of conservation care and environmental service is fundamental to all we do.



Learning

SCA expands our view of the world through service learning experiences that change the way we live and behave.



Community

We seek to build community at all levels. Collaborating for the common good while fostering personal responsibility and compassion for others builds community and citizenship.



SCA's Beginnings: Liz's Story

In 1955, while a student at Vassar College, Liz Putnam read an article describing the worsening condition of America's national parks: understaffed, under-resourced, and increasingly being "loved to death" by post-war "baby boom" families.

Liz promptly crafted her senior thesis around the idea of a "student conservation corps"—a modern-day Civilian Conservation Corps that would mobilize young people to complete natural resource conservation projects on public lands as they learned new skills and gained new perspectives. Two years later, under the direction of Liz and colleague Martha Hayne Talbot, the first SCA volunteers reported for duty at Grand Teton and Olympic National Parks.

Launching the American youth conservation movement would be an ambitious endeavor today, but considering that Liz accomplished this feat more than 60 years ago as a young woman in a culture dominated by older men, makes her and her achievement all the more remarkable.

SCA would grow from its humble beginnings in two national parks to annually deploy thousands of young stewards at more than 500 federal, state, and municipal sites, where they render more than 1.3 million hours of conservation service.

Today, Liz remains SCA's premier ambassador and honorary director, and she has received numerous awards for her efforts including the Interior Department's Conservation Achievement Award, the National Audubon Society's Rachel Carson Award, and the Garden Club of America's Margaret Douglas Medal.

At the White House in 2010, President Barack Obama presented Liz with the Presidential Citizens Medal, among the nation's highest civilian honors.



"I was brought up to believe that land is a trust and that we are all responsible for taking care of this earth. I was also taught that life itself is a privilege and that we must always give something back. As my father said, 'If something needs to be done, pitch in and help out.' I believe we all can make a positive difference with our lives."

– Liz Putnam, Founder, SCA



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Preparing for your Position

☐ **Get to know your SCA Corps Member Handbook**

This is your go-to resource for keeping track of logistics and making the most of your SCA experience.

☐ **Complete and Sign All Enrollment Forms**

Start off on the right foot by being proactive about these important details. See this section for detailed information about all things paperwork.

☐ **Plan Your Travel**

Read this section for details about maximizing the travel allowance you'll receive if your position is eligible.

☐ **Know How SCA Staff Can Help**

Your SCA supervisor is here to be a resource for you throughout your SCA experience. Check out this section to learn more.

☐ **Plan Your Finances**

Plan to bring at least one month's worth of expenses until you receive your first living allowance.

☐ **Stay Connected and Get Excited**

If you've made it this far, you've done the hard work of preparing for your position and are almost ready to begin. Stay connected and get excited:

Follow SCA on Facebook and Twitter:



Complete and Sign All Enrollment Forms

Start off on the right foot by doing your paperwork right away.

■ Sign up for Direct Deposit

You will receive an email from Paycom to set up your direct deposit. Once you receive the email (generally you will receive this email within the first week or two of your position start date). Once you receive it be sure to register using the Paycom app or site and sign up for direct deposit immediately.

If you have previously served with the SCA after 2017 you will already have a Paycom account, in this case you will not receive a new account log-in as you are already set up in our payroll system.

■ Complete the Background Check Request Form

Shortly after accepting your position, you should receive an email from SCA's HR department (hrdocs@thesca.org) with information about your background check(s). A document will be emailed to you by either Easy Backgrounds or Fieldprints and Truescreen (if you are participating in an AmeriCorps program).

Upon accepting your position, instructions for completing the I-9 can be found in the Alerts section of your MySCA portal landing page.

■ Complete the SCA Medical Form

Upon acceptance of your SCA position you will receive an electronic Medical Form. SCA uses the Medical Form information to assure a safe and supportive service experience for all participants. All information on the SCA Medical Form is confidential. After completion of the form you may receive a request from SCA for supplemental information. The request is meant to assist SCA in best supporting you during your service experience.

■ Prepare to complete Form I-9

Form I-9 is used by the federal government to verify that you are legally eligible to work in the United States. Upon accepting your position, instructions for completing the I-9 can be found in the Alerts section of your MySCA portal landing page. Reach out to hrdocs@thesca.org for more information or submit a help ticket request via the Contact Us tab in the MySCA portal.

**PLEASE VISIT
SCA'S CORPS MEMBER
ONBOARDING WEBPAGE
FOR ADDITIONAL
INFORMATION AND
REQUIRED TRAININGS.**

RIGHT TO REVIEW YOUR MEMBER FILE

All SCA members have the right to review their member file. If you would like to review your personal file please contact your SCA supervisor for assistance.



■ Read and Sign All Other Enrollment Forms

All other required enrollment documents (including AmeriCorps documents, if applicable) will be sent to you in a single email from SCA Enrollment. Pay special attention to the Confirmation of Acceptance letter which outlines your start and end dates and various allowances. If something does not match your understanding of the position, please contact your SCA supervisor immediately. Once you have signed the letter, you have agreed to the terms of the position and verified that you have read this handbook in its entirety.

Criminal History Check Review

The process and forms used for the background checks are in accordance with the Fair Credit Reporting Act and other applicable state laws. All information pertaining to the process will be kept in confidential files. If the member or staff has served with SCA before, SCA will review to ensure they get a new background check if there has been a break in service/employment over 120 days.

Any criminal background check that is found to contain an excluding offense will result in an immediate review by SCA Human Resources staff. All background checks will be considered on their own merit on a case-by-case basis and the person being screened will have the opportunity to challenge incomplete or inaccurate information. In these cases, SCA will call the person to inform them of the results, will send them an e-mail with the same information and will provide them with their criminal history information upon their written request, and allow them an opportunity to respond. All relevant information will be considered when making the final decision to hire or place an individual. Any members or grant-funded staff required be listed on the sex offender public website, convicted of murder as defined in 18 U.S.C. § 1111, that refuse to undergo the Check or that provide a false statement in connection with an inquiry concerning the individual's criminal history are ineligible to serve.

Each Criminal History Check record will be considered as follows:

- The nature of the offense
- Whether the offense is an excluding offense (defined below)
- When the offense happened
- Whether it is a charge or conviction
- The penalty/rehabilitation imposed
- Relevance to the nature of the position

Excluding Offenses include convictions or any charge with a pending disposition:

- Past history of sexual abuse of children
- Any crimes in which children were involved including but not limited to pornography, violence abuse, exploitation or neglect, etc.
- Any violent crimes
- Sexually exploitative behavior
- Any major (in the sole determination of SCA) drug arrests or convictions
- Crimes of moral turpitude

Tips for Completing Your Paperwork

■ Do it right away



Completing your paperwork right away makes it more likely that you will be able to begin your position as scheduled, receive your allowances on time, and focus on the more exciting parts of your experience.



A word of caution: If your paperwork is not complete by two weeks prior to the start date of your position, your position may be delayed!

■ Read before you sign



Reading before you sign is an important life practice. Read your enrollment paperwork carefully. Know what you are agreeing to and make sure that the information is accurate! If something doesn't look right, contact your SCA supervisor.

Plan Your Travel



As part of your SCA position, you may be eligible to receive round-trip travel allowance to offset the cost of your travel to and from the service site. You are responsible for booking and paying for your travel to the site. SCA will issue you a travel allowance that you will receive on the first pay date following the start of your position.

Please note that YOU are responsible for booking your travel, so you can decide how you want to use the travel allowance.

Only select positions are eligible for travel allowance. Please confirm eligibility before submitting your request. Details can be found on your Confirmation of Acceptance.

■ Directions for Booking Your Travel

- Confirm that your position is eligible for Travel Allowance. This should have been covered during your interview, but if you are uncertain your SCA supervisor can answer this.
- Confirm your start date and arrival details with your SCA supervisor, including logistics for accessing your housing if provided by your site.
- Plan and book your travel as soon as possible.
- SCA will issue you a travel allowance that you will receive on the first pay date following the start of your position.
- It is your responsibility to arrive at your service site by the start date indicated on your Confirmation of Acceptance letter (COA).

■ Forfeiting your Travel Allowance

If you withdraw from your position and you booked travel you will not be provided any reimbursement. If you leave your position before your scheduled end date, you are required to repay half of the travel allowance to SCA. You will be responsible for paying all return travel costs on your own.

■ Termination from your position

If you are terminated from your position, you may use your travel allowance to return home.

Travel Benefits

Please skip this section if your position is not eligible for travel reimbursement.

Travel allowance amounts are intended for round trip travel costs. If your travel costs more than the amounts allotted, you will be responsible for that extra cost. A reminder that your travel allowance will be taxed, based on the information you provide on your W-4 in Paycom. As a reminder, not all positions are eligible for Travel Benefits. **Figures below represent pre-taxed amounts.**

■ Car is Recommended or Not Needed



You will receive **\$650** to offset the cost of travel to and from your position site if a car is not required for the position. Whether you decide to arrive via car, airplane, bus, or train, YOU are responsible for booking and planning travel. SCA encourages you to look into booking flights with SCA's official airline Southwest. They do not charge change fees or baggage fees (up to 2 bags).

■ Car is Required



If the position description states that a car is **required** for your position, you will receive \$1,100 to offset the cost of traveling to and from the service site. These funds can be used for any aspect of travel, including hotel stays and gas. **Please note that if you do choose to drive to a site where a vehicle is NOT required you will only receive the \$650 travel allowance.**

**These are standard amounts for travel allowances, some positions may vary depending on the site you are serving at. Only select positions are eligible for Travel Allowance even if a car is required.*

■ Position is not in the contiguous 48 states



If your position is in Alaska, Hawaii, Virgin Islands, Puerto Rico, Cuba or other US Territories, the typical travel allowance is **\$1,115 if eligible.**

■ Required Training at Different Site Prior to Start



Some SCA positions require travel to a different location for training before travelling to the service site. In these cases, special arrangements may have been made to cover travel to the training site and from the training site to the program site. If you are in a position with this benefit, you will be informed of it during your interview or in the position description.

■ You Live Local to the Position



Some positions seek candidates who live close enough to the service site to commute from home each day. Usually, these positions are labeled as "Local Only." If you are in a Local Only position, you are not eligible for the travel allowance. Depending on your position, what would have been your travel allowance may be converted into a weekly commuting allowance. Check your Confirmation of Acceptance form for details on your benefits.

Know How Your Supervisor Can Help You

SCA's HR department and your SCA supervisor can help you with a variety of issues, including but not limited to the following.

■ Pre-Position Logistics, including:

- Changes to your position dates
- Background Checks
- Form I-9
- Enrollment paperwork
- Travel allowance
- AmeriCorps (if applicable)
- Your MySCA account

■ Questions and Concerns during Your Position Related To:

- Health Insurance and Workers' Compensation
- Changes to your position dates
- Challenges with your colleagues
- Living, commuting, and housing allowances
- Direct Deposit
- AmeriCorps
- Time Logs (Activity and Output)
- Your MySCA account

■ End of Position Transition, including:

- Exit paperwork
- Final Time Logs (Activity and Output)
- Your MySCA account
- Updating your application for future positions

■ Who is my SCA supervisor?

When you accepted the offer, an SCA supervisor was assigned to you. Your supervisor's name is listed in your MySCA account as well as on your Enrollment Paperwork. SCA supervisors have different position titles depending on the program, but may include Project Leader, Program Coordinator, Program Manager, or similar.



"As you walk look around, assess where you are, reflect on where you have been, and dream of where you are going. Every moment of the present contains the seeds of opportunity for change. Your life is an adventure. Live it fully."

– John Francis, Planetwalker: A Memoir of 22 Years of Walking and 17 Years of Silence

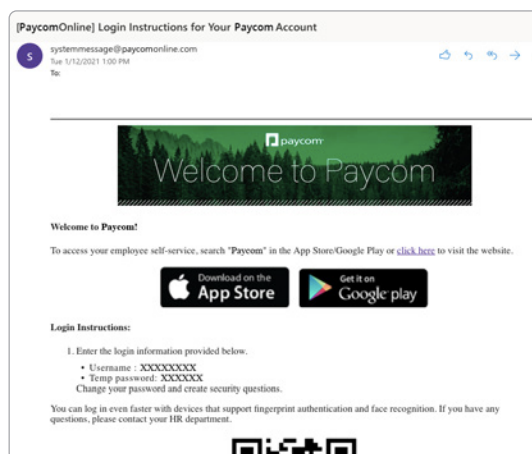
SCA Living Allowance



As part of your position you will receive a weekly living allowance. The amount varies from position to position based on length of term, location, if food/housing is provided, and other factors. Living Allowances are dispersed bi-weekly.

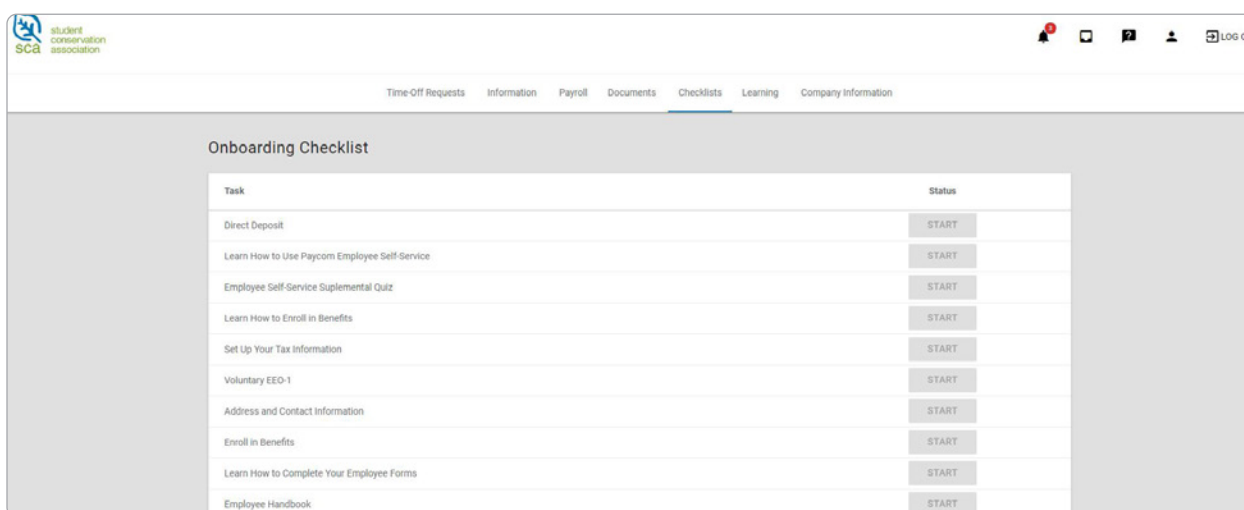
How do I receive my living allowance?

You should receive an email from SCA's payroll vendor, Paycom by the Friday before your first living allowance disbursement is scheduled. Keep an eye out for this email, and if you haven't seen it before your start date, check your spam folder. The email arrives from "systemmessageonline@paycom.com" and does not include mention of SCA. See below for a sample of what the emails looks like. If you have not received this message, reach out to your SCA supervisor to arrange for a duplicate to be sent.



Once you've signed in, be sure to:

- Change your password and username and answer your security questions.
- Review the notifications on the right hand side related to the Onboarding Checklist.
- Watch the appropriate videos and/or read the manuals to learn more about what you can access in the Employee Self Service portal, including your Scheduled Earnings (Pay Schedule) and pay stubs.



■ Direct Deposit

As soon as you've completed the above tasks, set up direct deposit to your personal bank account.

- Click on "My Payroll" and then "Direct Deposit."
- Enter your routing and account numbers on the next screen.
- Click "Update Direct Deposit Information" at the bottom of the screen.

■ Withholdings

Make sure your W-4 tax information is correct. Verify your exemptions and address information right away. Lived in state and worked in states need to be correct for tax purposes. Please keep your Paycom info on hand after your position ends, the SCA will upload your year-end tax info directly into your Paycom portal in January of the following year.

■ How much will I receive for my allowances?

Allowances are determined by your service site and solidified prior to the position being advertised. It is expected that you confirmed the benefits of your specific position with your SCA supervisor prior to accepting the position. The living allowance for your position will be listed on the Confirmation of Acceptance letter that you receive with your enrollment paperwork.

Allowances are intended to cover basic expenses during the course of a service opportunity and should not be considered the equivalent of a salary. Plan to bring funds for emergencies and expenses beyond your basic needs.

■ Are my allowances taxed?

Yes. You will have federal and, where applicable, state and local taxes withheld from your allowances. The number of exemptions you claim on your W-4 form also determines the amount of tax that is withheld.

■ Do I get paid for days off?

Your allowances are distributed evenly throughout your term of service. You are paid in weekly (or monthly, in the case of housing) increments rather than daily. It does not go up or down if you are out sick for a day or if you serve extra hours.

■ When will I receive my living allowance?

SCA Living Allowances are dispersed bi-weekly. Each pay day reflects earnings from the two weeks prior to the week on which the pay day falls, thus your first allowance may be for one week or two. SCA has set pay dates that may or may not align with the start of your position. See the following as an example:

On 1/19, members are paid for service for the weeks beginning 1/1 and 1/8. During the pay day week, time logs are verified and approved to confirm you have served and that you are in compliance with SCA timekeeping regulation.

- If you begin your service during an SCA pay day week, you will receive your first bi-weekly living allowance three weeks after you start. Example: You start 1/1. You receive pay for the weeks of 1/1 and 1/8 on 1/19.
- If you begin your service during a non-pay day week, you will receive your first living allowance two weeks after your start date and it will reflect one week of earnings. You will receive two weeks' worth of earnings every pay day thereafter. Example: You start 1/8. You receive pay for the week of 1/8 on 1/19. You receive pay for the weeks of 1/15 and 1/22 on 2/2 and so forth.
- You can ask your SCA supervisor when you should expect your first living allowance and how many weeks it will cover.
- Your final payment will be disbursed on the pay day following the end of your position.

■ **Waiving the Living Allowance**

You may waive all or part of the payment of a living allowance if, for example, you believe public assistance may be lost or decreased because of the living allowance. Even if a member waives their right to receive the living allowance, it is possible—depending on the specific public assistance program rules—that the amount of the living allowance that the member is eligible to receive will be deemed available. A member who has waived the living allowance may revoke the waiver at any time and may begin receiving the living allowance going forward from the date the individual revoked the waiver. A member may not receive any portion of the living allowance for the period of time the living allowance was waived. Please contact SCA's HR department to request waiving your Living Allowance.

■ **Who can I talk to about allowance questions?**

Your SCA Staff supervisor can help you with most questions related to your allowances, including:

- Your allowance amounts (note: amounts are set by your site at the time of position setup and disbursed by SCA over the course of the position)
- The payment schedule and any missed payments

SCA's Payroll department (payrollsca@thesca.org) can help you with most questions related to:

- Paycom
- Direct Deposit

SCA's HR department (HRdocs@thesca.org) can help you with questions related to:

- Proof of Income

Your SCA supervisor can help you with questions about your schedule, days off, and sick days.

SCA Uniforms



All positions will receive SCA branded uniform items. Your SCA uniform items will arrive at your program site. Depending on the program, uniform items may be there when you arrive or may be ordered after you have had a chance to try on sample sizes. If there are issues with your uniform items your SCA supervisor can assist you with correcting the issue.



AmeriCorps

Enrolled in AmeriCorps?

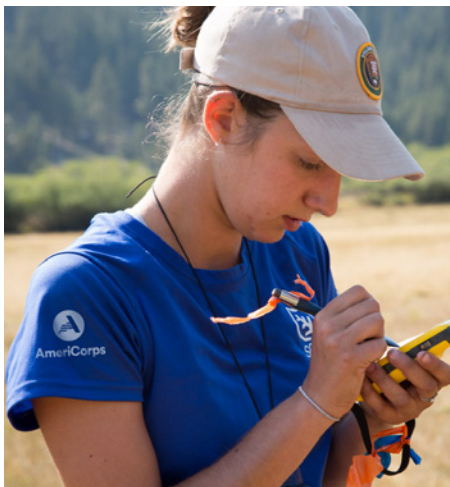
Your uniform will include items with the AmeriCorps logo.

When should I wear my uniform?

Ask your supervisor for specifics about when and where to wear your uniform. In general, wear your uniform anytime that you are working. Be proud and represent!

If you're interested in purchasing supplemental items for yourself, check out SCA's public storefront: www.arborwear.com/portal/scapublic/Products

AmeriCorps Uniform Requirements



Your SCA AmeriCorps uniform plays a key role in identifying you as an AmeriCorps member when interacting with partners and the public. SCA asks that you wear your SCA AmeriCorps branded uniform whenever you are performing service in the presence of the public. Uniform requirements vary from position to position. Your SCA supervisor can provide guidance and expectations.

Please do not wear your SCA AmeriCorps logoed uniform items if you are engaging in any AmeriCorps prohibited activities during your off-time or when engaging in activities that do not represent the values and mission of SCA.

Housing



Settle in and make yourself at home. If you are living at home or are in a position where housing is not provided, feel free to skip this section.

What to expect With Your Housing

As an SCA member, you may find yourself living in anything from a tent to a house, but there are some things you can expect to be the same for all SCA housing. SCA staff work to assure you are provided with safe and accessible housing. You can expect the following:

- A safe location
- Access to showers and toilets (limited in some camping placements)
- Cell phone service, phone, or two-way radio
- Minimal furnishings including a bed, table, and chairs (unless camping)
- Basic cleanliness and good repair
- Heating during cold weather
- A place to cook food

■ Pet Policy

To avoid potential health risks and damage to property, it is SCA's policy that pets are not to be kept in SCA- provided housing. SCA will not be responsible for any pet-related damages.

■ How does my rent get paid?

- By SCA: In most cases, your housing will be managed by the SCA and your site.
- By You: You should know already if you are in this situation! You will receive your housing allowance by the first of each month in order to make your housing payments. As you are determining what rent you can afford, keep in mind that **housing allowances are taxed**.

■ Housing Issues?

Use the list below to determine who to call.

- If you signed the lease for your housing (instead of SCA), you only need to contact your landlord about these issues, but you can always get help from SCA if you need it.
- If you are in SCA provided housing please inform your SCA supervisor of any issues with your housing.

Risk Management

SCA and your service site have developed policies, processes, and tools to support a safe service environment. However, ultimately, safety is up to each of us. You will be making decisions on a daily basis that affect your safety as well as those you work with.

By taking the steps listed below and becoming familiar with the resources on this page, you can reduce your risk and be ready to deal with emergencies if they occur.

■ Things to do during your SCA orientation:

- The following topics will be covered during your member orientation. If anything is unclear, please discuss with your SCA supervisor.
 - Emergency policies and procedures
 - Protective equipment
 - Evacuation Plans
 - Other questions that you have about safety
- Become familiar with your site's emergency response plan (ERP).
- Put a copy of the ERP in your first aid kit, vehicle, living and work spaces.



Steps to Take: Emergency or Injury

Follow the steps below for any emergency or injury that requires immediate support.

- Deal with the immediate threat to life.
- Facilitate first aid and/or evacuation if necessary.
Call 911 and/or get to nearest medical facility, if necessary.
- Call your SCA supervisor during regular business hours
- If you visit a medical facility, provide your insurance card, or, if the injury occurred while performing service tasks during service hours, tell the health care provider that this will be a workers' compensation claim.



Steps to Take: Non-Emergency or Injury

Follow these steps for incidents or injuries that do not require immediate support.

- Facilitate first aid and/or evacuation if necessary.
- Communicate with your SCA supervisor as necessary and appropriate.
- Contact your SCA supervisor during regular business hours.
- If a medical facility is visited, provide your insurance card, or, if the injury occurred while performing service tasks during work hours, tell the health care provider that this will be a Workers' Compensation claim.



Steps to Take: Emergency or Injury

Follow these steps as appropriate within one day of an incident.

- **Call your SCA supervisor:**
 - Within 24 Hours: Report the incident to your SCA supervisor.
 - Request ongoing support and provide information as requested by SCA staff to complete an incident report.
 - Discuss any potential impacts that the incident may have on your position (work restrictions from your doctor, missed service hours, unresolved interpersonal/ professional issues, etc.)

Health Insurance



Positions of 10 months or longer may be eligible for SCA provided health insurance if you are not currently covered by a personal policy and will be covered at the start of your position. If eligible, please read through this information now and be prepared to get the medical help that you need when you need it.

You will be informed of your eligibility for Health Insurance during your onboarding process.

■ Things to do in Your First 30 Days

- Receive your insurance documents in an email from SCA.
- Print your insurance card and put it in an accessible place.
- Find a local walk-in health center for non-emergency visits. Your SCA supervisor will be able to assist you if needed.

■ What to do When You Visit a Health Care Provider

- Bring your insurance card and show it when you check in.
- Ask if they will file your insurance claim or if you need to file it directly.
- If you need to file a claim, send your bills to Cigna using the addresses below.

■ Is my position eligible for SCA health insurance?

Only AmeriCorps positions of 10 months or more are eligible to receive health insurance coverage. If your position is eligible for health insurance, you will receive enrollment forms with the rest of your SCA paperwork.

- **Please note:** If you are currently enrolled in non-SCA insurance, you will not be eligible for SCA insurance during your position.

■ How long will I be covered by SCA insurance?

If your position is eligible and you choose to enroll, you will be covered from the start date of your SCA position to the last day of the month in which your position ends.

- There is no option for extended coverage after your position ends.
- The maximum length of coverage for one position is 364 days.

■ What benefits does the SCA health insurance provide?

To view up to date insurance information, including coverage benefits, visit the [Cigna Insurance page](#).

■ **How do I contact the health insurance company?**

- **Cigna Health Plan Hotline:** 1-800-244-6224
- **Online:** www.myCigna.com
- **App:** myCigna Mobile App



■ **Do I need a doctor who is in the insurance plan network?**

No. You can go to any doctor, urgent care center, or hospital for treatment. However, health providers who are in Cigna's network will automatically file your insurance claims and may give you special discounts.

To find a local health care provider who is in the network, call 1-800-244-6224 or visit www.myCigna.com.

■ **What do I do if I still have my insurance card from my last SCA position?**

You will need to print out a new insurance card. Insurance policy information and coverage change frequently, so it is important to ensure that your card is up to date.

Worker's Compensation



If you are injured during service hours while performing job-related tasks, your medical costs may be eligible to be covered in full by Workers' Compensation.

How do I use Workers' Compensation?

■ Visit a walk-in clinic (non-emergencies) or urgent care/emergency room (emergencies).

Tell the health care provider that this will be a Workers Compensation claim and that you work for the SCA. If requested, provide the contact information for SCA's Human Resources department:

- 603-504-3201
- workerscomp@thesca.org

■ Contact your SCA supervisor within 24 hours to provide:

- Name and contact info of the health care provider
- Details of the incident/injury
- Your contact will complete a Workers Compensation Report using the information that you provide.
- SCA will generate a Workers Compensation claim number and email it to you. SCA will also provide the Workers Compensation claim number to the health care provider so that they can submit your claim for payment.
- The Workers Compensation company will determine whether or not your claim will qualify as a claim. If it qualifies, your bill will be paid. If it does not qualify, you will be informed by the Workers Compensation company and will have the option to submit your claim for insurance coverage through your personal or SCA health insurance.

What if I get a medical bill?

If you receive a bill, it means that something went wrong with your Workers Compensation claim and no one is currently paying the bill. You need to take action right away to make sure that the unpaid bill does not affect your credit. Follow the steps below if you receive a medical bill:

■ If you received a Workers Compensation claim number:

- Call the phone number on the bill, tell them that the costs should have been submitted as a Workers Compensation claim, and provide them with the Workers Compensation claim number.

■ If you did not receive a Workers Compensation claim number:

- Call your SCA supervisor or site supervisor and let them know that your Workers Compensation claim did not go through properly and needs to be resubmitted.

What if I get injured during service, but don't need medical attention?

It is in your best interest to report all work related injuries/incidents to the SCA within 24 hours. Reporting minor injuries when they happen makes it more likely that you will be eligible for Workers Compensation coverage if the injury develops into something more serious.



Tick bites provide a great example of why minor injuries should be reported right away. While an embedded tick is a minor incident, tick bites have the potential to lead to Lyme disease. If you do not report the tick bite when it happens, you may not be eligible for Workers Compensation to cover Lyme disease or other complications that may develop as a result of the bite.

What you should know about Workers' Compensation

■ You need to report Workers Compensation incidents within 24 Hours

SCA must be informed of Workers Compensation claims within 24 hours, or may not be able to submit your claim. Call your SCA supervisor for assistance filing a claim.

■ Workers' Compensation is not guaranteed

SCA's insurance company has the final say as to whether or not a claim meets the Workers Compensation eligibility criteria. If your claim is denied, you will be able to submit it as an insurance claim through your personal or SCA health insurance.

AmeriCorps Member Assistance Program



As an AmeriCorps member you have access to the AmeriCorps **Member Assistance Program (MAP)**. The Member Assistance program provides **free, confidential, 24/7, unlimited telephonic counseling services**.

- To access counseling for support on any topic, call the toll-free number at: **1-800-451-1834**. Counseling is available in up to 140 languages through AT&T translation services.
- To access services, call the toll-free number, state you are an AmeriCorps member and provide the name of your SCA AmeriCorps program.

You will be connected with a professional, licensed counselor with AllOne Health. In-the-moment support is provided for topics such as substance abuse, stress, depression, anxiety, grief counseling and many other areas. Please do not hesitate to call anytime of day.

You may be provided information or referrals for in-person counseling, childcare, housing, and other local information that may be useful to you.

In addition to the 24/7 telephonic counseling available by phone **the following services are also available:**

- Website and mobile application providing resources and appointment scheduling access
- Text/Chat Counseling & Coaching
- Video Counseling & Coaching
- Medical Advocacy
- Life Coaching
- Work/Life Resources & Referrals
- Legal and Financial Assistance (30 minute free consultations)



MEMBER ASSISTANCE PROGRAM

Financial worries, aging parents, job stress, health issues - Everyone faces challenges from time to time, with your MAP you don't have to face these things alone.

This includes solutions such as:

ANYTIME, ANYWHERE

Reducing barriers to access through technology
INCLUDES: 24/7/365 Telephone Support,
Mobile App with Chat Functionality, Video
Counseling and Web Portal

PERSONAL ASSISTANT

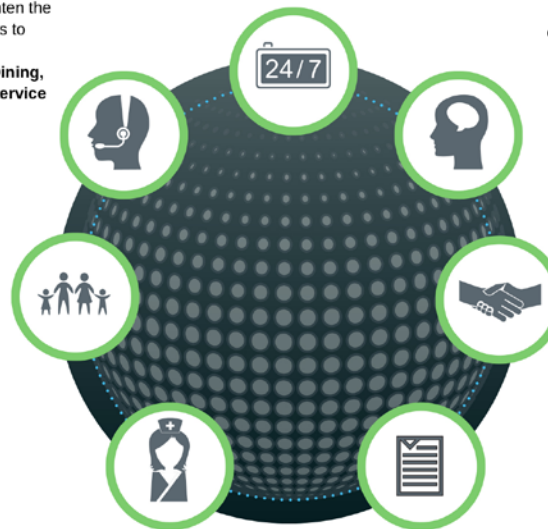
Our Personal Assistant helps individuals with their "to do" list. It can be difficult to find extra time in the day to manage everyday tasks. We help lighten the load through researching the best options to benefit you and your loved ones.

SERVICES INCLUDE: Entertainment & Dining, Travel & Tourism, Household Errands, Service Professionals

LIFE COACHING

We help members and their household members meet their personal and professional goals. A life coach works actively to help individuals assess their current situation then develop goals and action steps to meet their stated expectations. A coach is accountability partner and helps individuals overcome obstacles to achieve their goals.

WE HELP WITH: Life Transitions, Creating Better Work/Life Balance, Setting Goals, Improving relationships



MENTAL HEALTH COUNSELING

When overwhelmed with personal, work or life stressors, mental health counseling can be a lifesaver. Our licensed master's level counselors support you and your household members through difficult times providing confidential assistance 24/7.

WE HELP WITH: Family Conflict, Couples/Relationships, Substance Abuse, Anxiety, Depression

WORK/LIFE RESOURCES

Navigating the practical challenges of life, while handling the demands of your job can be stressful. Work/Life resources and referral services are designed to provide knowledgeable consultation and customized guidance to assist with gaining resolution to everyday hurdles.

RESOURCES INCLUDE: Adoption, Elder/Adult Care, Parenting, Child Care, Special Needs Support, Wellness

MEDICAL ADVOCACY

Medical Advocacy is a new approach to maneuvering through the healthcare system. It offers strategies to promote member health, productivity, and well-being by serving patient populations throughout the entire lifespan and by addressing health problems in every category of disease classification and in all disease stages.

WE HELP WITH: Insurance Navigation, Doctor Referrals, Specialist Referrals, Care Transition, Discharge Planning, Adult Care Coach

LEGAL/FINANCIAL RESOURCES

Legal and Financial resources and referrals are available to connect members with experienced, vetted professionals in their topical area of legal and financial needs.

RESOURCES INCLUDE: Divorce/Custody, Bankruptcy, Budgeting, Estate Planning/Wills, Personal Injury/Malpractice, Major Life Event Planning

PRIVATE, CONFIDENTIAL & FREE FOR YOU AND YOUR HOUSEHOLD MEMBERS

Your participation with your MAP is voluntary and strictly confidential. We do not report back to your employer about the things you discuss in private counseling conversations.

MY LIFE EXPERT

Feeling Connected & Supported 24/7-365

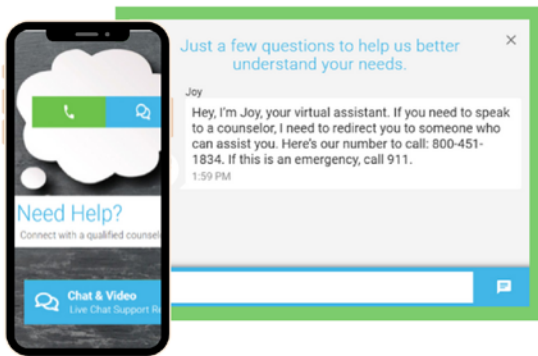
You can download the app to the home screen of your mobile device without even visiting an app store, by simply visiting mylifeexpert.com or scanning the QR code at the bottom of this page.

TO LOGIN:

- Click "create a new account with your company code"
- Insert your company access code
- Follow instructions included in the activation e-mail
- Play, learn, and discover!

COUNSELING:

Download the Life Expert app for 24/7 connectivity to counselors. This functionality includes access to a counselor via chat, video, and toll-free phone support.



WORK & LIFE RESOURCES:

Life Expert provides access to thousands of up-to-date topic-related articles, videos and worksheets. Some topics include: Financial & Legal, Family, Education, Health, Wellness, Career, Military, everyday living and much more.



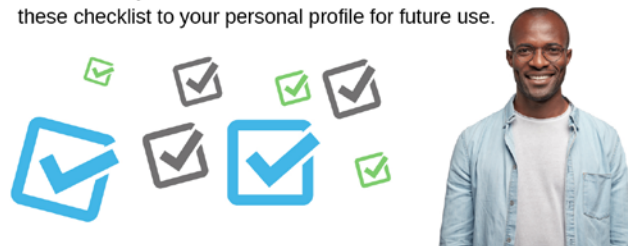
HEALTH & LIFESTYLE ASSESSMENTS:

Surveys are provided to you with a quick assessment on financial, health and addiction issues. These surveys are designed to deliver targeted resources and information to meet your needs. You can save these assessments and recommendations to your profile for future use.



INTERACTIVE CHECKLIST:

Life Expert provides you with interactive tools to help with issues such as family, health, and other life situations. You can save these checklist to your personal profile for future use.



Download The App at : mylifeexpert.com

Company Access Code: mylifeexpert.com

Toll-Free: 800-451-1834

ALLONE
HEALTH

SCA AmeriCorps



AmeriCorps

Certain positions offer the benefits of enrollment as an AmeriCorps member. This benefit comes with rewards as well as additional onboarding steps you must complete. Additionally, as an AmeriCorps member there will be some additional policies and guidelines as outlined below, that you must adhere to during your term of service.

■ **Receive your AmeriCorps enrollment confirmation email**

It can take the SCA up to 8 days after your start date to process your AmeriCorps enrollment. Once you are fully enrolled, you will receive confirmation from the SCA.



You will not be able to put student loans into forbearance or view your award details in My AmeriCorps until after you have been enrolled.

■ **Register with [My.AmeriCorps.gov](https://my.ameriacorps.gov)**

My AmeriCorps is your one stop shop for all things AmeriCorps. Through this website, you will be able to view your award details, put your student loans into forbearance, and use your Education Award.



Unless you have previously served with AmeriCorps you will not be able to register with My AmeriCorps until after you receive your AmeriCorps invitation.

■ **Put Eligible Student Loans into Forbearance**

If you have qualified student loans, you can place your loans in forbearance during your service. In addition, you are eligible to have the accrued interest paid at the end of your service. To put your student loans into forbearance, login to [My.AmeriCorps.gov](https://my.ameriacorps.gov) and follow the instructions.



You will not be able to put your student loans into forbearance until after you receive your AmeriCorps enrollment confirmation.

Steps to Complete Your Service in Good Standing

Follow the steps below to make sure that you fulfill the requirements for SCA AmeriCorps throughout your position and remain eligible for an AmeriCorps Education Award.

■ **Complete your minimum AmeriCorps hours.**

This number can be found on the Confirmation of Acceptance and SCA AmeriCorps Member Agreement forms that you signed. Your hours must be entered in to MySCA and verified and approved on a weekly basis.

■ Complete your full term of service.

You are required to serve through the scheduled end date, even if you complete your AmeriCorps minimum hours before your end date.



If you leave your position before your scheduled end date, you risk losing your entire AmeriCorps Education Award. If you have any concerns about your ability to serve through your scheduled end date, get in touch with your SCA supervisor immediately.

Suspension and Termination From Service

There are only two ways to be released from the AmeriCorps service agreement:

1. For Compelling Personal Circumstances.
2. For Cause.

■ Release for Compelling Personal Circumstances:

Members can be released for compelling personal circumstances only if the reason for leaving is completely out of their control. Some examples of compelling personal circumstances:

- You break your leg and can't continue your service.
- There is a death in your immediate family and you need to return home.
- Wildfires close the park where you're serving and your position can no longer continue.
- Release for services in the Armed Forces.

SCA will determine whether your situation can be defined as compelling personal circumstances. How compelling personal circumstances works:

- If a member leaves because of a reason that could be considered "compelling personal circumstances", SCA will request they submit a letter, asking for release from the service agreement, for reasons outside of their control.
- Once SCA receives that letter (and all other end-of-service paperwork) SCA will confirm that the circumstances are sufficiently compelling.

AmeriCorps Term and Award Limits

There are limitations on the number of terms an individual can serve in an AmeriCorps program, and on the maximum value of education awards one individual can receive.

- AmeriCorps Members can serve a total of 4 term limits.
- Although an individual can serve more than two terms of service, a person cannot earn more than the value of two full-time education awards.
- Each term of service for which an individual earns an education award counts as one term of service in computing the term limitations. This includes terms for which a member earns a full-time, half-time, and any other type part-time or prorated education award.

AmeriCorps Terms of Service Minimum Hours Requirements

- **Full-Time:** 1700 Hours
- **3/4 Time:** 1200 Hours
- **Half Time:** 900 Hours
- **Reduced Half Time:** 675 Hours
- **Quarter-Time:** 450 Hours

- If a Member leaves for compelling personal circumstances AND they have completed 15% of their hours and all other requirements of the program, they may be eligible for a pro-rated award (a smaller award based on the number of hours completed).

■ Release for Cause:

If members leave service *for any reason other than for compelling personal circumstances*, it is called being released from the AmeriCorps agreement for cause, and they are not eligible for a pro-rated award under any circumstances.

Some examples of being released “for cause” (i.e. no award, pro-rated or otherwise):

- You leave your SCA position early because you are hired by your site.
- Leave to go back to school.
- Terminated by your site.
- Unhappy with the position.
- Leave early for any other reason than circumstances completed outside of their control.

How Release for Cause Works:

- If a Member leaves early (or are terminated) for any reason other than “compelling personal circumstances”, they are required to submit all signed timesheets and other end-of-service paperwork.
- Members will not receive the education award.
- This AmeriCorps term will still count against the total number of allowed AmeriCorps terms.

Do Not Engage in Activities Prohibited by AmeriCorps

AmeriCorps members are prohibited from engaging in the activities listed below while performing service or acquiring service hours. If you have concerns that you are being asked to do something that might be prohibited by AmeriCorps, discuss the situation with your supervisor.

Partial Terms of Service and Prorated Awards

A prorated education award is an award that may be earned when an individual, for reasons beyond their control, cannot complete the entire service period. Generally, if a member is released before completing a term of service and does not receive the education award, that term counts as one of the terms served.

AmeriCorps Pledge

I will get things done for America, to make our people safer, smarter, and healthier.

I will bring Americans together to strengthen our communities.

Faced with apathy, I will take action.

Faced with conflict, I will seek common ground.

Faced with adversity, I will persevere.

I will carry this commitment with me this year and beyond.

I am an AmeriCorps member, and I will get things done.

■ AmeriCorps Prohibited Activities:

- Attempting to influence legislation or election to public office
- Organizing or engaging in boycotts, strikes, petitions or protests
- Assisting or deterring union organizing
- Engaging in any form of religious proselytization
- Providing a direct benefit to a for-profit business, labor union, partisan political organization, or religious organization
- Raising funds for living allowances or for an organization's general operating expenses or endowment
- Writing a grant application to any federal agency
- Collecting fees, selling items, or participating in money-handling duties on behalf of the agency with which you serve
- Abortion services or referrals
- Duplicating or displacing a volunteer or employee at your agency



Do good work

Your supervisor will be completing a mid-term* and end-of-term AmeriCorps evaluation on the quality of your work. The results of these evaluations are taken into account when you are exited from AmeriCorps at the end of your service.

*Mid-term evaluations may only be required if you're in a 900, 1200, or 1700-hr AmeriCorps team.

Additional AmeriCorps Information

■ What is the AmeriCorps Education Award?

To learn more about the AmeriCorps Education Award, visit the online tutorial at www.nationalservice.gov/resources/edaward. Use this site to form a strategy on how to use your award and discover other post-service opportunities related to school and student loans.

■ How do I use my AmeriCorps Education Award?

To apply your AmeriCorps Education Award to eligible expenses, login to My.AmeriCorps.gov. You will be able to apply your award through this site after you have been exited from AmeriCorps, approximately 30 days after your position ends.

■ To what expenses can I apply my AmeriCorps Education Award?

- **Qualified Student Loans:** Qualified loans include any loans backed by the federal government. Check with your student loan holder to find out if your loan is backed by the federal government.
- **Current Education Expenses at a Qualified Institution:** Qualified institutions are schools that can provide federal financial aid. If a school has a FAFSA code with the US Department of Education, the school is qualified.
- **Look up your school here:** https://fafsa.ed.gov/FAFSA/app/schoolSearch?locale=en_EN

■ Nontraditional Educational Institutions

Sometimes educational institutions that don't meet the requirements above might have an arrangement with a nearby university that allows AmeriCorps alumni to apply an AmeriCorps Education Award toward a course payment. A few of these institutions are listed below and can be contacted directly for details:



- **National Outdoor Leadership School (NOLS)**
Partners with Central Wyoming College



- **Aerie Backcountry Medicine**
Partners with University of Montana



- **Stonehearth Open Learning Opportunities**
Partners with Sterling College



- **Shelter Institute**
Partners with University of Maine

Connect with your State Service Commission

State Service Commissions are charged with coordinating AmeriCorps service and encouraging volunteering in their states. They often administer special training and events for AmeriCorps members.

To find the State Service Commission in the state where you're serving, go to www.americorps.gov and click "Contact Us," then the State Service Commissions link.

Like your State Service Commission page on Facebook to stay in touch about opportunities to join service days or attend professional development workshops with other AmeriCorps members.

Save the Date

On national days of service there are many events across the country. Look for ways to broaden your experience by connecting with other AmeriCorps and SCA members. These days include:

- **January** – Martin Luther King Jr. Day of Service
- **March** – AmeriCorps Week
- **September** – September 11th Day of Remembrance

Completing your SCA Time Logs



Time logs are the way that SCA members report the hours they serve and the important projects they accomplish. Complete these logs accurately and professionally to ensure that SCA and your supervisor have quality data to support current and future SCA positions. Eligibility for your AmeriCorps award is contingent upon completion of time logs.

■ Things to do in your first week:

- Login to MySCA and create your first Time Log.
- Make sure that the SCA supervisor listed on your time logs is the person at your site who will be approving your time logs.
- If you are unsure of how to complete your time log speak with your SCA supervisor.

■ How do I do my time logs?

1. Login to MySCA.
2. Click on Manage My Service Tasks.
3. Click on your current position.
4. Click New Activity Time Log or New Output Time Log.
5. Complete the log appropriately. See Time Log FAQs in Handbook Appendix for critical details.

■ What is an Time Log?

SCA is required to confirm that you are fulfilling your service commitment by tracking number of hours served. Time Logs are the method through which SCA captures this information. Because Time Logs are so critical, failure to submit them in a timely manner can lead to removal from the position. To avoid running into this issue, make sure you:

- Complete Time Logs weekly.
- Submit logs to your supervisor every week.

■ What is an Output Log?

Output logs are the method you will use to submit your work accomplishments to SCA. We use the service data you provide to show our partners your accomplishments during the project. It is critical that you submit accurate and complete output logs throughout your position. These electronic logs are used by SCA to fulfill requirements for funding that makes programs possible, and they demonstrate the collective impact of SCA across its many programs and locations. Please note that some positions utilize an alternative Output Log process. Your supervisor will cover the expectation on this during your orientation.

■ What happens to my time logs after my position ends?

Your time logs will remain in your MySCA portal as a permanent record of your hours and accomplishments. After your position ends, you will be able to find the time logs in the "View My History" tab. You may also use the "View My History" tab to complete any outstanding logs after your end date has passed.

SCA Time Log Member FAQ

■ How often do I need to submit my time logs?

Weekly. During your member orientation your SCA supervisor will outline the expectations for when and how to submit time logs. If you will not have internet access every week, you must be in touch with your SCA supervisor to discuss this ahead of time, obtain a paper timesheet for tracking hours in the interim, and agree upon a plan to ensure you remain in compliance with SCA timekeeping regulations. These paper timesheets must be entered into the MySCA system once you have internet access or your position ends.

■ How often do I need to submit my output logs?

Bi-weekly or after a project ends. Output logs are more flexible than time logs because they are based on your daily duties and long-term projects. Your SCA supervisor will cover Output Log requirements during your member orientation, including timelines on when the completed logs must be submitted.

■ Why do the choices on the output log tell me how to measure my work?

In order to sum your work with the work of other members into one big number, everyone has to measure the same way. In “How much you did” you’ll report the amount according to the instruction, for example “Report # miles” or “Report # people.” Please don’t use any other unit of measurement.

■ Why do both time and output logs ask about hours?

What are the hours on output logs?

For the number of hours on an output log, you’d report the number of hours you spent doing the work you are reporting in that particular log. For example, if you are reporting in your output log how many visitors you have educated during your interpretive programs, the number of hours would be the number of hours spent conducting those interpretive programs you are reporting on.

■ What is the difference between training and service hours when completing my time log?

Service hours are hours you accrue while completing activities that are of direct benefit to the communities your program serves. This may also include project planning time, training activities where direct service is being completed, and time for setting up a project site. Training hours are hours you accrue during activities that only directly benefit you or the SCA team you are serving on. First Aid training, chainsaw certification, community meetings etc. generally fall under Training hours. Additionally, training is any training you receive—not just training from SCA. If you participate in a training that is approved by your SCA supervisor you can accrue hours. Your SCA supervisor can provide guidance on accurately logging hours.

■ Should I enter hours for vacation or sick time?

No. Enter only service or training hours. You won’t enter any hours for holidays, sick, or vacation time, although you will need to submit logs for that time period. Be sure to log a “0” for your hours for any days that you didn’t work- this is required by AmeriCorps to assure that you actively completed a time log and did not forget to enter time in.

■ **How do my time logs count for my AmeriCorps hours?**

Your Time Logs show your service and training hours for each week of the position. These hours will be used to total your service and training hours for your AmeriCorps minimum required hours, if you are enrolled in AmeriCorps. Note that your AmeriCorps minimum hours requirement is just that: a minimum. Reaching your minimum number of logged hours does not ensure you will receive your award. You must uphold your commitment to the site and serve the full term of your internship to remain eligible for the award.

■ **What if I don't have access to the internet to complete time logs?**

If you don't have access to the internet, reach out to your SCA supervisor in advance. Your SCA supervisor will be able to give you a paper time log for tracking hours in the interim. You will need to agree upon a plan to ensure you remain in compliance with SCA timekeeping, including an agreed upon date by which you will enter all of your time logs in MySCA and have them verified by your supervisor.

■ **What does it mean to "submit" a time log?**

When you submit a time log you're sending it to your supervisor for verification and your SCA contact for final approval.

■ **My supervisor accidentally rejected my time log. How do I get it un-rejected?**

When a time log is rejected, it is sent back to the member for editing. All you have to do is submit it again.

■ **What should I do if I made a mistake on a log I've already submitted for approval?**

Ask your supervisor to "reject" your submitted time log, which will make it editable. You can edit and resubmit. If your supervisor has already approved the log, contact your SCA supervisor to make it accessible.

■ **I'm done with my position. When I went to complete my final logs, I lost my "Manage my service tasks" tab. How do I complete my final logs?**

Once you are out of the field, your time logs will move to a tab called "View My History". Click there, then on your position hyperlink, and you will find your time logs.

Taxes and W-2s FAQ

■ Am I going to have taxes taken out of my allowances?

Yes. Your allowances are subject to federal and, where applicable, state and local taxes.

■ Why does the other intern at my site receive a few dollars more every week?

The actual amount of allowances received can vary for a few reasons. For example, the amount can be different depending on the number of exemptions each member claims on a W-4, and/or the difference in an individual's state taxes.

■ Will I receive a W-2?

Yes, early in the next calendar year.

■ Can I change where my W-2 gets sent?

If you need your W-2 mailed to a different address, you will need to complete a new W-4 and submit it to SCA prior to December 1st. You can update your W-4 via Paycom. Changing your address in your SCA application will not change where your W-2 is sent; you still need to complete a new W-4. For additional assistance email payroll@thesca.org.

■ Will my AmeriCorps Education Award be taxed?

The AmeriCorps Education Award, unlike most other forms of scholarships and fellowships, is subject to federal income tax in the year in which you use the award. For details visit the National Service website: <https://www.nationalservice.gov/resources/ed-award/taxes>

■ I'm confused about my taxes. What should I do?

Legally, SCA is unable to advise you about your taxes. If you have a question that cannot be answered here, please contact someone who can provide tax advice. The IRS offers the Volunteer Income Tax Assistance Program (VITA), which provides free help to taxpayers who qualify. To locate the nearest VITA site, contact the IRS at (800) 829-1040.

Requests for Time Off

There are many community groups, and agencies that depend on the service we provide, and it is difficult to fulfill our obligations when the program is shorthanded. Please be mindful of your commitment, and work within the policies for time off.

Personal Leave is at the discretion of your SCA supervisor. This may include time off for personal illness or injury, vacation, family illness or injury, appointments that cannot be made outside of service hours, wellness, federal holidays and observance of personal, religious, or ethnic holidays not covered by the service site regular holiday schedule, as well as for jury duty, voting, serving in Armed Forces Reserves, and firefighting activities.

Personal Leave must be approved by your supervisor and then conveyed in writing (email will suffice). The approval notice must include time-off dates and any plans for making up missed service. It is important that SCA receives this information for Risk Management and administrative purposes (emergencies and payroll). Additional HR paperwork may be required for members who are enrolled in additional benefit programs such as college credit programs.

SCA does not monitor member activities during their time off. SCA is not responsible for any incidents, accidents or near misses that occur during employee or volunteer time off (paid or unpaid) and workers compensation benefits are not available during off time. Personal Leave hours cannot be logged as service time, unless you are an AmeriCorps member serving on jury duty (see below).

■ AmeriCorps Members and Jury Duty

If a member is called to jury duty they must notify the appropriate SCA supervisor. If you are enrolled in AmeriCorps, you cannot be penalized for missed service time due to jury duty. During the time you serve you should complete time logs reporting your normal service hours (the hours that you would have served) and will continue to receive your normal living allowance, health care coverage and other benefits.

■ Time Off for Voting

SCA is committed to allowing members to be part of the civic engagement process by providing time to vote.

SCA AmeriCorps encourages all eligible members to register and vote. However SCA AmeriCorps grantee does not require members to register or to vote or influence how members vote.



SCA will provide assistance on voting procedures, including assisting eligible voters to request absentee ballots, and arranging for absentee ballots to be marked in private. If members are unable to vote before or after service hours, SCA will allow the member to vote during their service time without incurring any penalties. Please communicate with your SCA supervisor if you would like to arrange time off to vote.

Service Interruptions and Voluntary Termination of Service



Your SCA Corps Member position is an at-will position. While the expectation is that a member will serve a full term, circumstances may require a position is temporarily suspend, or ends early—either at the request of the member, or in limited circumstances at the request of SCA or the partner you serve with.

■ Service Interruptions

A member may be put on Service Interruption by SCA due to factors such as a government shutdown, local or national emergency, or other factors. SCA will notify members in writing as early as possible in the event that a service interruption will happen. In the event of an emergency the notice may be short. When placed on Service Interruption the member will not receive a living allowance, or accrue hours. Housing allowance and provided housing will vary from position to position—your SCA supervisor will notify you of the housing status and communicate with you regarding when you can anticipate returning to service.

A member will be placed on Service Interruption if they have circumstances that would require an absence from their service position for more than 5 business days. This could be due to non-work-related injury, personal illness, family emergencies, etc. As above, members will not receive a Living Allowance or accrue hours during the Service Interruption. If the member is enrolled in AmeriCorps they will be temporarily suspended from AmeriCorps. They will be removed from Service Interruption once the leave of absence ends.

■ Request for Early Termination

In the event that a member plans to terminate their position prior to the scheduled end date they must notify their SCA supervisor in writing at the earliest convenience via submission of a Letter of Resignation. Please provide the anticipated end date and a brief explanation of the reason. For confidential matters you can simply state you are leaving for personal reasons. If you are enrolled as an AmeriCorps member please see the information in the AmeriCorps section of this handbook for information regarding eligibility for a pro-rated education award if eligible.

You will receive your living allowance for the final week served at the regularly scheduled pay date.

SCA Policies and Guidelines

In your agreement to participate in a SCA Conservation Corps program, you have made a choice that requires you to take on added responsibilities which affect you and your community. These policies and guidelines were written with the consideration of your safety and wellbeing. It is important that you know and respect these policies, and adhere to them. Infractions can lead to disciplinary action and may mean possible dismissal from the program as outlined in this handbook. You are encouraged to ask questions about these policies so that you may understand their justifications.

In addition to SCA's policies and guidelines, you may also be required to follow the policies and guidelines of the program and/or agency with whom you are working.

Being a member of an SCA Corps program requires a degree of sacrifice on the part of all members and staff. You will not be able to think solely of yourself during the course of the program. Your actions will affect everyone else in the program as well as the future standing of the program and the program's reputation in the community. The following policies have been developed to maintain the integrity of the program and many of the policies are non-negotiable. If, after reading through these policies, you feel that you will be unable to abide by the policies set forth, perhaps you may want to reconsider being a member of a Conservation Corps program. Please inform the staff if you think that this program may not be a good match for you.

Standard of Service

The SCA Conservation Corps programs began service in 1994. Over time a high-quality standard of service has been set and the reputation of each program is very strong. High expectations prevail and they are deserved. The character, experiences, and skills of the members of these programs have succeeded in making a real impact in communities across the country and many people have invested a great deal of effort and resources in building the projects. As a member, you will be following in these footsteps. Your own personal standard of service must be set high and maintained. You are expected to carry out the duties prescribed to you in all the various elements of your program, to provide the highest quality of service possible, and perform at the peak of your capabilities. It is a lot of hard work, but the rewards are tremendous.

Required Personal Protective Equipment Disclosure

Because the health and safety of all of SCA's members, interns and staff is a top priority, you may be required to use various forms of personal protective equipment (PPE). The PPE that you may be required to use includes, but is not limited to the following: hard hats, sturdy boots, long sleeve clothing, eye protection, hearing protection, chainsaw chaps, gloves, chemical barriers/insect repellents and sunscreen. Depending on the environment in which you will be working and the job in which you will be engaged, the specific PPE requirements will vary; however, the use of whatever PPE that SCA determines to be necessary will be a condition of your service or employment.

Full Involvement

- Members are expected to participate in all program activities and to be physically present and mentally ready to begin at designated times. You are responsible for communicating with your supervisor if you will be late or absent, or if you are ill. Failure to notify your supervisors will result in an unauthorized absence and may result in disciplinary action being taken.
- Agency partners and SCA rely on members to be fully motivated and able to take initiative independently.
- Members are expected to act in conformance with, and abide by, all current and future rules and procedures established by SCA, as well as verbal and written warnings, probation, suspension, and/or dismissal from the program. This includes wearing appropriate clothing and conforming to Agency standards for personal appearance.

Attire

- SCA provides uniform items for use during service hours. Your supervisor will determine the specific uniform requirements for your program. Uniforms should be respected and therefore not physically altered (i.e. sleeves removed, collars ripped off).
- In general, clothing should be clean, neat, and language appropriate. Members are not permitted to wear any type of garment that has drug, alcohol or profane language or imagery while providing service.

Personal Behavior

- Violent and aggressive behavior, both physical or verbal, will not be tolerated and may be considered grounds for dismissal.
- Religious customs must be respected.
- Sexism and racism will not be tolerated and may be considered grounds for dismissal.
- Members are expected to be respectful and considerate of each other, the staff, agency partners, and the public at all times.
- During those times when not engaged in officially sanctioned program activities, members are neither under the supervision of SCA, nor is SCA responsible or liable for a member's personal actions or safety. However, off duty conduct is of concern if it reflects adversely upon the dignity, integrity, or prestige of SCA or the Agency for which you serve.
- Members in a team/residential placement are expected to complete their share of chores and work duties, as established by the team.
- Members are not allowed to engage in any type of relationship with students of any school in which they provide service. Relationships between members and staff are unprofessional and inappropriate and may be cause for dismissal.

Weapons

Weapons, including guns, hunting knives and other similar objects are strictly prohibited from SCA vehicles and housing. Violation of the weapon policy may be grounds for dismissal.

Insurance

SCA does not insure members against theft of personal property. It is recommended that members purchase personal property insurance for the duration of the program.

Community Living Standards

When a group of people live together in close proximity, it is important to establish guidelines that promote shared responsibility and to create an atmosphere of mutual respect. In Conservation Corps programs, you are not only responsible for yourself; you are also responsible for your fellow members, coordinators and staff who are looking out for your safety and wellbeing. It is essential to follow these guidelines to maintain everyone's physical health and wellbeing. Your actions will affect everyone else on your team as well as the future standing of the project and the program's reputation in the community. These guidelines are not restrictions, but rather, responsibilities, which we depend on you to follow.

- You are strongly encouraged to let someone know your whereabouts at all times whether out on a hike, on a trip to town, or sitting by the lake—it is a common sense action that can prevent tragedies.
- Safety guidelines for the program site will be established as a team and must be observed at all times.
- Chores will be arranged by the team and rotate daily and weekly. You are responsible for knowing the schedule.
- The team will establish quiet times and policies for the living quarters.
- Respectful behavior: Any request made by a participant regarding behavior in the living space will be heard, and all involved parties will work to meet a resolution that each considers fair.
- Personal Hygiene: It is important to maintain high personal hygiene standards not only for your health and wellbeing, but also for the health and safety of the people you live with.
- Living quarters of members must be kept neat and well organized and should be cleaned on a regular basis.
- The kitchen area, as well as food and supply areas, must be carefully organized and kept clean for sanitary reasons. Dishes should be cleaned immediately after meals and not left out.
- Exclusive and/or sexual relations between members are discouraged. The program provides an incredible opportunity to learn about yourself and others through active participation in all components and there are many things to take advantage of. Being in an exclusive relationship can deny you these opportunities. A relationship in this program affects everyone in the program and will be an issue of group discussion if it should come up.

- SCA provides housing for many programs. If you reside at such a residence, you are held accountable for any deliberate damage that may occur. The program expects that you respect the housing which it provides.
- If dismissal occurs, the member has, on average, 24 hours to vacate the premises, depending on circumstances.

Alcohol, Tobacco, and Drugs

SCA understands that adults of legal drinking age may choose to consume alcohol after work hours and off program time during their term of service with SCA. Instead of prohibiting this activity, SCA strives to foster a culture of personal and professional responsibility where the consumption of alcohol by legal adults may be done in a responsible manner. With this in mind, alcohol consumption while an SCA member is a privilege and not a right. If the consumption of alcohol becomes a management or safety issue, SCA may revoke this privilege. Please note that some SCA programs cannot permit consumption or storage of alcohol in their housing facilities due to specific regulations made by each partner with whom we work.

■ Alcohol

Alcohol is sometimes permitted in SCA rented/leased/donated housing, with the following caveats:

- **Every SCA program has different regulations based on location, state laws, and partner requests.**
- Where alcohol consumption is prohibited by the SCA partner or facility, it will necessarily be prohibited by SCA. Alcohol consumption must be done in accordance with all local, state and federal laws. See your supervisor for more specific rules and regulations regarding your site.
- There may be no partying in SCA housing (e.g., coolers, kegs of beer).
- The consumption of alcohol may not infringe on the SCA experience of other members in the dwelling.
- It is unlawful for minors to be offered or to consume alcohol.
- No driver of an SCA vehicle may consume alcohol.
- Alcohol consumption may not negatively influence a member's performance during their service.
- Alcohol consumption is not permitted on a field-based hitch.
- It is prohibited to either consume or be under the influence of alcohol during service hours.
- Per SCA vehicle standards, alcohol is not permitted in SCA vehicles.
- Corps members must recognize that they are functioning as part of a team and must conduct themselves so as to increase the efficacy of the team. Alcohol consumption which negatively affects the team is not permitted.
- Any behavior occurring off-time that is unbecoming of an SCA member or that negatively impacts SCA's partners or the communities in which we work is grounds for dismissal.

■ Tobacco

- The use of tobacco products is prohibited within or near any SCA facility, including housing provided to members. Tobacco use is permitted when it is both legal and approved by program management, during break time (including breaks during the workday), and only in designated areas. SCA-branded clothing, patches, stickers, etc. must either be removed or covered when using tobacco (including chewing and smoking) and we expect cigarettes and other tobacco products to be disposed of in a way that is consistent with our environmentally-responsible values.

■ Drugs

- Use of illegal drugs or improper use of prescription drugs is expressly prohibited. Any violation may be cause for dismissal. Please see SCA's Notification of Drug Free Workplace on page 44 for additional information.

Vehicle Use, Insurance, and Safety

■ SCA rented, leased or owned vehicles:

- Seat belts must be worn while riding in or driving any SCA or personal vehicle during all program related activities. **Riding in the bed of a moving pick-up truck is prohibited.**
- SCA vehicles must always be equipped with the appropriate emergency gear, including a first aid kit, flashlight, jumper cables, fire extinguisher, emergency cash, and cell phone (with charger).
- When transporting tools or other sharp or heavy objects you must follow SCA's tool transportation guidelines per SCA supervisor and SCA Field Guide policies.
- When traveling more than an hour from the service site, or when staying overnight for work purposes, an Emergency Response Plan (ERP) must be completed and approved by the SCA project staff.
- Members over age 21 who have completed the SCA defensive driving course and have passed the SCA's Motor Vehicle Record check may be allowed to drive project vehicles or vans if approved by your supervisor.
- No hitchhikers may be given rides. Only SCA staff and members are permitted to be in an SCA vehicle, unless otherwise approved ahead of time by the SCA program staff.
- Posted speed limits and state driving laws must be adhered to at all times.
- Any SCA staff has full authority to deny SCA driving privileges to any member at any given time.
- SCA vehicles are to be used primarily for official work purposes. Any use of an SCA vehicle for personal purposes must be approved by a program staff member.
- If you are working with any of the federal agencies, you may need an Operator's Permit before you may drive any government vehicle.
- You may not use a government vehicle for personal use. To do so exposes you to liability for any accident, damage or injury.

■ Personal Vehicle Use for Service Activities

- Members may use their own vehicles for service-related activities if a driving record check has been completed, the driver has been approved for the insurance coverage and their supervisor has provided permission. **SCA members or staff under 21 MAY NOT transport other members or staff during service hours.**
- SCA's insurance will not provide coverage for personal vehicles for any vehicle accidents occurring on or off duty.
- When use of personal vehicle is required for service or is at the request of the program's SCA supervisor the member may be eligible for mileage reimbursement. Please discuss with your SCA supervisor the terms and reimbursement process prior to driving your personal vehicle. **Please note that prior approval is needed for any requests for mileage reimbursement. Ask before you travel!**

SCA Performance Plan and Dismissal Process

Many situations/behaviors should be able to be resolved through verbal counseling or discussion with the member; however, some incidents may be severe enough to merit a formal written warning, suspension (without pay), final warning or termination. In the event that a member breaks the Crew Commitment (agreed upon group rules) or SCA policy with words or actions, the SCA supervisor may engage in the following steps.

■ Step #1: Verbal Warning

As the first step in progressive discipline, the purpose of a verbal warning is to clarify policies and expectations. Member will be informed that they are being issued a verbal warning.

■ Step #2: Written Warning

If the conduct addressed by a verbal warning is repeated or additional problems occur after the issuance of a verbal warning, the SCA supervisor will follow up with a written warning.

■ Step #3: Creation of a Performance Plan

This is a formal written plan between the SCA supervisor and the member to modify recurring behaviors and/or performance issues that have continued after the issuance of both a verbal and written warning. This plan will be written in collaboration with the member and will be signed by both the supervisor and the member.

■ Step #4: Breaching of the Performance Plan

SCA supervisor will discuss the breach of the performance plan with SCA's HR Department. They will determine if a new Performance Plan needs to be created to address new/different behavior. Once a decision is made the member will be notified.

■ Step #5: Member Dismissal

If the Performance Plan has been breached by the member, dismissal from the program may be warranted, as decided by SCA in its sole discretion.



Notification of Drug-Free Workplace

SCA is committed to protecting the safety, health and well-being of all staff members and other individuals in our workplace. We recognize that alcohol abuse and drug use pose a significant threat to our goals. We have established a drug-free workplace program that balances our respect for individuals with the need to maintain an alcohol and drug-free environment.

It is a violation of our drug-free workplace policy to use, possess, sell, trade, and/or offer for sale alcohol, illegal drugs or intoxicants.

Prescription and over-the-counter drugs are not prohibited when taken in standard dosage and/or according to a physician's prescription. Any staff member taking prescribed or over-the-counter medications will be responsible for consulting the prescribing physician and/or pharmacist to ascertain whether the medication may interfere with safe performance of his/her job. If the use of a medication could compromise the safety of the staff member, fellow staff members or the public, it is the staff member's responsibility to use appropriate measures (e.g., call in sick, use leave, request change of duty, notify manager, notify company doctor) to avoid unsafe workplace practices. The illegal or unauthorized use of prescription drugs is prohibited. It is a violation of our drug-free workplace policy to intentionally misuse and/or abuse prescription medications. Appropriate disciplinary action will be taken if job performance deterioration and/or other accidents occur. Alcoholic beverages served in moderation, in conjunction with an SCA authorized event or with executive management approval, are an exception to this rule.

Marijuana has been legalized in some states for medicinal or recreational use. However marijuana continues to be illegal according to federal statutes and is thereby illegal on any federal lands on which SCA operates.

In addition to the federal laws, as a youth and young adult conservation organization with safety as a core value, we do not allow the use of marijuana on SCA programs, in SCA housing, offices, or vehicles. Violations of this policy must be reported to SCA as incidents and may result in termination.

If a member or leader has a medical condition for which they have been prescribed marijuana by a physician, the situation will be reviewed by HR and Risk Management to determine if accommodations are possible or appropriate for their specific program, in the same way we review any medical condition.

Discrimination & Sexual Harassment Advisory

We are confident that in your upcoming term of service, you will meet resource management and conservation professionals of the highest personal and professional integrity. Some of these people will inspire you, serve as mentors, and have a lasting effect on the rest of your life. You will come to value and treasure your opportunity to work side by side with these experienced professionals. Even in a workplace as professional as those of our cooperating agencies, discrimination can occur. It is the policy of all of our partner agencies to maintain a workplace environment free from any type of discriminatory conduct, including making statements or jokes, or committing acts regarding a person's race, color, national origin, religion, gender, physical condition, age, marital status or sexual orientation that are offensive, derogatory, or harassing.

Nonetheless, over the years, a small number of our members have reported that they were victims of violations of this policy. Therefore, we feel that it is our responsibility to advise you that there is a possibility, however remote, that you could be confronted with discriminatory behavior. Most of us immediately recognize the more overt forms of discrimination. There is one kind of discrimination that sometimes takes subtle and insidious forms, namely, sexual harassment. Sexual harassment is not merely defined as sexual advances and/or requests for sexual favors that are unwelcome. It is also verbal comments, gestures and/or physical contact which is deliberate, repeated, unwanted and unsolicited.

Sexual harassment can sometimes be so subtle that it is not readily recognized at first. It may take the form of unwelcome verbal comments, jokes, suggestions or derogatory remarks based on sex; unwelcome physical touching, pats, squeezes, repeated brushing against or the impeding or blocking of one's movement; unwelcome visual harassment, sexually suggestive or derogatory pictures, drawings or cartoons; unwelcome communications, notes, phone calls or e-mail. This may include words or actions that the initiator intends to be "harmless", benign or playful, but which may not be so perceived by the recipient or an onlooker.

From your perspective, you should take seriously and not tolerate any conduct that makes you feel uncomfortable, degraded or intimidated. Also, do not ignore offensive behavior because it occurs outside of work hours. Inform the initiator that his/her words and/or actions are unwelcome and state that they should not be repeated and will not be tolerated. If the behavior continues, or if you do not feel safe or comfortable confronting the individual directly, please report the situation immediately to your supervisor or, if this is not appropriate, to any other management representative of your choice without permission (with the rare exception of serious assault).

We all have a responsibility for maintaining high standards of conduct in the workplace. Sexual harassment has no place in it and should never be condoned. Most importantly, for your own well being, we urge you to not tolerate it and to take the steps outlined above, if necessary. Think of the next person who will be in the position you are in and allow our agencies to send out the message that sexual harassment is simply unacceptable.

Reporting Employee Sensitive Issues

■ Introduction

All sensitive concerns or complaints that are either brought to the attention of management or observed by management, require prompt involvement by the Human Resources Manager in order that the issue is effectively and promptly addressed.

Examples of sensitive workplace and field incidents include but are not limited to the following:

- Sexual Harassment
- Hostile or Offensive Behavior (including offensive jokes, comments, emails)
- Discriminatory comments or practices that relate to sex, age, race, gender identity, national origin, religion, physical or mental disability, marital status, or sexual orientation, and any other discriminatory categories
- Workplace conflicts and escalations
- Suspicion of unethical and/or unlawful behaviors

■ Confidentiality

It is important that all sensitive employee issues are kept confidential in order to protect all employees and members from any embarrassment, retaliation, and/or wrongful accusations. Therefore, when documenting within MySCA's Incident Reporting, specific names and details of the incident should never be recorded. Rather, the incident should be recorded as follows: *"Confidential matter reported to HR."*

■ Roles and Responsibilities

For orientation training purposes, the following should be communicated to SCA employees.

- **For Members:** If you are the target of, or a witness to, any derogatory language, harassment, etc., report it to your SCA supervisor. If the incident is involving your SCA supervisor, contact SCA's Human Resources Department.
- **For Leaders:** If you are the target of, or witness to, any derogatory language, harassment, etc. report it to your manager. If the incident is involving your manager, contact the 24 hour program support line or humanresources@thesca.org.
- **For Staff:** If you are the target of, or witness to, any derogatory language, harassment, etc., report it to your manager.

■ Process

Below is the process for escalating, addressing, and resolving sensitive employee issues.

STAGE	DESCRIPTION	
1	<p>Manager/Crew Leader observes, or is made aware of the incident. Manager/Crew Leader reports incident to HRdocs@thesca.org</p> <p>When reported to Program Responder, the Program Responder takes down information on Word version of Incident Reporting and sends to HRdocs@thesca.org</p> <p>Important: For more serious incidents involving a direct threat to another person's safety, Managers /Crew Leaders are advised to involve local law enforcement first and report afterwards.</p>	
2	Manager / Crew Leader documents incident in MYSCA as follows: <i>"Confidential matter reported to HR."</i>	
3	Human Resource Manager reviews email and contacts Manager/Crew Leader and Program Quality to discuss.	
4	Human Resource Manager contacts the person(s) involved to determine facts surrounding the incident.	
5	Human Resource Manager documents the investigation and makes a recommendation for next steps to Manager/Crew Leader & Chief Counsel. If members/staff report only to SCA management, proceed to stage 7. If not, proceed to stage 6.	
6	IF...	THEN,
	either of the parties involved also report to non-SCA personnel (for example, program interns),	the Manager/Crew Leader contacts the appropriate site or agency lead and notifies him/her of incident and decision for subsequent plan of action
	the person who is exhibiting the harassing/hostile behavior does not work for SCA,	the HR& Manager/Crew Leader conference call with the site/partner lead to resolve the issue, determine plan of action, and agree upon roles & responsibilities associated with carrying out plan of action.
7	If disciplinary action is warranted, HR works with the Manager/Crew Leader in order to document and address the issue.	
8	Manager/Crew Leader meets with employee to address issue and reinforce intolerance for any 'real or perceived' retaliation towards any employee involved in the investigation.	

Requests for Reasonable Accommodation

SCA AmeriCorps programs make reasonable accommodations in policies, practices, or procedures when the accommodations are necessary to avoid discrimination on the basis of disability, unless the modifications would fundamentally alter the nature of the service, program, or activity, and/or impose an “undue hardship” for the operating site.

Reasonable accommodations may include: making facilities readily accessible to and usable by individuals with disabilities; job restructuring; part-time or modified schedules; acquisition or modification of equipment or devices, training materials, or policies; etc.

Members may request reasonable accommodations by submitting a request for reasonable accommodation to their SCA supervisor.

■ Confidentiality

Information provided regarding her/his disability, by a potential Member or a Member shall be kept confidential, except that appropriate supervisors, managers, and safety and health personnel may be informed regarding any restrictions in service duties or necessary accommodations. Government personnel may be provided information in compliance with various laws and regulations.

■ Self-Identification

A Member Applicant or a Member with a disability is not required to disclose information about any physical or mental limitations, whether or not he/she believes it will interfere with his/her capability to perform the essential functions of the position sought or held. If the member would like, however, for the program, to consider any special arrangements to accommodate a physical or mental impairment, he/she may identify that impairment, describe the functional limitations that result from that impairment, and suggest the type of accommodation that he/she believes would be appropriate. Medical verification of the condition may be requested for the member to be protected under Section 504 of the Rehabilitation Act.

■ Grievances

A Member whose request for an accommodation was denied may use the grievance procedure to appeal the decision.

Wrapping Up



As your position comes to a close there are a few key steps you must take to assure a smooth transition to your next opportunity. Please review the following information in preparation.

■ Complete Your Final Time Logs

Complete and submit all time logs on or before your last day. After your position ends, you will be able to view your time logs in the “View My History” tab in MySCA.

■ Confirm details for your travel home

- Confirm your end date with your supervisor. If this date has changed from the original end date listed on your COA form, confirm the change with your SCA supervisor.
- Plan or review the travel plans that you arranged previously (plane tickets, train tickets, rides to the airport, etc.). Remember, you are responsible for your travel!

■ Leave Your Housing Better Than You Found It

- Make your housing clean and welcoming for the next person.
- Move out everything that you brought (and anything you acquired during your position).
- Get rid of all trash and recyclables.
- Do a thorough cleaning (fridge, stove, bathroom, floors, etc.).
- Pick-up the yard and outside living areas.
- Clean and waterproof your tent, repair zippers, etc. (if you camped for your position).
- See below if you're living in housing leased by the SCA.

■ Additional instructions for members living in housing leased by SCA

- If SCA paid rent directly to the landlord, you need to complete the checklist emailed to you at least one week prior to your move-in date.
- Hang on to the housing check list throughout your position. You will need to follow check out steps at the end and return the form to SCA's Field Services Manager within one week of moving out.
 - **Email:** housing@thesca.org • **Mail:** SCA, Attn: Angela Brodeur (Field Services Coordinator) 689 River Rd., Charlestown, NH 03603

■ Complete Your AmeriCorps Exit Paperwork

You will be emailed a link to complete an electronic exit form.

- Login to My.AmeriCorps.gov to use your Education Award.
- View the AmeriCorps Education Award Tutorial at www.edaward.org for everything you need to know about using the education award. You won't be able to access your award until you have been exited from AmeriCorps by the SCA, which can take up to 30 days. You will receive an email from the SCA when you are exited fully and able to access your Education Award.

Whether you are heading toward another SCA position, a new job in conservation, back to school, or in a completely new direction, below are some steps that can help you to make the most of the position experience you've just completed.

■ Things to consider:

- Update your resume, and be sure to include the soft skills you've gained (e.g. leadership, teamwork, problem solving) as well as the hard skills.
- Ask your supervisor if you may use them as a professional reference or request letter of recommendation.
- Determine if your position made you eligible for non-competitive hiring with some of our key partner agencies.
 - If you are under 30 (under 35 if a veteran) and served more than 640 hours with the NPS, FWS, BLM, or USFS, you may be eligible for non-competitive hiring authority through the Public Land Corps Act. Details vary from agency to agency, so ask your site supervisor or someone involved in human resources or youth programs at your site for more information about this opportunity.
- Update your SCA Application.
 - Update your dates of availability
 - Add to your Skills/Education/Training/Certifications
 - Rewrite your essay to reflect your new perspective
- Stay connected with other SCA alumni.
 - Like SCA on Facebook and Twitter
 - Find out where SCA members are serving near you
- Mentor a young person on the path to conservation.
- Seek out other opportunities to build your skills in conservation, service, and leadership.



"What you do makes a difference, and you have to decide what kind of difference you want to make."

– Jane Goodall

Join the SCA Network to connect with alumni and current members

The SCA Network allows you to both connect with alumni and current members as well as enabling you to utilize the trusted Student Conservation Association environment to expand your professional network.

Connect. Find and reminisce with fellow alumni, see what they have been up to and stay in touch.

Give back. Introduce, employ and/or act as a mentor to current members and other alumni.

Expand. Leverage your professional network to be introduced to people you should know.