



Domus Professional Expectations and Guidelines

Common-Sense Training

I. Day-to-Day Interactions with Youth

1. Do not hit or become physically aggressive in any way with a youth, family member, or community agent.
2. Do not have sexual intercourse, sexual contact, or sexually suggestive contact—physical or verbal—with program youth. This includes youth who are over 18. This also includes youth who are no longer program participants. Failure to comply will result in termination and prosecution to the fullest extent of the law.
3. Inform your supervisor of any interactions that you have with program youth (or graduates) outside of your regular work day/work responsibilities.
4. Inform your supervisor if you have personal relationships with youth from outside of work or from before you worked for Domus.
5. You may not take youth to your house or allow youth to sleep over at your house.
6. Inform your supervisor if a youth has a crush on you or if he/she makes any sexual references in your presence.
7. Youth are considered “program youth” even after they depart our formal programs. Should you wish to continue a mentoring relationship with a youth who is not enrolled in a Domus program, please discuss with your supervisor and obtain his/her approval before doing so.
8. Bring any serious (or potentially serious) youth issues to the attention of your supervisor. Do not try to solve these matters on your own.
9. Youth may not be in a program building without at least one staff member who is responsible for their care.
10. Never leave a group of youth unattended.
11. Do not discuss youth issues in front of or with other youth.
12. Don’t smoke with youth or in sight of youth.
13. Youth may not operate motorized equipment (lawn mowers, cars, boats, etc.), unless they are in the DomusWorks program.
14. Do not buy, give, or lend things to program youth without approval from your supervisor.
15. Hold meetings with youth in private, not in front of other youth or extra staff members.
16. Arrive on time for meetings with youth.
17. Meet the same expectations you expect program youth to meet.
18. Do not gossip with youth.
19. Do not listen to music with any foul or derogatory language with youth.
20. When food is served, youth and guests always eat first. Staff eats last.



21. Participate when youth are on activities in the community. It is not a time for a break or talking on your cell phone. Participate includes keeping score and/or cheering for youth.

22. Maintain professional relationships with youth's families, parents and guardians. If you have a personal relationship from outside of work or before working at Domus, inform your supervisor.

II. Transporting Youth and Staff and General Vehicle Guidelines

1. If you have a motorcycle, you may not transport a youth or another staff member on the back.
2. If you have a truck, you may not transport a youth or staff member in the flat bed.
3. You may not drive for any work purposes in a vehicle that is uninsured or unregistered.
4. You may not drive for any work purpose without a license.
5. You may not drive for any work purpose if you are impaired (while taking medication which affects your ability to drive, for example).
6. Do not leave youth in unattended vehicles especially if they are running or the keys are in them.
7. Do not give a youth the key to your car or any Domus vehicle.
8. Youth may not drive a Domus vehicle or staff member's personal vehicle.
9. Everyone riding in Domus vehicles or your personal vehicle for work purposes must wear a seat belt.
10. Obey all speed limits and traffic laws when driving Domus vehicles or your own vehicle for work purposes, particularly when transporting youth. You are responsible for paying any tickets for moving violations that you get. If you get a parking ticket, turn it in to your supervisor immediately.
11. If you have an accident (no matter how minor) in a Domus vehicle or in your own vehicle while conducting work business you must immediately report it to your supervisor, police and head of maintenance/facilities and fill out an incident report.
12. You may not talk on your cell phone while driving for work purposes.
13. Do not listen to music at a loud volume while driving a Domus vehicle, with or without youth.
14. The driver is in charge of the radio. Music with cursing or sexually explicit lyrics may not be played.
15. If you use a Domus vehicle, clean it and refill gas before returning it.
16. Treat Domus vehicles (and other Domus property) with the care and respect with which you treat your own property. We do not have the financial resources to continue cleaning and repairing our vehicles from a general lack of upkeep, and if we all take personal responsibility for these vehicles, they will remain in significantly better condition for a much longer period.
17. Park only in authorized parking spaces, both in our lots and in general. Please do not park in handicapped spots, please do not park in no parking zones, please do not take two parking spaces, and please do not block means of egress. Please do not make the maintenance team and others at your site enforce this rule—please respect others and obey the rules of parking in our organizational lots.



18. You may not transport youth or youth' families in your personal vehicle. They must be transported in Domus vehicles. There are no exceptions to this rule.

19. You cannot transport youth who are less than 8 years of age or under 60 pounds in Domus vehicles or your own personal vehicle, even if there is a car seat.

20. No personal items should be stored in Domus vehicles. The only thing that should be left in Domus vehicles when done driving is the First Aid Kit.

21. If you hit something while driving a Domus vehicle (this includes objects other than vehicles) or otherwise damage a Domus vehicle while it was in your possession, you need to report it immediately, no matter how small.

III. Co-Worker Interactions

1. Inform your supervisor if a personal relationship develops with a co-worker.
2. If you have personal relationships with staff members from outside of work, do not allow these relationships to affect your interactions with this person at work.
3. Inform your supervisor if a co-worker has a crush on you or makes a sexual advance.
4. Do not gossip. Go directly to the person involved in a conflict or go to your supervisor. Do not assume that something is true just because you heard it.
5. Be careful whom you confide in. When push comes to shove, most people will choose their jobs over their relationships at work.
6. Try to notice a co-worker's demeanor as you approach them. Maybe they're having a terrible day. Always think before you speak.
7. Be aware of where you hold private conversations.

IV. Meeting and Trainings Guidelines and Behavior

1. Show up early to meeting locations, and start and end meetings on time.
2. If you're running late for a meeting, call and let someone know.
3. Always bring something to write with, something to write on, and your calendar to every meeting/training. Also bring a positive attitude and a willingness to participate fully.
4. Allow the person who is best equipped to answer a question to answer it. (If a question is asked about Domus Vikings and the director of Domus Vikings is in the room, defer to that person.)
5. Be aware of your body language.
6. Silence your cell phone during meetings unless you have an ongoing program or family emergency. Let others know why you are leaving it on if that is the case.
7. Think before you speak and speak slowly. Talking too quickly makes what you say seem unimportant.
8. Pay attention when others are talking. Do not lose track of the conversation.
9. Don't repeat what someone else has said.

10. Don't argue with outside providers. If they are stating their opinion, hear them out. If we have asked for feedback, listen. If you disagree with them, do so calmly, politely, and respectfully.
11. If you host a meeting that involves food, you are responsible for cleaning up and storing the food or making arrangements to have someone do it.
12. After any meeting: clean up your own place, throw your garbage away, push in your chair, and ask the host if they need any help with cleanup.
13. Domus uses the Outlook calendar to schedule meetings and training sessions. Please learn how to use Outlook if you don't know how. Please be sure to accept or decline meetings when invited. If you accept a meeting and then later need to decline it, please reach out to the meeting host with an explanation.
14. There is a separate document on Zoom/Teams etiquette. Please ensure you follow Domus' guidelines for virtual meeting etiquette.

V. Employee Issues, Supervisor/Supervisee Interactions

1. It's not about you. Our work is about the kids.
2. Be on time for work.
3. You must have a work schedule that is agreed upon with your supervisor. You are expected to work this schedule. It is not acceptable to come late and work late or come early and leave early or switch shifts with colleagues, except as pre-authorized by your supervisor.
4. Only the Executive Director, Mike Duggan, is allowed to speak to the *Stamford Advocate* or any other newspaper, the Chief of Police, the Mayor, or the Superintendent on behalf of Domus. You must forward any questions, requests, or complaints to him.
5. Unless it is an emergency, seek prior guidance through the chain of command before calling the police.
6. People who are not cleared to work by Mike Duggan or Julie DeGennaro in writing are not permitted to work or volunteer in our programs. (Your friends may not come in to help)
7. Ask what you can do to help if you have completed a task and don't have another one to do.
8. All incidents must be documented before you leave for the day.
9. Bring any serious (or potentially serious) matter to the attention of your supervisor. Do not try to solve these matters on your own.
10. Learn to accept feedback about your performance without getting defensive. It will help you continue to grow as an employee.
11. Never yell at or argue with your supervisor, especially in public. Come back to the person calmly and ask them to explain a decision or point of view.
12. Please ask questions if you are unclear about the task you've been given.
13. Ask for feedback from your supervisor. What can I do more of? What should I do less of? What skills do I need to work on?
14. Always start with yourself instead of pointing fingers about who didn't do what, who never does this, etc.

15. Employees who are recognized and rewarded are those who go the extra mile.
16. Supervisors value flexibility, a positive attitude, honesty, courage, persistence, and dependability. Being a valued asset to your supervisor works only to your benefit. Notice what your supervisor values, then do more of that thing.
17. If you can't answer YES to this, change what you're doing: *Do my colleagues view me as dependable?*
18. If you have a personal cellphone with you during work hours, please make sure it is silenced during the work day.
19. When your supervisor asks you to stay late, come in early, do something extra, try to make it work if you can.
20. Learn your supervisor's expectations and idiosyncrasies, and unless they are out of line, adhere to them.
21. Do not take anything from a program (even if it seems to be extra) without permission from your supervisor.
22. Know both the formal and informal chain of command in your program.
23. Fill out your time sheet accurately. Adding extra hours is considered fraud.
24. Only Mike Duggan or Julie DeGennaro (or their designee) is permitted to give verbal and/or written recommendations (either positive or negative) for departing employees. You are not permitted to provide either a verbal or written reference for a departing employee, as an agent of Domus, without prior approval from Mike or Julie.
25. All requests for reimbursements must be turned in within 45 days of purchasing an item.
26. You cannot purchase alcohol for yourself or your staff with Domus' funds without prior authorization.
27. Please make sure you have your work cell phone with you during work hours so that colleagues, supervisor, young people and families can reach you. If your phone is lost, stolen, or not working please report it immediately.

VI. General Professionalism

1. You are always modeling behaviors.
2. As a rule, please keep your religious and political views to yourself in the workplace. This includes t-shirts, buttons etc.
3. Because how you communicate is as important as what you communicate, learn to be cognizant of your body language (eye contact, handshake, head up, posture, and personal space), your tone of voice, and other things that affect your message.
4. Greet people with a smile and a warm hello.
5. Always be positive. Say 10 positive things to every person you encounter, every day.
6. Show up for the day ready to work.
7. Don't do personal business while working. If it's unavoidable, speak with your supervisor and get permission in advance.



8. Do not complain when you are given a less-than-desirable task.
9. A good rule of thumb to use when posting to a social networking site is to not post anything that you don't want your supervisors or young people in the program to see.
10. If you are going to address someone using their last name, use the title that goes with it. ("Mr. Duggan," not just "hey, Duggan")
11. Don't bring your pet or child to your work shift.
12. Don't blame others in meetings where you are asked your role in a particular issue.
13. Remember that your computer, work cell phone, and desk are the property of Domus. Do not use them for any purposes other than work. We may, on occasion, access any of these items, so they should be free from personal information.
14. Write thank-you notes.
15. Follow the dress code for your program.
16. Put away all personal electronics when you arrive at work.
17. Listen and learn. Don't assume you know everything.
18. Learn how to phrase things so people can hear them.
19. Learn the Domus values. If they don't mesh with your values, find another job.
20. Find something to do. There is never nothing to do at Domus.
21. Every young person who sees you, whether at work or on the street, views you as a role model. Period. 24 hours a day. Everything you do and say matters to them, and reputation is forever.
22. You represent Domus...always. You are always an ambassador and representative of the organization.



I acknowledge that I have read and that I understand the professional expectations (common-sense rules) of Domus Kids. I further acknowledge that I have had the opportunity to ask questions about the content of this information to get clarification.

I agree as an employee of Domus Kids to follow these guidelines.

Signed _____ Date: _____

Printed name: _____