

Standard Four - Orientation and Training

Policy 4.1 Mentee Orientation

- Orientation, training and written reference material should be provided to each mentee and parent/guardian of mentee by trained staff or volunteers prior to the mentor-mentee match and shall include the following:
 - Program Overview
 - Eligibility Requirements
 - Program Descriptions
 - Time Commitments
 - Expectations of Mentors, Mentees, Parent/Guardian, Program Staff
 - Orientation with Parent/Guardian
 - Mentoring Program Handbook

Policy 4.2 Mentor Orientation

- Orientation, training and written reference material should be provided to each mentor by trained staff or volunteers prior to the mentor-mentee match and shall include the following:
 - Program Overview
 - Eligibility Requirements
 - Program Descriptions
 - Time Commitments
 - Expectations of Mentors, Mentees, Parent/Guardian and Program Staff
 - Program Benefits and Rewards
 - Transportation Policy and Procedure
 - Problem Resolution Policy and Procedure
 - Mentoring Program Handbook

Policy 4.3 Mentor Training

- It is the policy of this agency that effective mentor training is not restricted to a one-time activity but rather it is an on-going and revolving process. Learning is best supported by a continual process of action, reflection and evaluation. Mentoring plans will adapt continuously to best reflect the strengths, needs, opportunities and resources that affect program participants. Orientation, training and written reference material should be provided to each mentor by trained staff or volunteers prior to the mentor-mentee match and shall include the following:
 - Agency vision, mission, goals and activities
 - Mentoring Program's Role in supporting the agency's Strategic Plan and Goals
 - Review of Program Requirements: time commitment, goal-setting, activities, communication, expectations and evaluation
 - Definition and Discussion of "healthy" match development and relationship
 - Strengths-based Approach
 - Tools in setting goals
 - Youth Development Stages
 - Communication Strategies (parents, mentoring staff, mentees)
 - Risk Management and Policies: confidentiality, abuse and neglect, transportation of mentee, liability issues

- Community Resources
- Problem-solving Strategies
- Resolving Match Conflicts and Match Closure
- Monitoring and Evaluation of Program
- On-Going Training Topics
 - Building Trust and Self-Esteem
 - Mandated Reporting
 - First Aid/CPR
 - Advanced Youth Development Training
 - Teen Depression and Mental Health
 - Overview of community's Family/Child Court System
 - Recognizing and Responding to Youth Trauma
 - Involving and Nurturing Parental Participation
 - Connecting Youth with Community Resources and Activities
 - Diversity and Cultural Awareness
 - Establishing Appropriate Boundaries
 - Referral and Support Services
 - Developing an **Individual Growth Plan**
 - Developing and Nurturing a Trusting Relationship
- It is the policy of this agency to adopt Training Curriculum that will be utilized and facilitated for various training topics and practices
- It is the policy of this agency to develop and implement an annual **Mentor Orientation and Training Calendar**
- It is the policy of this agency to track, monitor and record Mentor Attendance for each training attended (required and on-going) via a **Mentor Training Log**
- It is the policy of this agency to develop and implement Pre/Post Test to measure effectiveness of training and demonstrate learning of training material

Policy 4.4 Match Support and Supervision

- It is the policy of the agency to have on-going training and development of Match Support and Supervision (see Standard 6: Match Monitoring Process)
 - Mentoring Program staff shall be assigned to mentor/mentee match to support and supervise and monitor all parties to a given match, including the mentor, mentee and parent/guardian
 - **Match Support and Supervision Logs** shall be included in the Mentor's File and the Mentee's File

Policy 4.5 Required Forms and Documentation

- **Match Support and Supervision Logs**
- **Mentor Training Log**
- **Individual Growth Plan**
- **Orientation Training Calendar**

Training and Orientation Procedure

State the agency's procedure to facilitate, manage and evaluate its mentoring training and orientation policies