

LifeSpring Community Development Foundation
(DBA)
THE XZONE

Policy & Procedures Handbook



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- 3.2 Paintball Park
- 3.3 Baseball Instructional Area
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SECTION: 1

SECTION TITLE: Safety

1.1 Fire Prevention & Safety

Employees are asked to be aware and alert at all times for potential hazards and report them. Please note the following guidelines:

- a. Employees shall observe all Non Smoking areas on grounds or in the facilities. As we strive to have a healthy smoke free zone.
- b. Employees should take appropriate steps to insure and eliminate any fire hazards.
- c. In case of smoke or fire, notify the facility manager and immediate supervisor, giving location and information that is necessary and call 911.
- d. Employees shall not attempt to extinguish fires unless they have been properly trained and have access to proper equipment.
- e. In the event you are unable to reach a supervisor please use the ALL PAGE option on the office phones to notify everyone in the building and precede to the nearest evacuation routes as indicated in the office area and training.

1.2 Robbery

Some companies or groups are sometimes the targets of criminal activity such as robbery. In case of this emergency please follow the given guidelines.

- a. Do not panic or do anything without thinking it through.
- b. Do not be a hero (Money and items are replaceable lives are not).
- c. Be alert for anything that can help protect or be helpful in identifying the offender for the proper authorities after they are gone from the scene.
- d. Never endanger yourself or a customer under any circumstances.
- e. When the offender is gone call 911 immediately for police, fire or ambulance assistance.
- f. Notify your immediate supervisor and facility personnel.

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1.3 Burglary & Theft

If upon arriving to their shift an employee finds that the facility has been burglarized or a theft has occurred while on duty, follow these guidelines:

Burglary

- a. Do not enter the facility, as the offender(s) may still be present.
- b. Go to the nearest possible phone or communication device and contact your immediate supervisor or someone in management.
- c. If they are unreachable dial 911 for assistance and investigation before entering the building.
- d. Document what you have seen by using an incident form and submit it to your immediate supervisor.

Theft

- a. Report the theft to an immediate supervisor.
- b. Call 911 to file a report.
- c. Do not touch the area you feel is compromised.
- d. Document the incident by using the incident form and submitting it to your immediate supervisor.

1.4 Emergency Closures

Customer Care

In case of an emergency (Ex. Hurricane, tornados, flood, or other acts of nature) Please follow emergency guidelines set forth by the facility Director. Copy of these can be found in the human resource department.

Gather attendance sheet for the day to make sure all students are accounted.

Stay with the group try to avoid splitting up.

Notify Supervisor immediately and parents if able.

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Employee Care

In case of emergency situations that are unforeseen, (Ex. Snow/ice, fire, natural disasters) where the employee has reported to work as scheduled and has been sent home before the completion of their shift, the employ will receive reporting pay for a minimum of two hours or the actual hours worked, whichever is greater.

Employees may be asked to do other work to qualify for reporting pay. If an employee refuses such work, that person shall not receive reporting pay.

If normal operations are shut down due to unfavorable conditions (Ex. Snow, etc.) where work is canceled prior to employees reporting for work and are advised of the cancellation, then no compensation will be paid for that day. It is the policy of The XZone for all employees to call the office phone to listen to the message on the voice mail regarding instructions for emergencies or possible closure.

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SECTION: 2

SECTION TITLE: Other Policies

2.1 Use of Telephones

Office Phones – No personal long distance calls should be charged to The XZone on office phones. If a personal call must be made from The XZone, you should log the call and reimburse The XZone for the cost of that call.

Cell phone - Cell phone use should always be kept within the prescribed minutes per month of the provided plan. In cases where overages are incurred, the responsible staff member will submit evidence of business use or personal reimbursement of expense.

Walkie Talkies - These phones should be used for business use only and remain on The XZone premises. All phones should be returned after a shift to be charged and ready for next service use.

2.2 Keys/Entry Cards

Employees issued keys are expected to retain possession of such keys at all times. *IT IS ILLEGAL TO REPRODUCE ANY OF THE FACILITY KEYS.* Loss of keys must be reported immediately to the Director of Operations.

2.3 Handling of Money

Certain designated employees will be handling money at the various stations (i.e. skate park, paintball, café, program arrangements). All the employees will be expected to follow all prices for services set forth by management.

Money handling is another trust issue that The Xzone management has given to all employees. Employees recognize that the facilities are under surveillance and any money issue will be investigated.

Failure to follow all money handling policies can result in termination and possible criminal charges.

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2.4 Office Status

Since it is necessary to refer calls to a particular employees on the staff, it is imperative for the receptionist or other designated individuals to have knowledge as to how the staff may be located at any given time. All staff members will advise the designated individual when they will be working outside of the building and when they expect to return.

2.5 Dress Policy

It is expected that staff will dress in a neat, clean, and professional manner. These standards also apply to rules of personal grooming. Questions about appropriate dress should be directed to your immediate supervisor. Any uniforms designated will be considered appropriate for job work.

Employees will be required to pay for their uniform at the beginning of hire and before starting on a shift as to clearly identify themselves as employees of The XZone and be required to wear it on their scheduled shift.

2.6 Honesty & Integrity

All XZone employees will be expected to uphold the utmost honesty and integrity. This can fall under all policies, but is extremely important for the policies found in this section.

Any issue that comes up regarding honesty or integrity will need to be brought to the immediate supervisor and/ or Director of Operations attention immediately.

All issues will be addressed with confidentiality and respect.

Employees recognize that honesty and integrity issues are entrusted to them and The Xzone management expects them to fulfill that obligation.

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2.7 Internal Communications

It is the philosophy of The XZone to have a variety of methods to disseminate information. These include (1) weekly staff and/or team lead meetings, (2) ad hoc meetings as required, (3) bulletin boards, etc. (4) electronic mail, (5) voice mail, and (6) phone tree.

All staff will make a concerted effort to attend scheduled meetings and ensure that communications take place within The XZone staff.

If a staff member has a suggestion or question for improvement, these matters should be discussed with the Director of Operations and/or the Executive Director.

2.8 Purchasing & Reimbursements

All purchases should have a purchase request filled out properly with the information of the item to be ordered, codes and cost. It should be authorized by the proper supervisor for ordering. Orders that are made without this process maybe denied or asked to be taken from the pay of the employee. Please give appropriate lead time (2 weeks) for items to be ordered.

Reimbursements must have the receipts attached to the check reimbursement form and have the appropriate supervisor signature to be reimbursed. Reimbursements are paid bi-weekly.

2.9 Disciplinary Action

If an employee is caught in an act or failure to perform that requires disciplinary action. The course of action will be:

First time: Verbal Warning with incident form filled out and noted in personal file.
Second time: Written Warning with incident form filled out and noted in personal file.
Third Time: Suspension or Dismal from current duties. Incident form will show action.

In some cases depending on negligence or other harming factors an employee maybe terminated immediately due to this being an at will employment.

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2.10 Company Property

Copying or other unauthorized use of company or vendor software, company databases, company documents or misappropriation of confidential company information, company telephones, fax machines, copy machines, modems and online services, vehicles or other equipment is also strictly prohibited.

2.11 Inquiries

Individuals or organizations not employed of The XZone that inquire about company business or personnel, (Including former employees) should be directed as followed:

- a. Company business: Executive Director / President
- b. Personnel matters: Director of Operations

Employees other than those indicated above are not authorized to provide or confirm information concerning the organization. No employee may release information prohibited in the confidentiality section of this manual.

2.12 Education Reimbursement

Employees who have completed 120 days of service and are assigned to a schedule of 40 or more hours per week may qualify for reimbursement and/or paid time to attend selected educational classes seminars, conferences and intensives that are job related and approved as necessary for ongoing work quality and care.

Reimbursement is for education only. Additional expenses, such as for travel, tolls, lodging, food and parking are not covered unless an employee is specifically asked by the organization to attend. To qualify for reimbursement, all requests must be approved in writing in advance by the director.

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2.13 Parking

We encourage employees to park in the rear of the facility as to allow our guest the opportunity to have good access to the program areas.

Handicap accessible parking is only for those with proper certification to use this access. Anyone caught in these spots with documentation are subject to having the vehicle towed at their expense.

The XZone is not responsible for theft from or damages to vehicles parked in the parking lots. Vehicles should only be parked in the lots during scheduled hours of the employees shift or business that pertains to the events happening in the facility.

2.14 Solicitation & Distribution

In order to eliminate the possibility of disruption of operations, any solicitation or distribution of materials to support or promote other groups by employees and or persons who are not employed by the company, organizations or clubs who are not an authorized sponsor and approved by the Director of Operations are prohibited. This policy applies to all locations and violation of these policies will result in disciplinary action, and up to and including dismissal.

2.15 Attitude

Each employee is an important member of a team at The XZone. Our primary goal is to serve our customer enabling them to be healthier mentally, emotional, physically and spiritually. In order to provide the proper atmosphere and conditions for the customer to experience these life changing effects we must be ready to give a positive attitude to create a positive environment. No other factor has a greater impact on your ability to serve individuals than your own attitude. People instantly recognize your personal feelings toward your job, co-workers and how it affects your performance. Here are a few guidelines to prepare you for your shift and to help portray a positive attitude.

- a. Before entering the facility end your personal phones calls and business.
- b. Take five-ten minutes to relax and clear your mind.
- c. Check our posture, gestures, word and facial expressions.
- d. Ask a worker occasionally how they see you.

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- e. Avoid negative behaviors like leaning on rails, counters, putting your feet on desks, etc. these imply you are too tired to work.
- f. Crossing arms in front of your chest or putting hands in pockets signals boredom, disinterest or disgust.
- g. Do not make rude comments, snide or sarcastic remarks about company policy, proposed policy or other employees. This causes unnecessary friction and will not be tolerated. Any disagreements should be done behind closed doors and with the appropriate supervisor.
- h. Loud voices can be distracting and considered rude and intrusive.
- i. Look directly at the customer and fellow employees when you speak to them.
- j. Be attentive at all times. Never ignore a customer or supervisor by turning your back on them.
- k. Project a welcoming, friendly and respectful attitude. This brings respect in return.
- l. Verbal communication should not be done defensively.
- m. Be sincere in your listening skills.
- n. Be patient with others.
- o. Smile!

2.16 Customer Complaints & Conflict

Problems and misunderstandings will occasionally arise in any organization. No matter what the nature of a particular problem, the organization needs to handle each concern with care. The following guidelines can help you through this process depending on who has the complaint or conflict:

Customer (Complaint or conflict)

- a. We take customer concern as correct until all information is present.
- b. Remove them from the normal flow to give confidentiality. It is not everyone's business.
- c. Inform management of the situation. Management will decide who, where and how to deal with the situation.
- d. Listen closely to their need and make decisions as a team.
- e. Document problem.
- f. Be nice, hospitable and humble through the situation even if you feel you are right and it is not seen.
- g. Inform solution to immediate supervisor.

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2.17 Manual Modifications

The policies in this manual shall continue in effect until modified as provided in the following paragraphs.

- a. Any policy which is declared by federal or state government to be illegal shall immediately become null and void. The voiding of any such policy for this reason in no way nullifies any other part of this manual.
- b. Periodic modifications will be required to adjust to changing conditions and regulations. Changes or additions will become effective when notification of changes are given to the employee(s) covered.
- c. Notice can be in the form of verbal and/ or written.

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SECTION: 3

SECTION TITLE: Skate Park

3.1 Skate Time

All skate park employees will have the benefit of free skate time. Employees must be a role model for all guidelines of the skate park. Skate time will be limited to **non-work** hours. During these hours, if the employee comes to skate, they will be looked at as any other skater at the park and cannot enter in any employee only area, unless approved by a supervisor.

Failure to follow all skate park guidelines during skate time will result in a suspension from the park. This will also result in the employee receiving disciplinary action up to and including termination.

3.2 Computer Lab Daily Closing Check List

- There should be no food or drink in the lab at anytime.
- There must be a manager or mentor present.
- The students need to close up their computer at the end of the day by turning off all of their programs and going to the “Start” button to press “Turn Off Computer”. When the choices come up, they need to choose “Turn Off Computer” and then turn off the monitor by pressing the button on the front of the monitor.
- Chairs need to be pushed in at the desk.
- Trash needs to be picked up and thrown out.
- Have students wait in hallway until lab is closed before going downstairs.
- When a computer is not being used, the monitor needs to be turned off so that the circuit do not blow.

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Outside Group Usage:

- Groups wishing to schedule time in the lab must check availability at the XZone office prior to service.
- XZone contracts must be signed and approved before starting.
- Cost per hour is \$4.00 an hour.

3.3 General

There are several expectations that all employees are expected to uphold. These expectations are for employees and participants of the skate park. It is important for all employees to adhere to these expectations to ensure the safety of all skater's.

Skate park employees will also be expected to uphold all Chesterfield County co-sponsorship guidelines at all times.

Failure to comply with all skate park expectations will result in disciplinary action up to and including termination.

3.4 Rules

All employees are expected to know and uphold the rules of the park. These rules are in place for the safety of all skaters and spectators. Employees are given authority to

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make decisions based on the rules set forth in this policy as well as on the sports waiver form.

Rules of the park:

- Must register and show ID
- No profanity or illegal substances
- Helmets are required at all times while skating
- Staff must be present to skate
- Skaters must show respect for staff at all times

Failure to comply with policies:

- First offense = Verbal Warning
- Second offense = Gone for the day
- Third offense = 3 month suspension

3.5 Release Forms

All skaters must fill out the sports waiver and release of liability form. This form will be filled out on a yearly basis (June 1st – May 31st). Employees are expected to ensure that every skater has one of these forms on file. Anyone under the age of 16 must have a parent's signature on the form. If parent is not available on first visit, the skater must bring the form back with them the next time with a parent's signature.

Failure to have participants fill out this form will put Xzone and the employee in a liability issue. Therefore, failure to comply with this policy will result in immediate termination.

3.6 Concessions/ Parties

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The skate park will be selling concessions consisting of drinks and light snacks. All employees will be expected to sell these items and keep an inventory of items. These things are spelled out in the following policies.

From time to time, Xzone will host parties where the skate park will be open to party goers. All employees will be expected to follow all Xzone party rules and guidelines and help to ensure that guests have the best experience possible.

3.7 Sale of Drinks/ Snacks/ Merchandise

The sale of drinks and snacks at the skate park will be the responsibility of the skate park staff. All employees will be expected to sell these items and encourage all skaters to purchase these items at the skate park.

All employees will be expected to keep an inventory of these items and inform the café manager of any items that need to be restocked. It will be the closing employee's responsibility to take this inventory at closing and ensure that we will be restocked in the morning before the start of business the next day.

3.8 Parties/ School rewards days

All employees will be expected to be available for any parties or school rewards days scheduled. These parties and reward days are generally outside of normal operating hours, but need to be attended by the skate park staff.

Employees will be given notice on their weekly schedule of any parties or rewards days that are coming up. If an employee can not be a part of these special events, then they must inform a supervisor immediately.

Employees will also be expected to attend any special events that involve the skate park. These events may take place inside or outside normal operating hours, but will need to be attended by skate park staff.

All parties, rewards days, and special events will fall under normal attendance policies. Failure to meet all expectations will result in disciplinary action up to and including termination.

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3.9 Money Handling

All skate park employees will be handling money at the skate park shed. All employees will be expected to follow all prices for services set forth by management. Money handling is another trust issue that Xzone management has given to all employees. Employees recognize that the skate park shed is under surveillance and any money issue will be investigated.

Failure to follow all money handling policies will result in termination and possible criminal charges.

3.10 Deposits

Closing employees will be expected to make deposits to Linda Williams at the close of business each day. The cash drawer will always have \$50 in it as a start of day fund. Any amount of money over \$50 should be prepared for deposit. Employees must sign the deposit form and make sure that the money bag is properly stored. Employee recognizes that the skate park shed is under surveillance and any discrepancies will be investigated.

Failure to follow the deposit policy will result in termination and possible criminal charges.

3.11 Loss Prevention

All employees should follow all pricing guidelines set forth by management. At no time should any employee give anything away for free without written/ verbal consent from the skate park manager or Xzone director. Employees should be up front with all guests inquiring about free concessions or services that they cannot give anything away.

If any employee gives anything away be it concessions or services, they will be docked from pay and repeated offenses and the employee will be terminated and will face criminal charges.

At no time should any employee allow any non-employee or off the clock employee to enter into the skate park shed. This is for loss prevention issues as well as safety issues.

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SECTION: 7

SECTION TITLE: Mentoring Program

7.1 - Recruitment Policy

It is the policy of **The XZone Mentoring Program** that there will be ongoing recruitment activities for new mentors. As such, an Annual Recruitment Plan will be developed and will include recruitment goals, strategies to achieve those goals, an annual timeline, and budgetary implications. This plan will be kept current with any ongoing adjustments.

The Director / Management Staff assumes lead responsibility for the recruitment of new mentors. The Executive Director and advisory board members will support the program staff management in these activities as required.

7.2 - Recruitment Procedure

- All new staff members will receive training on the principles of volunteer recruitment and are required to understand the mentoring program's recruitment plan.
- The Director / Management Staff will take the lead in developing the Annual Recruitment Plan with input from mentoring program staff, the executive director, and advisory board. Planning should be finalized, including agency and board approvals, one month prior to the beginning of the new fiscal year.
- The Director / Management Staff will complete a detailed six month Recruitment Activity Plan of specific tasks, roles and responsibilities. This activity plan must be reviewed and approved by the Executive Director and/or advisory board prior to implementation.
- The program director/coordinator is responsible for ensuring implementation of the Annual Recruitment and Activity Plans.
- Efforts will be made to hold a recruitment plan review and planning meeting each six month period prior to development of the next session plan to include the program The Director / Management Staff, and Executive Director and or Advisory Board, as well as other program staff or others of concern.

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- The Director / Management Staff will finalize and distribute the six month recruitment activity plan to the staff and the board.
- The Director / Management Staff will summarize the Volunteer Inquiry information and provide the results to the Executive Director on a quarterly basis along with the number of successful matches.
- The fiscal director will provide the yearly budget for recruitment and marketing activities. The Director / Management Staff is responsible for tracking and monitoring expenditures.
- Based on tracking data and the overall effectiveness of the recruiting efforts, staff will revise the strategy as needed.

7.3 - Inquiry Policy

It is the policy of **The XZone Mentoring Program** that all inquiries regarding participation in the mentoring program are responded to within two business days. Superb public relations and customer service must be provided to all potential program participants at all times. All program staff handling calls from prospective mentors must be patient, courteous, and respectful in all interactions.

A system, including backup support and staff training, must be in place to ensure this policy is enforced. Confidentiality for all potential participants will be upheld from this initial point of contact forward.

7.3 - Inquiry Procedure

All persons inquiring to be program participants or making referrals regarding potential mentees must speak directly to management program staff. If program staff members are unavailable, other agency staff should courteously take a message and inform inquirers they will be contacted within a day. Management Program staff must follow the inquiry procedure as outlined below:

- All prospective mentor inquiries will be recorded on the Volunteer Inquiry Tracking form, including how the person heard about the program.
- All mentor and mentee inquiries regarding participation in the program must be answered within two business days.

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- Program staff provides a verbal overview of the program to all phone, email and in person inquiries, and determining whether they are potential mentors or mentees:
 - a) Overview of program and program purpose
 - b) Time and duration commitments
 - c) Overview of screening requirements
 - d) Training requirements (if mentor)
 - e) Set up facility tour and orientation meeting time.
- All prospective participants requesting to learn more and/or wanting to attend an orientation session will receive the following materials in person, email or by mail:
 - a) Program brochure
 - b) Mentor job description (mentors only)
 - c) Application packet (mentor- or mentee-specific)
 - d) The times and dates available for orientation sessions (mentor- or mentee-specific)
- The Director / Management Staff will then hold separate mentee orientation sessions as scheduled and offer ongoing training sessions for potential mentors to provide more detailed information about the program. Time and locations will be determined by The Director / Management Staff based on strategy and need. These Orientation sessions are held primarily to create interest among prospective participants and allay any concerns they may have about the program.
- After prospective participants attend the orientation session and submit an application, the program director/coordinator may then complete the screening procedure for those who are interested and willing to make the required commitment.

7.4 - Eligibility Policy for Mentors and Mentees

It is the policy of **The XZone Mentoring Program** that each participant must meet the defined eligibility criteria. Management staff should be knowledgeable of and understand all eligibility criteria required for mentor and mentee participation in the program.

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Extenuating circumstances may be reviewed at the discretion of The Director / Management Staff and acceptance may then be allowed with the written approval of the Executive Director and or representative of the advisory board when all eligibility requirements are not clearly met. These instances are expected to be rare situations and not the norm.

Mentor Eligibility Requirements:

1. Be at least 18 years of age
2. Reside in the Chesterfield County, Va.
3. Be willing to adhere to all **The XZone Mentoring Program** policies and procedures
4. Agree to a one school year commitment to the program.
5. Commit to spending a minimum of two hours a month with the mentee.
6. Be willing to communicate with the mentee bi-weekly.
7. Complete the volunteer screening and back ground procedures.
8. Agree to attend mentor trainings as required.
9. Be willing to communicate regularly with the program The Director / Management Staff.
10. Have access to an automobile or reliable transportation.
11. Must be willing to come to The XZone Community Center for mentoring time.
12. If seeking bus driving privileges mentor must be over 21 yrs of age to drive agency vehicles, have a current driver's license, auto insurance, and good driving record.
13. Have never been accused, arrested, charged, or convicted of child abuse or molestation
14. Not be a user of illicit drugs, alcohol or controlled substances in an inappropriate manner.
15. Not be currently in treatment for substance abuse. If a substance abuse problem has occurred in the past the applicant must have completed a non-addictive period of at least five years.
16. Not currently be under treatment for a mental disorder or have been hospitalized for a mental disorder in the past three years.
17. Not have falsified information during the course of the screening process.

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Mentee Eligibility Requirements:

1. Be currently enrolled in the 6th through 12th grade in a Chesterfield or neighboring county school.
2. Demonstrate a desire to participate in the program and be willing to abide by all **The XZone Mentoring Program** policies and procedures.
3. Be able to obtain parental/guardian or agency permission and ongoing support for participation in the program (if a minor).
4. Agree to a one school year commitment to the program.
5. Commit to spending a minimum of two hours a month with a mentor/group.
6. Be willing to communicate with the mentor weekly.
7. Complete application and screening procedure.
8. Agree to attend mentee groups as required.
9. Be willing to communicate regularly with The Director / Management Staff and discuss meeting and activity information.

7.5 - Screening Policy

It is the policy of **The XZone Mentoring Program** that each mentor and mentee applicant completes a screening procedure. All staff members must be trained and required to carefully follow the screening procedures. At minimum, the following screening procedures are required for mentor and mentee applicants. Program staff must ensure that each applicant completes these established minimum screening procedures:

Mentor Screening Procedures:

- Attend the two hour mentor training.
- Complete written application.
- Check criminal history: state criminal history, child abuse registry, sexual offender registry. (Same checks must be performed in all states resided in as an adult.)
- Provide three personal references.
- Complete personal interview and assessment.

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Mentee Screening Procedures:

- Attend tour and orientation meeting.
- Complete written application.
- Obtain parent/guardian or agency consent.
- Complete personal (mentee) interview.

The decision to accept/reject an applicant into the program will be based upon a final assessment done by program staff at the completion of the mentor or mentee screening procedure. The Director / Management Staff has final approval for an applicant's acceptance/rejection into the program.

Documentation of the screening process must be maintained for each applicant and placed in confidential files located in the Human Resources Department.

7.6 - Mentor Screening Procedure

In accordance with **The XZone Mentoring Program** eligibility and screening policies, mentoring program staff should complete the steps below to determine if a candidate qualifies to become a mentor.

1. The applicants must return all completed materials in the application packet given to them during the inquiry process including the employee / volunteer check list and materials.
2. A mentor file should be created for all prospective mentors who return a completed application. A Mentor Contact Sheet should be kept on top of one side of each file. The file should also contain the Mentor Assessment Summary followed by all other application materials and interview notes. As each component of the screening process is completed, update the checklist on the Mentor Assessment Summary.
3. The Director / Management Staff members should:
 - Make an appointment and conduct an in-person interview with the prospective mentor.
 - Conduct phone interviews on at least two personal references.

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- Process the driving record, criminal history, child abuse registry, *and* sexual offender registry checks
- 4. Based on all information gathered above, complete the volunteer assessment and make a determination as to the appropriateness of the participant's involvement in the program.
- 5. Send out an acceptance or rejection letter to the applicant based on the overall assessment of appropriateness.
- 6. If applicant is rejected, the applicant's file should be placed into the file area of ineligible applicants in the Human Resources Department.
- 7. If the applicant is accepted, the mentor must complete the initial two-hour training session prior to being involved with a mentee / group.

7.7 - Mentee Screening Procedure

In accordance with **The XZone Mentoring Program** eligibility and screening policies, program staff should complete the steps below to determine if a candidate qualifies to become a mentee.

1. Upon receiving a referral for any youth, program staff must begin the process by setting and initial appointment / tour with the Parent/Guardian or referring agency.
2. The applicant must return all completed materials in the application packet given to them during the inquiry process and Mentee Interest Survey.
3. A mentee file should be created for all prospective mentees who return a completed application. A Mentee Contact Sheet should be kept on top of one side of each file. The file should also contain the Mentee Assessment Summary followed by all other application materials and interview notes. As each component of the screening process is completed, update the checklist on the Mentee Assessment Summary.

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4. Based on all information gathered above, complete the Mentee Assessment Summary and make a final determination as to the appropriateness of the participant's involvement in the program.
5. The Director / Management Staff can offer an acceptance or rejection to the mentee or parent/guardian or agency based on the overall assessment of appropriateness.
6. If applicant is rejected, the applicant's file should be placed into the file area of ineligible applicants in the Human Resources Department.
7. If the applicant is accepted a beginning date will be set and general behavioral guideline rules will be covered with mentee and parent/guardian or agency.

7.8 - Training Policy

It is the policy of **The XZone Mentoring Program** that all mentors attend a minimum two-hour initial training session prior to being matched. The agendas must cover basic program guidelines, safety issues (including mandatory reporting), and communication/relationship building skills. Each mentor will attend an additional two-hour in service training session at least once per year. These in service sessions will be offered to each group at a minimum of twice a year.

7.9 - Training Procedure

General Training Procedures

1. The Director / Management Staff has the lead role in managing training session logistics, developing curriculums and training materials, facilitating the session, and processing the training evaluation forms. Sessions should be conducted by program staff along with outside experts, and mentors and mentees currently in the program.
2. Training evaluations forms will be distributed and collected following all training sessions.

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3. A training manual and supporting materials will be developed and maintained separately from the policy and procedure manual by the Director / Management Staff. Training materials will be reviewed and updated based upon program and training evaluation feedback at least semi-annually.

Initial Training Session

1. After potential mentors and mentees have completed the screening process and been accepted to participate in the program, the coordinator will notify them of the next training times and schedule them to attend a training session. Three days prior to the training, the coordinator will contact participants about the training.
2. On going mentor training sessions will be held at a minimum of once bi-monthly on the 2nd and 4th Wednesday of the month at The XZone facility, times to be determined by management staff.
3. Participants must complete the Training Completion Forms, which will be added to their case files.
4. Content for the initial training sessions must include basic program guidelines, safety issues, and communication/relationship building skills. Sexual abuse prevention training, in particular, is mandatory for mentors.

In service Training Sessions

1. Once matched, each mentor and mentee must attend at least two group sessions each month during the course of the school year.
2. Mentor and mentee group sessions will be offered weekly.
(Days and hour may be subject to change and is set on mentor availability).
3. Content for the in service sessions will be determined based on feedback provided by mentors and mentees during the group sessions or based on feedback and suggestions from mentors and mentees. Topics may include themes such as communication strategies, understanding youth risk behaviors, goal setting, educational topics, and community referral services, character building, etc.

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Training Attendance Failure

1. If a mentor schedules but fails to attend an Initial Training session twice without prior notification and good reason as deemed by the program director/coordinator, he/she will not be accepted into **The XZone Mentoring Program**.
2. If the mentor or mentee fails to attend the required number of group sessions per month, the mentor or mentee will not be eligible to be matched again at the end of his or her existing mentoring relationship.
3. Failure to complete group sessions coupled with identified match problems or behavioral problems in the overall program and or facility with staff, may result in the mentor or mentee being terminated and may result in exclusion from future involvement in **The XZone Mentoring Program**.

7.10 – Matching Policy

It is the policy of **The XZone Mentoring Program** that the Director/Management staff will follow the guidelines outlined in the match procedure prior to creating a mentor/mentee match. The Director/Management staff should use the factors outlined in the matching procedure to determine the suitability of a mentor/mentee match to the program.

The Director/Management staff will determine the suitability based on the following criteria:

- Preferences of the mentor, mentee, and/or parent/guardian
- Similar gender/ethnicity
- Common interests
- Similar personalities

Matches must be either male adult to male youth or female adult to female youth. Mentor groups should be matched with a male and female for better continuity.

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7.11 - Matching Procedure

1. To begin the match process, the Director/Management staff reviews the application, interview notes, and interest survey information of both the mentee and mentor to determine match suitability between a mentor and mentee. The greatest weight will be placed on the mentee preferences and needs. A match selection will be made using the match suitability criteria as a guide:
 - Preferences of the mentor, mentee, and/or parent/guardian/agency
 - Similar gender/ethnicity
 - Common interests
 - Compatibility of meeting times
 - Similar personalities
2. Once a potential match is identified, and prior to contacting any of the prospective participants, the Director/Management staff must review the files of the potential mentor and mentee to ensure all screening procedures have been completed and both have met all the eligibility criteria.

As this is determined, the Director/Management staff fills out the Match Worksheet. A copy of the Match Worksheet will be placed in both the mentor and mentee files once a match is made.

3. The Director/Management staff then discusses with the mentor and describes and provides information about the mentee to determine if there is interest by the mentor.
4. Given initial interest by the mentor, the Director/Management staff then provides the mentee's parent/guardian and or agency with a description and information about the prospective mentor.
5. If both the mentor and the parent/guardian or agency agree, the Director/Management staff will then discuss with the mentee and describe the prospective mentor to them. The mentee is informed last so as to minimize disappointment if either the mentor and/or parent/guardian or agency does not approve of the suggested match in some way.
6. Once both parties tentatively agree to the match, a time is scheduled for an introductory meeting to the group and mentor. The Director/Management staff

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facilitates this introductory meeting of the mentor, mentee, and parent/guardian or agency. The Director/Management staff should conduct the meeting by:

- Facilitating introductions
 - Having the mentor take the lead in talking about his/her interests, hobbies, and why he/she wants to be a mentor, followed by the mentee doing the same (these greatly facilitated in the group session)
7. If there is still some uncertainty in the match, the parties may be given time to participate in the group or consider another match group and mentor or time. Evaluation time is set by Director/Management staff.
 8. Once the match is made, program staff will add the mentor/mentee name to the log sheet of the mentee/mentor files and schedule time to evaluate matches in the group sessions.
 9. The mentor/mentee process may not exceed 60 days after mentor had completed the correspondent training and the mentee had completed the eligibility screening process.

7.12 - Match Support and Supervision Policy

It is the policy of **The XZone Mentoring Program** that mentoring staff will make contact with all parties to each match including the mentor, mentee, and parent/guardian or agency. Staff must gather information for that month including the dates and times spent participating in mentoring activities and a description of those activities, and assess the success of the match from all party's perspectives. In the case of match difficulties, discord, or concerns, appropriate discussion and intervention must be undertaken to improve or rectify problem areas.

Mentoring program staff must follow the steps outlined in the Match Support and Supervision Procedure. Beyond monitoring the match relationship and activities, program staff must undertake other efforts that support participants, such as regular group activities for matches, ongoing training events, a formal support structure for mentors, and the attainment of admission to community events/activities for match participants.

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7.13 - Match Support and Supervision Procedure

Supervision

1. Once matched, the Director/Management staff or another program staff person will be assigned to support and monitor all parties to a given match including the mentor, mentee, and parent/guardian or agency.
2. The assigned staff person will add report logs to the right side of the respective case files:
 - Mentor Report Log (mentor's file)
 - Mentee Report Log (mentee's file)
 - Parent/Guardian Report Log (mentee file)
3. Within the first two weeks of the first activity date of a new match, the assigned staff person will make contact with all parties to determine how the first group meeting went.
4. With each contact, information will be recorded on two forms in the case files:
 - **Mentor or Mentee Contact Sheets:** An entry will be made on the respective Mentor/Mentee Contact Sheet as to progress or concern.
 - **Report Log:** Detailed information regarding the dates, times, activities, and progress of the match will be recorded on the respective Report Logs.
5. In order to assess how the match is proceeding, program staff may inquire about the following and/or probe beyond to uncover core issues:
 - Are they enjoying participating in the match?
 - How do they feel it is going?
 - Are they having any difficulties?
 - Is the relationship developing as they would like?
 - If not, why do they think it isn't?
 - Are there any concerns or issues that should be addressed by program staff?
 - Do they need more support or any intervention?

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6. In accordance with the training policy and procedures, the assigned program staff member should remind the mentor, mentee, and parent/guardian agency of the semi-annual in service training requirement (for mentors and or mentees).

Problem Resolution

1. If the Director/Management staff determines there is a potential problem with the match, the Director/Management staff will attempt to clarify the potential problem and work with the mentor, mentee, and/or parent/guardian or agency to resolve the issue early.
2. The general process for resolving problems will follow the IDEAL model that includes:
 - **Identify** the problem and have a clear shared understanding of the problem between the mentor, mentee, and parent/guardian or agency.
 - **Develop** alternative solutions that could address the problem.
 - **Evaluate** the strengths and weaknesses of each solution.
 - **Act** on the most constructive solution
 - **Learn** from how the solution worked and repeat the IDEAL process if necessary.
3. When the match problem involves a lack of contact on the part of the mentor or mentee, the program staff must investigate the reasons for lack of contact with the offending party, and make efforts to ensure the match is meeting according to the contracted amount of time per month.
4. If a problem area continues, the Director/Management staff should consult with other staff members and/or community resources to define a viable approach to addressing the problem and proposing potential solutions.
5. If the problem cannot be resolved, formally closing the match may be necessary. At that time, it would be determined if either or both parties are suitable for matching with other partners.
6. All support and supervision by program staff must be recorded on the respective Mentor/Mentee Contact Sheets, referencing any notes included in the files.

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Other Support

It is the responsibility of the Director/Management staff to provide other support to the matches, including but not inclusive of the following:

- Plan and implement at least one group activity for mentor/mentee matches per quarter.
- Facilitate an ongoing support group for mentors that will meet bimonthly
- Access community resources, including board member contacts, to obtain and disseminate tickets to community events and activities for matches.

7.14 - Recognition Policy

It is the policy of **The XZone Mentoring Program** that all participants— including mentors, mentees, and parents/guardians or agencies—be recognized as important to the success of the mentoring program. Particular emphasis will be placed upon recognizing the program’s volunteer mentors.

It is the responsibility of the Director/Management staff to, at minimum, plan and implements the following recognition activities:

- Host an annual recognition event including selection of a mentor, mentee, and parent/guardian or agency of the year along with other outstanding service or performance acknowledgments
- Feature a mentor, mentee, parent/guardian, agency or general match success story in yearly handbook.
- Establish a mentor recognition award system for length of service.
- Utilize outstanding mentors to help deliver orientation and training sessions for the recruitment and matching of new mentors.

7.15 - Recognition Procedure

The following outlines required recognition activities for mentors in **The XZone Mentoring Program**. This procedure, however, does not limit recognition as a daily part of “business” or other activities that may be undertaken throughout the year.

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1. Each mentor in the program will receive personalized “participant” business sized cards that recognize their commitment and participation to **The XZone Mentoring Program**. These cards will be provided following their initial match, and updated and redistributed each year to coincide with their annual participation.
2. Recognition to mentors during holiday season and for their birthdays.
3. Every year **The XZone Mentoring Program** will host a participant recognition event such as a picnic, dinner, or other activity. A mentor, mentee, and parent/guardian agency of the year award will be presented. A committee including the Executive director, and Board members will determine award criteria and make final determinations based on recommendations from the Director/Management Staff.
4. Recognition for length of volunteer service includes:
 - At the end of one year of school service, an appreciation token of gratitude will be sent to the mentor’s place of employment, recognizing the mentor’s commitment to the program.
5. At five years of service, engraved plaques will be presented for continuous service. All awards and recognitions will be featured in **The XZone Mentoring Program** handbook. Participant of the Year awardees will be written up in a press release that will be distributed to local media.

7.16 - Closure Policy

It is the policy of **The XZone Mentoring Program** that all mentors and mentees must participate in closure procedures when their match ends. Closure is defined as the ending of a formal match relationship regardless of the circumstances of the match ending or whether they intend to have future contact informally beyond the match duration. While no party is expected to continue the relationship beyond the formal end of a match, matches may continue in the program beyond the contract period (one year for **The XZone Mentoring Program** matches) and receive ongoing support and supervision.

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Closure can occur for any number of reasons including:

- The contracted match duration has ended.
- One or both participants do not want to continue the match.
- There are changes in life circumstances of either the mentor or mentee
- An individual no longer meets the requirements for program participation.

Hence, the match may end at the discretion of the mentor, mentee, parent/guardian, agency and/or Director/Management Staff. It is left to the discretion of the Director/Management Staff whether an individual will be reassigned to another match in the future based upon past participation performance and current goals and needs of the program.

Future contact will be at the mutual and informal agreement of the mentor, the mentee, and the parent/guardian or agency. If future contact is agreed upon, **The XZone Mentoring Program** will not be responsible for monitoring and supporting the match after the match has ended. The Director/Management Staff will verbally and in writing inform all parties that the formal match has ended and that **The XZone Mentoring Program** will not be liable for any incidents that occur after the match has closed.

7.17 - Closure Procedure

The XZone Mentoring Program staff will follow the closure procedures as closely as possible and will vary based on the reasons for the match ending:

1. At the point it is decided that a match is closing, the mentoring program staff will fill document, supervise and instruct all participants through the closure process. All documentation will be placed in both the mentor and mentee files.
2. All closures must be classified as to the reason for the match ending. The major classifications are as follows and the circumstances will dictate the procedure to be followed:
 - **Planned**
A planned closure is one that has been known about for a period of time such as three months or more. Common reasons for planning a match closure may include the match is reaching the end of the one-year school commitment, the youth ages out of the program, and/or the goals of the match have been achieved.

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- **Extenuating**
Extenuating circumstances for match closure are usually more sudden in nature, and beyond the control of the program and/or its participants, i.e., relocation or moving away, or an unexpected personal crisis.

 - **Difficult**
A difficult match closure is due to relationship or behavioral difficulties, i.e., lack of cooperation or contact, parental disapproval, irreconcilable issues, lack of compatibility, and/or violations of program policies.
3. In all cases, attempts will be made to have a closure meeting to include program staff, the mentor, and mentee. The parent/guardian or agency may attend if desired. The meeting agenda should cover the following, depending on the circumstances of closure:
 - Open discussion about the relationship ending.
 - Complete all documentation for closure.
 - Discuss **The XZone Mentoring Program** policies around future contact (see Closure Policy)

 4. In the absence of a meeting, program staff will attempt to contact all parties by phone to inform them the match is closing and how best to proceed in closing the match. Closure Letters will be mailed out to the mentor, mentee, and parent/guardian or agency.

 5. Program staff must coordinate closure proceedings with evaluation requirements and assist in any way necessary to gather evaluation data during this process.

 6. Copies of the Closure Letters and all completed Exit Surveys should be placed in the respective mentor or mentee files.

 7. Depending on planned future participation in the program, the files of mentors and/or mentees exiting the program should be kept active or placed in the program archives.

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7.18 - Evaluation Policy

It is the policy of **The XZone Mentoring Program** that evaluations will be a key component in measuring the success of its mentoring program and for making continuous improvements in the effectiveness and delivery of mentoring services.

Evaluation data will be collected every six months for mentees in the program, including the following general measures: youth self-esteem, academic performance, peer and parent relationships, moods, alcohol and substance abuse and Behavioral attitude and conduct.

The XZone Mentoring Program staff will be responsible for evaluation efforts, and will oversee the contract with an external evaluator to implement actual evaluation activities.

7.19 - Evaluation Procedure

1. A contract with an external evaluator provides they will be responsible for overall evaluation design, development of measurement tools, tabulation, and summaries. The external evaluator's staff will oversee the project and be assisted by students. (if applicable)
2. **The XZone Mentoring Program** staff will be responsible for overseeing the External efforts and collecting the evaluation data from mentors and mentees and their parents/guardians or agencies with assistance from external evaluators.
3. Mentee evaluation data will be collected at the end of each six months of participation in the program. Surveys will be conducted on site at The XZone Facility.
4. Data will be tabulated, evaluated, and compiled into reports at the end of each period for those participants reporting.
5. **The XZone Mentoring Program** staff will meet quarterly to review the data and make program modification accordingly.

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7.20- Record-Keeping Policy

It is the policy of **The XZone Mentoring Program** that each step of the mentoring application and match process be documented by creating a case file for each potential mentor and mentee. All forms for managing mentor and mentee case files are included within the procedures section of this manual.

All records are to be kept confidential and are to be covered by the conditions outlined in the confidentiality policy. Archival records or those records of past applicants and participants will be maintained and kept confidential for a period of five years after the close of their participation in the program. After five years, the records will be shredded and discarded with approval from the Executive Director and destroyed only by approved individuals.

The Director/Management staff must keep stringent records of all program activities, utilizing approved forms. All files should be regularly maintained and updated within an electronic database and/or hard copy filing system.

The creation of new forms or the revision of existing forms must be documented and kept within the policy and procedure manual.

7.21 - Confidentiality Policy

It is the policy of **The XZone Mentoring Program** to protect the confidentiality of its participants and their families. With the exception of the limitations listed below, program staff will only share information about mentors, mentees, their families or agencies with other **XZone Mentoring Program** professional staff and the Board of Directors.

Further, all prospective mentors, mentees, and parents/guardians or agencies should be informed of the scope and limitations of confidentiality by program staff. Additionally, mentors are required to keep information about their mentee and his/her family confidential.

In order for **The XZone Mentoring Program** to provide a responsible and professional service to participants, it is necessary to ask mentors, mentees, parents/guardians, and other outside sources and agencies to divulge extensive personal information about the prospective participants and their families, including:

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- Information gained from mentors and mentees, written or otherwise, about themselves and/or their families, in application to and during program participation
- Participants' names and images gained from participants themselves, program meetings, training sessions, and other events
- Information gained about participants from outside sources including confidential references, agency and mental health, school staff, employers, etc.

Records are, therefore, considered the property of the agency, not the agency workers, and are not available for review by mentors, mentees, or parents/guardians or agencies unless authorized by The Executive Director / Board of Directors and are within guidelines of Hippa Law.

Limits of Confidentiality

Information from mentor and mentee records may be shared with individuals or organizations as specified below under the following conditions:

- Information may be gathered about program participants and shared with other participants, individuals, or organizations only upon receipt of signed "release" forms from mentors, mentees, or parents/guardians or agency.
- Identifying information (including names, photographs, videos, etc.) of program participants may be used in agency publications or promotional materials only upon written consent of the mentor, mentee, and/or parent/guardian or agency.
- Members of the Board of Directors have access to participant files only upon authorization by a formal motion of the board. The motion shall identify the person(s) to be authorized to review such records, the specific purpose for such review, and the period of time during which access shall be granted. Such members of the board granted access shall be required to comply with the agency policies on confidentiality and may use the information only for purposes stated by the approved action of the Board of Directors. Known violations shall be reported to the Board chairman. A violation of the agency's confidentiality policy by a Board member shall constitute adequate cause for removal from the Board.

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- Information may only be provided to law enforcement officials or the courts pursuant to a valid and enforceable subpoena.
- Information may be provided to legal counsel in the event of litigation or potential litigation involving the agency. Such information is considered privileged information, and its confidentiality is protected by law.
- Program staff and volunteers are mandatory reporters and as such must disclose information indicating that a mentor or mentee may be dangerous to or intends to harm him or herself or others.
- If program staff members receive information at any point in the match process that a volunteer is using illegal substances, or is inappropriately using alcohol or other controlled substances they will not be considered for match.
- At the time a mentor or mentee is considered as a match candidate, information is shared between the prospective match parties. Each party shall have the right to refuse the proposed match based on the information provided to them. The information to be shared may include:
 - Mentors: age, sex, race, religion, interests, hobbies, employment, marriage or family status, sexual preference, living situation, reasons for applying to the program, and a summary of why the individual was chosen for the particular match. Results of driving records and criminal histories may also be shared.
 - Mentees: age, sex, race, religion, interests, hobbies, family situation, living situation, a summary of the client needs assessment, and expectations for match participation.

Safekeeping of Confidential Records

The Human Resources Director/Executive Director are considered the custodian of confidential records. It is his/her responsibility to supervise the management of confidential information in order to ensure safekeeping, accuracy, accountability, and compliance with Board policies.

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Requesting Confidential Information from Other Agencies

A mentee's or volunteer's right to privacy shall be respected by the agency. Requests for confidential information from other organizations or persons shall be accompanied by a signed release from the mentor, mentee, and/or parent/guardian or agency.

Violations of Confidentiality

A known violation of the agency policy on confidentiality by a program participant may result in a written warning or disciplinary action such as suspension or termination from the program.

7.22 - Transportation Policy

It is the policy of **The XZone Mentoring Program** that all mentors are transported on XZone vehicles operated by authorized personnel only. The program Director/Management Staff must ensure that all mentors meet the following criteria prior to transporting the mentee:

- All safety equipment including blinkers, lights, brake and back-up lights, seat belts, tires, and brakes must be in good operating condition and meet pre-inspection check list.
- A log of miles, who the operated is kept each time the vehicle is driven.
- All mentors must possess a valid driver's license and be approved by the Human resources Department for insurance and driving record.
- All mentors must undergo a driving record check and have a clean driving record for the last three years.
- **The XZone Mentoring Program** requires that mentors obey all traffic laws.
- Mentors must also avoid taking medication or using any other substances that might impair their ability to drive.
- If an accident occurs while the mentor is engaged in mentoring, it should be reported to the Director/Management Staff promptly.
- All approved drivers must carry an XZone communication device while transporting mentees for emergencies and pick up updates.

If any of the above policy is not followed, the mentor will not be allowed to transport the mentees.

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7.23 - Use of Alcohol, Drugs, Tobacco, and Firearms Policy

It is the policy of **The XZone Mentoring Program** to prohibit and discourage the use of drugs, alcohol, and firearms. Mentees and mentors are prohibited from using drugs or alcohol or possessing firearms while engaged in the mentoring relationship or during any mentoring program time. Any suspected violations should be reported to the Director/Management Staff.

Alcoholic Beverages:

No participant of **The XZone Mentoring Program** will possess or consume beer, wine, or other alcoholic beverages while actively engaged or prior to actively engaging in mentoring, nor shall any participant endorse the use of alcohol.

Drugs:

No participant of **The XZone Mentoring Program** will manufacture, possess, distribute, or use any illegal substance while engaged in mentoring or otherwise.

Tobacco:

The intent of **The XZone Mentoring Program** is to create a smoke- and tobacco-free environment. To that end, smoking and the use of all tobacco products is prohibited on the premises of **The XZone Mentoring Program** and those involved with the program must refrain from the use of such products while engaged in mentoring. The use of tobacco products includes but is not limited to cigarettes, cigars, pipes, chewing tobacco, snuff, or other matters or substances that contain tobacco.

Weapons, Firearms, and Other Dangerous Materials:

The possession or use of firearms, firecrackers, explosives, toxic or dangerous chemicals, or other lethal weapons, equipment, or material while participating in mentoring activities is strictly prohibited. Any violation of this policy will result in the immediate suspension and/or termination of the mentoring relationship. In addition, violations of this policy may result in notification being given to legal authorities that may result in arrest or legal action, and may be punishable by fine and/or imprisonment.

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7.24 - Unacceptable Behavior Policy

It is the policy of **The XZone Mentoring Program** that unacceptable behaviors will not be tolerated on the part of mentors or mentees while participating in the program. This policy is in addition to behavioral requirements stipulated in other policies or procedures within this manual or personnel handbook. This policy in no way is intended to replace or take precedence over other policies or procedures including, but not limited to, the following:

- Confidentiality Policy.
- Transportation Policy.
- Use of Alcohol, Drugs, Tobacco, and Firearms Policy.

A number of behaviors are regarded as incompatible with **The XZone Mentoring Program** goals, values, and program standards and therefore are considered unacceptable and prohibited while participants are engaged in mentoring activities:

- Unwelcome physical contact, such as inappropriate touching, patting, pinching, punching, and physical assault.
- Unwelcome physical, verbal, visual, or behavioral mannerisms or conduct that denigrates, shows hostility, or aversion toward any individual.
- Demeaning or exploitive behavior of either a sexual or nonsexual nature, including threats of such behavior.
- Display of demeaning, suggestive, or pornographic material.
- Known sexual abuse or neglect of a child.
- Denigration, public or private, of any mentee parent/guardian, family member or agency.
- Denigration, public or private, of political or religious institutions or their leaders.
- Intentional violation of any local, state, or federal law.
- Drinking while driving under the influence of alcohol.
- Possession of illegal substances.

Any unacceptable behavior, as specified but not limited to the above, will result in a warning and/or disciplinary action including suspension or termination from participation in the mentoring program.

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RECIPT OF POLICY AND PROCEDURE HANDBOOK

I hereby certify that I have received a personal copy of The XZone handbook and have read it thoroughly and understand and agree to comply with all amendments, which pertain to it or have been attached and dated prior to my signing of this document.

I understand that this handbook does not create any legal obligations for employment but will help me to succeed in achieving as an employee of The XZone a DBA of LifeSpring Community Development Foundation.

Just as I may terminate my relationship with The XZone at any time and for any reason, The XZone shall have the same authority and rights in its relationship with me.

Please read carefully through the handbook and address any questions to your immediate Supervisor, Director of operations or Executive Director.

Return the form within ten (10) days of the first day of your employment with it signed and witnessed by your supervisor. A copy will be given to the Human Resources Department and the original kept in your file.

Employee Signature

Date

Supervisor Signature

Date

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EXAMPLE