

# Grand Area Mentoring

## Parent Handbook



Grand County School District  
264 South 400 East  
Moab, UT 84532

# GRAND AREA MENTORING PROGRAM

*Moving Forward Together*

## Handbook for Parents

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# **GRAND AREA MENTORING PROGRAM**

*Moving Forward Together*

## **Contact Information:**

Dan McNeil, Program Director  
Megan McGee, Mentor Coordinator

### Mailing Address:

Grand Area Mentoring  
433 South 100 East  
Moab, UT 84532

### Website:

[www.grandschools.org/mentor](http://www.grandschools.org/mentor)

### Mentor Application:

[http://www.grandschools.org/Mentor/Mentor\\_Application.pdf](http://www.grandschools.org/Mentor/Mentor_Application.pdf)

### Phone Numbers:

Grand Area Mentoring Office: 435-259-1516  
Dan McNeil, Program Director: 435-260-9646  
Megan McGee, Mentor Coordinator: 435-260-9645

Grand County School District: 435-259-5317

### Email Addresses:

Grand Area Mentoring Office & Coordinator: [grandareamentoring@gmail.com](mailto:grandareamentoring@gmail.com)  
Program Director: [mneild@grandschools.org](mailto:mneild@grandschools.org)

# GRAND AREA MENTORING

## Parent Handbook

### Introduction

Welcome to the Grand Area Mentoring Program! The success of a mentoring relationship depends in great part upon the contribution made by the mentor, mentee, and parent. This handbook, provided by GrandAM, was created to help you learn how you can contribute to your son or daughter's match and help them get the most from their mentoring experience.

### Program Mission Statement

By supporting and fostering healthy relationships between responsible adults and our children, it is the mission of the Grand Area Mentoring program to let students discover their potential, participate in the academic and public worlds, and become life-long learners.

### Program Description and Overview

The Grand Area Mentor Program was created in July 2005 in partnership with Four Corners Community and Behavioral Health and is operated by the Grand County School District. The program has an advisory board made up of members of the business community, the school, parents, and Four Corners. Designed to serve up to 70 youth per year, the program recruits mentors primarily through community agencies and businesses, as well as other groups and individuals in the community. Mentees are Grand County School District and Moab Community School students and are referred to the program by teachers, school district employees, Four Corners, school administrators, or parents. The mentors and mentees meet at school at least once a week to play games, work on classroom assignments, or just to talk. All mentors and mentees participate in a group activities, which are most often field trips or educational program brought to the school grounds.

### Program Roles

Many people are involved in the operation of this mentoring program. This is a list of the people who are important for you to know about as you participate in the program's activities and events.

*Program Director:* Dan McNeil

*Mentor Coordinator:* Megan McGee

*Executive Director:* Superintendent Margaret Hopkin

### Definitions

Mentors: The volunteers who will be matched with a student in the program.

Mentees: The student that will participate in the program and who will be matched with mentors.

Parents: Parents of the student who is participating in the program. Their role in the program will be to support GrandAM efforts and their son/daughter's participation.

## Guidelines and Ground Rules

1. Please refrain from asking your child's mentor to provide transportation, buy presents, be the disciplinarian, or baby-sit for your family. The mentor's role is to be a companion to the mentee.
2. If you need to discuss your child with the mentor, please do so out of the presence of your child. If you think there is something the mentor should know, call him/her when your child is away.
3. Try to let the mentor know, once in a while, that his/her efforts are appreciated, and please help your child be considerate of the mentor (e.g., remembering his/her birthday, making occasional phone calls, etc.).
4. Remember, the relationship that exists is between your child and the mentor. Please don't ask that you or siblings be included on outings, and try to avoid excessive quizzing about their visits, so that your child can enjoy having his/her special friend. However, if you feel uncomfortable with any aspect of the match, or if there is something about the relationship that concerns you (i.e., your child is acting secretive or unusual in regard to the match), contact the program director immediately.
5. Forgive *minor* mistakes in judgment. The mentor is neither a trained professional -- nor perfect. You will probably disagree with him/her sometimes. On the other hand, please contact us immediately if your child's mentor displays *serious* mistakes in judgment.
6. Sometimes we might schedule events, activities, or mentoring sessions after school or on weekends, so please be flexible.
7. Please don't deprive your child of a field trip or special mentoring session with his/her mentor as a means of discipline.
8. It is the parents/guardian's responsibility to transport students to or from after school or weekend events. Often we will provide transportation from the school to a field site, but you must arrange transportation to and from the school.
9. The mentoring relationship needs time to develop -- at least three months -- so don't judge it too quickly; give it time.
10. Notify the agency when you have a change of phone or address.
11. Please keep in mind that all information is confidential and should be used only by program management.
12. The success or failure of a match depends upon the cooperation of all the individuals concerned. It is important to discuss your child's match with program staff periodically to prevent potential problems and to keep the Grand Area Mentoring updated. We want your child to have fun and to grow positively from the match.

## **Questions and Answers for Parents**

**This section will answer many common questions you may have about both your role and that of the mentor as well as provide some basic guidelines and ground rules to make the mentoring relationship a success.**

**If you have questions at any time, please contact your program director at 260-9646 or any of the contacts at the end of this document.**

### ***What should I do if my child cannot attend a meeting with the mentor?***

To encourage responsibility in your child, have him/her call the mentor when a meeting must be rescheduled. Be sure you have the phone numbers to reach the mentor at home and at work. If you can't get ahold of the mentor you can call the GrandAM office at 260-9646

### ***What if family plans conflict with a meeting?***

The mentor should complement or add to family opportunities, not take away from it. As most mentoring will be happening in school, there shouldn't be many conflicts.

As much as possible, the mentor and your child will plan their time around your child's normal school schedule. It may be helpful to let the mentor and your child know about planned family events that might interrupt their meetings. If your child is unable to attend a GrandAM activity outside of their normal meeting times, please just make sure their mentor knows so he or she can make other plans.

### ***Can I (or other family members) meet with my child and the mentor?***

You are welcome to introduce yourself to your child's mentor and to exchange contact information. There are also a few special events each year that your whole family can attend, such as pizza dinners and pool parties.

Your child's weekly sessions with their mentor, however, are designed to be one-on-one. The mentor is an adult with whom your child can have a unique relationship. Please feel free to ask your child about their activities and plans with their mentor and if at any time you are uncomfortable with their plans, please let them know. Mentors will be sensitive to parent concerns and will try to find an arrangement that is acceptable to you.

### ***How can I be sure that the mentor will support my rules and regulations?***

Talk with the mentor about any rules or regulations that you expect him or her to uphold. If you have strict rules about what he/she may read or foods he/she may not eat, please discuss these with the mentor. By making this information known at the beginning, you can help avoid misunderstandings later.

### ***What if the mentor says things with which I do not agree?***

No matter how carefully we match mentors and students, you may find some areas where your beliefs or ideas differ from the mentor's. If these are important to you, let the mentor know. You can request that the mentor NOT discuss or question your most important beliefs or values when with your child.

Mentors are expected to discuss parents' beliefs and values respectfully. Letting your child know that you respectfully disagree with the mentor can help your son/daughter form a solid belief

system. This is especially important during early adolescence as young people search for their identities.

***Who will pay for the activities of the mentor and youth?***

If the planned activities involve fees, Grand Area Mentoring will pay for both the mentor and mentee. You need not pay for activities. The most important part of the mentoring program is the relationship between the mentor and the youth, not a lot of costly activities.

The youth and mentors should not be expected to buy gifts for each other. Small tokens of friendship or cards on birthdays or holidays are reasonable but should not be expected or used to “buy” friendship. Please contact us if you have any questions or concerns.

***If my child has misbehaved, should I allow him/her to see the mentor?***

The mentor’s weekly visit should not be used to discipline your child. Time with the mentor is fun but it is also a time of learning and growth. Punishing your child by denying time with the mentor puts you in opposition to the mentor instead of emphasizing your mutual concern your child.

***How often should I be in contact with the mentor, and how much should I say about family problems/concerns?***

Get to know the mentor well enough to feel comfortable with him/her being with your child. If there is an issue you feel the mentor should know about, call him/her when your son or daughter is not present.

***What if there are concerns or questions I don’t want to discuss with the mentor?***

Please feel free to call Dan, the program director. Dan is here to help make the program work for students, mentors, and parents. He will call you throughout the year to see how things are going. But don’t wait for him/her to call; we want to know about anything that concerns you!

**When and How To Get Help If Problems Come Up**

This program was created to offer your child opportunities, to help develop his or her skills, and to be a lot of fun! If for any reason you find that you have questions about the program, or any person associated with it, we want you to call us right away. No question or concern is too small or too big. We are providing several telephone numbers for you; please feel free to use any of them. If you would prefer to contact someone not listed here, such as other school staff, please feel free to do that as well. You may want to add a few of these other numbers to this list so you will know where they are if you need them.

- Dan McNeil – Program Director 435-260-9646
- Megan McGee – Mentor Coordinator 435-260-9645
- Melinda Snow – Middle School Principal 435-259-7158
- Margaret Hopkin – HMK Principal 435-259-7350
- Sherrie Buckingham – Red Rock Principal 435-259-7326

Remember, you have the right to get help if a problem occurs. If one person is not available (or is not helpful) go on to the next person on this list.

# GRAND AREA MENTORING PROGRAM

*Moving Forward Together*

## Parent/Guardian Contract

Name: \_\_\_\_\_

Date: \_\_\_\_\_

By allowing my son/daughter to participate in the Grand Area Mentoring Program, I agree to:

- Allow my child to participate in the Grand Area Mentoring Program and to be matched with a Grand Area mentor
- Follow and encourage my child to follow all rules and guidelines as outlined by the program director, mentee training, program policies, and this contract
- Support my child in this match by allowing him or her to meet at least five hours per month and have weekly contact with him/her for one year
- Have my child to call and notify the school if unable to make a meeting on a school day
- Regularly and openly communicate with the program director as requested
- Inform the program director if I observe any difficulties or have areas of concern that may arise in the match relationship
- Participate in a closure process when that time comes
- Notify the program director if I have any changes in address or phone number
- Provide the program director and the mentor with any updated health insurance information for my child

\_\_\_\_\_ (Please initial) I understand that upon match closure, future contact between my child and his/her mentor is beyond the scope of the Grand Area Mentoring Program, and can happen only by the mutual consensus of the mentor, the mentee, and their parent/guardian.

I agree to follow all the above stipulations of this program as well as any other conditions as instructed by the program director at this time or in the future.

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)

***NOTICE TO PARENTS: The following section is taken directly from your son or daughter's Mentee Handbook. You will find tips and details about how your child might capitalize on their mentoring relationship. Please read this as it might answer some of your questions and prepare you to better support your child.***

## **FROM GRAND AREA MENTORING MENTEE HANDBOOK**

### **Introduction**

Welcome to the Grand Area Mentoring Program! The success of a mentoring relationship depends in great part upon the contribution made by you. This handbook, provided by GrandAM, was created to help you learn how you can contribute to the match and get the most from your mentoring experience.

### **Program Mission Statement**

By supporting and fostering healthy relationships between responsible adults and our children, it is the mission of the Grand Area Mentoring program to let students discover their potential, participate in the academic and public worlds, and become life-long learners.

### **Program Description and Overview**

The Grand Area Mentor Program was created in July 2005 by the Grand County School District to better prepare the youth in the community to achieve academically and take part in their world. Mentees are Grand County School District and Moab Community School students and are referred to the program by teachers, school employees, Four Corners, school administrators, or parents. The mentors and mentees meet at school at least once a week to work on play games, classroom assignments, or just to talk. All mentors and mentees participate in a group activities, which are most often field trips or educational programs brought to the school grounds.

### **Program Roles**

Many people are involved in the operation of this mentoring program. This is a list of the people who are important for you to know about as you participate in the program's activities and events.

*Program Director:* Dan McNeil

*Mentor Coordinator:* Megan McGee

*Program Executive Director:* Superintendent Margaret Hopkin

### **Definitions**

Mentors: The volunteers who will be matched with a student in the program.

Mentees: The student that will participate in the program and who will be matched with mentors.

Parents: Parents of the student who are participating in the program. Their role in the program will be to support

GrandAM efforts and their son/daughter's participation.

### **Now you are a Mentee.**

Being mentored is exciting, challenging, and rewarding. Being mentored will give you the chance to develop knowledge and skills – but MOST OF ALL, being mentored is FUN! Both you and your mentor can learn and change. As a mentee you can be certain that you have someone to count on and that cares.

### **When and How To Get Help If Problems Come Up**

This program was created to offer you opportunities, to help develop your skills, and to be a lot of fun for you! If for any reason you find that you have questions about the program, or any person associated with it, we want you to call us right away. No question or concern is too small or too big. We are providing several telephone numbers for you; please feel free to use any of them. If you would prefer to contact someone not listed here, such as other school staff, please feel free to do that as well. You may want to add a few of these other numbers to this list so you will know where they are if you need them.

Dan McNeil – Program director 260-9646

Megan McGee- Mentor Coordinator 260-9645

Ms. Snow – Middle School Principal 259-7158

Mr. Farnsworth –HMK Principal 259-7350

Ms. Buckingham—Red Rock Principal 259-7349

My Parents Home: \_\_\_\_\_ Work: \_\_\_\_\_

Family Friend (relative, minister, neighbor) \_\_\_\_\_

Local Police 259-8938

Remember, you have the right to get help if a problem occurs. If one person is not available (or is not helpful) go on to the next person on this list.

### **Your First Meeting With Your Mentor**

As a new mentee you are about to enter into a rewarding experience. This mentoring relationship will bring you many exciting opportunities, skills, and knowledge. During your first meeting, you will have a chance to begin getting to know your new mentor. By the time this first meeting ends, make sure that you have agreed upon your next meeting time and date.

As with all new relationships, you may find moments when things feel awkward until you have had a chance to find out what the other person is all about. After a while this will pass and the time you spend together will feel more natural and comfortable.

### **Tips for Effective Communication**

Communicating is more than just talking. There are things we can do to make conversations work. Here are a few ideas that you can practice that contribute to successful communications:

- **Listen Well!** Listen to what the other person says and make an effort to understand what they mean. Ask questions if you are not sure that you understood.
- **Body Language!** The way a person sits or stands often says as much or more as the words they speak. Watch the way people act when they are speaking to another person. Many times you can tell a lot about the conversation even if you can't hear the words they are saying just by watching body language. Body language also sends a message to the other person that you are or are not listening. Be aware of what your body language is saying to your mentor when you meet.
- **Answer with more than a “yes” or “no.”** Those are dead-end answers and they lead the conversation nowhere. More important, they don't really say that much. Be clear and open with your mentor. You'll be glad you did.

### **How to Spend an Hour with Your Mentor**

Here is an example of how you could possibly spend your hour:

10 Minutes – Share at least two things that you have done since the last time you met.

5 Minutes – Ask your mentor about events that have occurred in his or her life since you last met.

10 Minutes – Show your mentee something you've been working on in class or need help on.

25 Minutes – Play a game; either a table game or some sports activity.

10 Minutes – Plan an event that the two of you can do together or ask a question about a goal or interest that you have.

### **Things You Can Discuss With Your Mentor**

- What culture are you from?
- What are your favorite activities?
- What were you like when you were my age?
- What did you have to do to prepare for and get your job?
- What games do you like to play?
- What were your favorite subjects in school?
- What kind of (movies, books, music) do you like?
- How do you think I should handle this situation?
- What do you think about (add current news event)?
- How do I raise the subject of (add your subject) with my parents?
- Do you know any funny stories?
- What was your most important decision in life?
- Where can I find out more about (add your area of interest)?
- What would you do differently if you could?
- What would you like to talk about?
- Who mentored you?
- How do you spend your time?
- Add some questions of your own. \_\_\_\_\_

### **Ways of Showing Appreciation**

When someone does something nice for you, what do you do? You say “Thank you!” of course. When it’s your mentor, there are lots of ways to do that. Here are a few you can use once in a while and you can add your own:

- Write a note or make a thank-you card
- Draw a picture
- Take a photo and make a frame
- Call them and say “thanks”
- Make cookies or a snack and bring some to your mentor
- Send a thank you e-mail
- \_\_\_\_\_

Your mentor is a real live person, with thoughts and feelings just like you. It is important to remember that and to be aware of how you treat your mentor. Think about his or her feelings and notice the efforts made on your behalf.

### **Confidentiality and Boundaries of the Relationship**

Your relationship with your mentor is built on trust and confidentiality. Those things are crucial in any friendship. You should feel free to share any information that you like with your mentor. Your mentor will know our policies on confidentiality and agrees to keep your information in trust.

There are limits to the confidentiality. You and your mentor shall know and agree to these limits. If a mentee shares information of immediate concern, such as suspected physical or sexual abuse, self-harm, or violence toward another person, the mentor is obligated and has agreed to report this information to the program. This does not mean that you should not share this information with your mentor. Just know that, for your own welfare and the welfare of those affected by the situation, action must and will be taken.

### **Invitation to/Role of the Parents**

The Grand Area Mentoring Program invites parents to be a part of the mentoring program. We have special activities that parents can join. These include:

- Chaperoning field trips
- Helping organize recognition events
- Participating in after school activities

### **Stages in a Relationship**

Think back to the first time you met your best friend. Did you know at that first moment that you would be so close? Probably not. The reason you didn’t know it from the start is because it takes time for friendships to develop; they go through stages. The first stage is a time when you get to know each other, a time to see what you have in common and what you like about each other. Is this a person you can trust? After this beginning stage you begin to be more relaxed about a friendship.

The relationship becomes less formal and more comfortable because you know about each other. Your

relationship with your mentor may be very much like this. At first it will seem new and unfamiliar. But if you are open to exploring who this person is and what you like about them, you will have a valuable friend. You will have the opportunity to do a lot of things together that will be rewarding for you and for your mentor.

### **Match Closure**

Over a lifetime, relationships end for many reasons; because circumstances change, people move, interests change, etc. The program that you have joined is set up to last for one year. At that time, your formal relationship with your mentor may continue on or draw to a close. When good relationships end, people often feel a sense of loss or sadness. This is normal. But as a relationship ends it can also be a time to celebrate and appreciate the valuable and fun things you did together. This program will build in a chance for you to celebrate your friendship together before the one-year time period ends.

# GRAND AREA MENTORING PROGRAM

*Moving Forward Together*

## Mentee Contract

Name: \_\_\_\_\_

Date: \_\_\_\_\_

By choosing to participate in the Grand Area Mentoring Program, I agree to:

- Follow all rules and guidelines as outlined by the program director, mentee training, program policies, and this contract
- Have a positive attitude and be respectful of my mentor
- Make a one-year commitment to being matched with my mentor
- Meet at least five hours per month with my mentor
- Make at least weekly contact with my mentor
- Be on time for scheduled meetings or call my mentor at least 24 hours beforehand if I am unable to make a meeting
- Discuss monthly meeting times and activities with the program director, and regularly and openly communicate with the program director as requested
- Inform the program director of any difficulties or areas of concern that may arise in the relationship
- Participate in a closure process when that time comes
- Notify the program director if I have any changes in address or phone number
- Attend in-service mentee training sessions as scheduled

\_\_\_\_\_ (Please initial) I understand that upon match closure, future contact with my mentor is beyond the scope of the Grand Area Mentoring Program and can happen only by the mutual consensus of the mentor, the mentee, and their parent/guardian.

I agree to follow all the above stipulations of this program as well as any other conditions as instructed by the program director at this time or in the future.

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)

# GRAND AREA MENTORING PROGRAM

## *Moving Forward Together*

### **Contact and Information Release** (To Be Completed by the Parent/Guardian)

Youth's Name: \_\_\_\_\_ Date: \_\_\_\_\_

I hereby grant permission for Grand Area Mentoring Program to make contact with my child and conduct a personal interview for the purposes of applying to be a mentee. Grand Area Mentoring may also make contact with my child on school premises for the purposes of screening and interviewing as well as ongoing support of his/her participation in the mentoring program.

I authorize Grand Area Mentoring to obtain any needed information regarding my child from his/her school's staff, including academic and behavioral records and conversations with teachers, counselors, and other administrative staff.

Further, I understand that basic information about my child will be anonymously (without names) shared with a prospective mentor(s) to aid in determining a suitable match. Once a mentor/mentee match is determined, my and my child's identity and other relevant information will be shared with the mentor to the extent it aids in facilitating a successful match.

\_\_\_\_\_ I give my informed consent and permission for my child to participate in the Grand Area Mentoring Program and its related activities.

\_\_\_\_\_ I agree to have my child follow all mentoring program guidelines and understand that any violation on my child's part may result in suspension and/or termination of the mentoring relationship.

\_\_\_\_\_ I release the Grand Area Mentoring Program of all liability of injury, death, or other damages to me, my child, family, estate, heirs, or assigns that may result from his/her participation in the program, including but not limited to transportation, and hold harmless any GrandAM mentor, program staff, or other representatives, both collectively and individually, of any injury, physical or emotional, other than where gross negligence has been determined.

\_\_\_\_\_ I agree to allow Grand Area Mentoring to use any photographic image of my child taken while participating in the mentoring program. These images may be used in promotions or other related marketing materials. (Optional)

\_\_\_\_\_  
Parent/Guardian Signature

\_\_\_\_\_  
Date

Parent/Guardian Name: \_\_\_\_\_

Physical Address \_\_\_\_\_

Mailing Address (if different) \_\_\_\_\_

**NOTICE TO PARENTS:** *The following collection of Policies and Procedures includes documents that your son or daughter does not have in his/her manual, where some were omitted for clarity. Please review the following Policies and Procedures with your son or daughter.*

## **Section V. Grand Area Mentoring Policies**

- A. Match Support and Supervision
- B. Record Keeping
- C. Confidentiality
  - 1. General
  - 2. Limits of Confidentiality
  - 3. Safekeeping of Confidential Records
  - 4. Requesting Confidential Information from Other Agencies
  - 5. Violations of Confidentiality
- D. Transportation
- E. Mandatory Reporting
  - 1. Grand Area Mentoring Policy
  - 2. Grand County School District Policy
- F. Use of Alcohol, Drugs, Tobacco, and Firearms
  - 1. Alcoholic Beverages
  - 2. Drugs
  - 3. Tobacco
  - 4. Weapons, Firearms, and Other Dangerous Materials
- G. Unacceptable Behavior
- H. Closure
- I. Evaluation
- J. Recruitment
- K. Inquiry
- L. Eligibility
- M. Screening
- N. Training
- O. Recognition
- P. Volunteer Rules

### **A. Match Support and Supervision Policy**

It is the Policy of the Grand Area Mentoring Program that mentoring staff will make quarterly phone or personal contact with all matches. Staff must gather information for that quarter 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 and a formal support structure for mentors.

## **B. Record-Keeping Policy**

It is the Policy of the Grand Area Mentoring Program that each step of the mentoring application and match process be documented by creating a case file for each 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 seven years after the close of their participation in the program. After seven years, the records will be shredded and discarded with approval from the executive director and destroyed only by approved individuals.

The program director must keep records of all program activities, utilizing approved forms. All files shall 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 shall be documented and kept within the Policy and Procedure Manual.

## **C. Confidentiality Policy**

### **1. General**

It is the Policy of the Grand Area 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, and their families with other Grand Area Mentoring professional staff and the Advisory Team. Further, all prospective mentors, mentees, and parents/guardians shall 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 Grand Area Mentoring to provide a responsible and professional service to participants, it is necessary to ask mentors, mentees, parents/guardians, and other outside sources to divulge extensive personal information about the prospective participants and their families, including:

Information gained from mentors and mentees, written or otherwise, about themselves and/or their families, in application to and during program participation

Participant's names and images gained from participants themselves, program meetings, training sessions, and other events

Information gained about participants from outside sources including confidential references, school staff, employers

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.

## **2. 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, and parents/guardians.
- 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 and parent/guardian.
- Members of the Advisory Team have access to participant files only upon authorization by a formal motion of the Advisory Team. 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 Advisory Team. Known violations shall be reported to the Team chair. A violation of the agency’s confidentiality Policy by a Team member shall constitute adequate cause for removal from the Team.
- 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 law protects its confidentiality.
- 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/herself or others.
- If program staff receive information at any point that a volunteer is using illegal substances, there is a criminal history of any kind, or is inappropriately using alcohol or other controlled substances, the information will be shared with the parent and they, along with the GrandAM Program director and Executive Director will have the option to reject the prospective mentor or close the existing match.

At the time a mentor or mentee is considered as a match candidate, information is shared between the prospective match parties. However, the full identity of the prospective match mate shall not be revealed at this stage. Names and addresses are shared with match mates only after the involved parties have met and agree to be formally matched. Each party shall have the right to refuse the proposed match based on the anonymous information provided to them. The information to be shared may include:

- Mentors: age, sex, race, religion, interests, hobbies, employment, marriage or family status, sexual orientation, 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.

## **3. Safekeeping of Confidential Records**

The Program director is 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 all policies.

#### **4. 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.

#### **5. Violations of Confidentiality**

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

### **D. Transportation Policy**

It is the Policy of the Grand Area Mentoring Program to not allow mentors to transport mentees in their own private vehicles unless approved by the program director.

### **E. Mandatory Reporting Policy**

#### **1. Grand Area Mentoring Policy**

It is the Policy of the Grand Area Mentoring Program that all staff, mentors, and other representatives of the program must report any suspected child abuse and/or neglect of agency clients or program participants to the program director immediately. All such suspected reports must be made to appropriate state and/or local authorities. Program staff must follow the mandatory reporting of child abuse and neglect procedure.

All employees, volunteers, and mentors of the Grand Area Mentoring Program are required to follow the Grand County School District policy on reporting child abuse and neglect. (See section E-2).

Any staff, volunteers, or mentors accused of child abuse or neglect will be investigated by the agency. Contact with program youth will be restricted or constrained and/or the person in question suspended from employment or program participation per the decision of the executive director, program director, and Advisory Team until such investigation is concluded.

#### **2. Grand County School District Policy**

##### **4070 A - PERSONNEL - REPORTING OF CHILD ABUSE**

Whenever any employee of the District has reason to believe that a child has been subjected to incest, molestation, sexual exploitation, sexual abuse, physical abuse, or neglect or who observes a child being subjected to conditions or circumstances which would reasonably result in sexual abuse, physical abuse, or neglect, such person shall immediately notify the site supervisor, who will in turn notify the nearest peace officer, law enforcement agency or office of the Division of Family Services within the Department of Social Services of the State of Utah (the "Division").

No employee shall undertake an independent investigation unless requested to cooperate with the Division in such an investigation. Any employee of the District who is requested by the Division to do so, shall cooperate with the Division or law enforcement agency authorized to investigate charges of child abuse and neglect.

Where the Division requests to interview children during school hours, all school employees shall cooperate and permit such investigations where such an interview is reasonably necessary to the investigation as determined by the Division within the sound and reasonable discretion of the Division. School employees cooperating with the Division in such an investigation do not have any obligation to contact the parents of the child being interviewed prior to allowing such interview.

It is not necessary for a school employee to be present during interviews conducted by the Division during school hours. The employees who are involved in such investigation shall transfer to the Division the responsibility for the child, for notification of parents and for related duties by providing written notice of relinquishment of responsibility to the Division or the relevant law enforcement agency involved.

The employee shall not disclose any information learned in connection with an investigation conducted by the Division, including requests by parents. The requirements of confidentiality provided in Utah Code Ann. 62A-4-513 must be followed. All communications regarding such confidential information shall be limited to those persons with whom the employees are required to cooperate, including solely the Division, law enforcement, or supervisory school officials who are directly involved in the matter, or who have "both the right and the need to receive the information."

Persons making reports or participating in an investigation of alleged child abuse or neglect in good faith are immune from any civil or criminal liability that otherwise might arise from such actions. The identity of those reporting or investigating child abuse or neglect shall be maintained strictly confidential in such a manner as to insure the anonymity of the persons making the initial report and any others involved in a subsequent investigation.

## **F. Use of Alcohol, Drugs, Tobacco, and Firearms Policy**

It is the Policy of the Grand Area Mentoring Program that mentees and mentors are prohibited from using tobacco, illegal drugs or alcohol or possessing firearms while engaged in the mentoring relationship. Any suspected violations should be reported to the program director.

- 1. Alcoholic Beverages:** No participant of the Grand Area 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.
- 2. Drugs:** No participant of the Grand Area Mentoring Program will manufacture, possess, distribute, or use any illegal substance while engaged in mentoring or otherwise.
- 3. Tobacco:** The intent of Grand Area Mentoring 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 Grand County School District sites or on program-sponsored field trips, 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.
- 4. 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.

## **G. Unacceptable Behavior Policy**

It is the Policy of the Grand Area 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. This Policy is in no way intended to replace or take precedence over other policies or procedures including, but not limited to, the following:

- Confidentiality Policy
- Transportation Policy
- Mandatory Reporting of Child Abuse and Neglect Policy
- Use of Alcohol, Drugs, Tobacco, and Firearms Policy

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

- Any unwelcome physical contact, such as, but not limited to inappropriate touching, patting, pinching, punching, and physical assault
- Any 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 or family member
- Denigration, public or private, of political or religious institutions or their leaders
- Intentional violation of any local, state, or federal law
- Drinking alcohol
- Possession of illegal substances
- Using tobacco

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.

## **H. Closure Policy**

It is the Policy of the Grand Area 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 one year commitment, matches may continue in the program beyond the contract period and receive ongoing support and supervision.

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 in one or both of the match partner's lives or an individual no longer meets the requirements for program participation. Hence, the match may end at the discretion of the mentor, mentee, parent/guardian, and/or program director. It is left to the discretion of the program director 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.

The coordinator will verbally and/or in writing inform all parties—the mentor, mentee, and parent/guardian—that the formal match has ended and that Grand Area Mentoring will not be liable for any incidences that occur after the match has closed. Any contact after match closure will be at the mutual and informal agreement of the mentor, the mentee and parent/guardian. The Grand Area Mentoring Program will not be responsible for monitoring and supporting the match after the match has ended formally.

## **I. Evaluation Policy**

It is the Policy of the Grand Area Mentoring Program that evaluation is a key component in measuring program success and for making continuous improvements in the effectiveness and delivery of mentoring services.

Evaluation data will be collected every quarterly for mentees in the program, including the following general measures: academic performance, school discipline and attendance. Surveys will be administered within the first two months and again within the last two month of each academic year, including the following: peer and parent relationships, moods, and youth self esteem.

Grand Area Mentoring program staff will be responsible for evaluation efforts, and will oversee the contract with program consultants to implement actual evaluation activities.

## **J. Recruitment Policy**

It is the Policy of the Grand Area Mentoring Program that there 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. Additionally, a detailed Quarterly Recruitment Activity Plan will outline specific tasks and activities.

The program director assumes lead responsibility for the recruitment of new mentors. Other mentoring program staff, the executive director, and advisory board members will support the program director in these activities as required.

## **K. Inquiry Policy**

It is the policy of the Grand Area 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, from first contact throughout the screening process and beyond, regardless of the final screening outcome.

Confidentiality for all potential participants will be upheld from this initial point of contact forward.

## **L. Eligibility Policy**

It is the Policy of the Grand Area Mentoring Program that each participant must meet the defined eligibility criteria. Mentoring staff should be knowledgeable of and understand all eligibility criteria required for mentor and mentee participation in the program.

Extenuating circumstances may be reviewed at the discretion of the program director and acceptance may then be allowed with the written approval of the executive director when all eligibility requirements are not clearly met. These instances are expected to be rare.

### **Mentor Eligibility Requirements**

- Be at least 16 years of age
- Reside in Grand County School District
- Be willing to adhere to all Grand Area Mentoring Program policies and procedures
- Agree to a one-year commitment to the program
- Commit to spending a minimum of five hours a month with the mentee
- Be willing to communicate with the mentee weekly
- Complete the screening procedure
- Agree to attend initial mentor orientation
- Be willing to communicate regularly with the program director and submit quarterly meeting and activity information
- Have a clean criminal history
- Have never been accused, arrested, charged, or convicted of child abuse or molestation
- Not be a convicted felon. If the applicant has been convicted of a felony then they may be considered only after a period of seven years with demonstrated good behavior and an appropriate and corrective attitude regarding past behaviors
- Not be a user of illicit drugs
- Not use alcohol or controlled substances in an excessive or inappropriate manner
- 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
- Not currently be under treatment for a mental disorder or have been hospitalized for a mental disorder in the past three years
- Not have falsified information during the course of the screening process

### **Mentee Eligibility Requirements**

- Be 5–18 years old
- Reside in Grand County School District

- Demonstrate a desire to participate in the program and be willing to abide by all Grand Area Mentoring Program policies and procedures
- Be able to obtain parental/guardian permission and ongoing support for participation in the program
- Agree to a one-year commitment to the program
- Commit to spending a minimum of five hours a month with the mentor
- Be willing to communicate with the mentor weekly
- Complete screening procedure
- Agree to attend an initial mentee training
- Be willing to communicate regularly with the program director and discuss monthly meeting and activity information

## **M. Screening Policy**

It is the Policy of the Grand Area 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 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

### **Mentee Screening Procedures**

- Attend mentee training
- Obtain parent/guardian consent
- Complete personal (mentee) interview and/or interest form

The decision to accept an applicant into the program will be based upon a final assessment done by the program director at the completion of the mentor or mentee screening procedure. No reason will be provided to mentor applicants rejected from participation in the program.

All mentors are expected to meet the eligibility criteria. However, extenuating circumstances may be reviewed at the discretion of the program director and acceptance may then be allowed with written approval of the executive director when all eligibility requirements are not clearly met.

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

## **N. Training Policy**

It is the Policy of the Grand Area Mentoring Program that all mentors attend a minimum two-hour training and both mentor and mentees attend an initial orientation session prior to being matched. The agendas must cover basic program guidelines, safety issues including mandatory reporting, and communication/relationship building skills.

It is the responsibility of the program director to plan, develop, and deliver all training sessions with assistance from other agency staff, board members, and volunteers. Evaluation forms will be collected from each training session for the purposes of evaluating/improving the content of the trainings and trainer performance.

## **O. Recognition Policy**

It is the Policy of the Grand Area Mentoring Program to recognize all participants—including mentors, mentees, and parents/guardians—as important to the success of the mentoring program. Particular emphasis will be placed upon recognizing the program volunteers or mentors.

It is the responsibility of the program director to, at minimum, plan and implement the following recognition activities:

- Host an annual event, recognizing mentors, mentees, and parents/guardians.
- Feature a mentor, mentee, parent/guardian, or general match in each quarterly newsletter
- Establish a mentor recognition award system for length of service

## **P. Volunteer Rules**

It is the Policy of the Grand Area Mentoring Program that in order to provide opportunities for schools to use the services of volunteers, and in order to protect the volunteers, students, staff and the School District, the Grand Area Mentoring Program is directed to establish, supervise, and adhere to practices outlined in this policy.

**Basic Requirement:** Each volunteer shall complete, sign and submit to the Grand Area Mentoring Program an Application and Background Investigation Release.

**Clearance:** Program staff shall grant clearance to each applicant based on information provided in the Volunteer Application and background check.

**Application:** The Volunteer Application shall include:

- Identification information (name, address, phone number, workplace, work phone number, email, name of volunteer's student and teacher/advisor if applicable);
- Areas of interest regarding volunteer work;
- A commitment from the applicant that he or she shall follow program guidelines as outlined in Grand Area Mentoring Policies and Procedures;
- An information release authorization giving Grand Area Mentoring permission to conduct a background check;
- At least three references. One must be local.

**Supervision of Volunteers:** Each volunteer shall be supervised by a School District employee according to the Match Supervision and Support Policy.

**Volunteer Sign In/Out:** When entering or leaving a school, volunteers shall sign in and out at the school office as required, noting the time in and the time out.

**Volunteer Identification:** Volunteers shall wear a nametag or identification placard while in the school building.

**Background Check:** All mentors and any volunteer who works outside of District supervisory requirements (supervision contact twice per period/hour), or transports students outside the direct supervision of a School District employee, must undergo background checks and successfully pass.

## **PROCEDURES:**

### **I. Suspected Child Abuse or Neglect**

1. All suspected incidents of child abuse or neglect, recent or otherwise, must be reported to the program director immediately, the same day if possible.
2. The program director must fill out the Child Abuse and Neglect Report form detailing critical information about the alleged incident of abuse or neglect. Once completed and reported, this form will be kept in the mentee's file folder.
3. The program director must then file a report with the state Department of Children and Family Services (DCFS) within 24 hours per state statute.
4. If knowledge of the suspected abuse or neglect occurs during non-business hours, the mentor must 1) contact the Program director cell, or 2) make the report to the local community abuse hotline or directly to DCFS. The mentor must first attempt to contact agency/program staff. If unable to do so at the time, he/she must file a report with the program director by noon the next business day. The program director must follow steps 1 and 2 above and follow up with the DCFS to ensure the report was adequately made by the mentor.
5. In some cases, the DCFS may require the mentor to be interviewed or make contact with them directly. In such cases, the program director will accompany the mentor as allowed by DCFS.
6. Suspected Child Abuse or Neglect by Program Staff or Volunteers
7. The same procedures outlined above will be followed for any suspected child abuse and neglect by any staff person, program representative, or volunteer.
8. In addition, the alleged abuser will be investigated by the Executive Director.
9. During such an investigation, the alleged abuser will be immediately restricted from contact with youth, placed on employment probation, terminated, or suspended from participation in the program.

10. In the case of suspicion of a mentor, the parent/guardian will be immediately informed of the suspicion.

### **Training**

1. All program staff, agency representatives, and volunteers must be trained on state statutes of child abuse and neglect laws, and the agency's mandatory reporting Policy and procedures prior to working with youth or participating in the Grand Area Mentoring Program.
2. Reporting of child abuse and neglect is mandated by the Policy and Procedures and is included as a required topic in the training curriculum outline for both mentors and mentees.