

EVA'S PHOENIX

11 ORDNANCE STREET

TORONTO, ONTARIO

M6K 1A1

☎ 416-364-1674

☎ 416-364-2985

ONE TO ONE MENTORSHIP

POLICIES AND PROCEDURES



EVA'S PHOENIX - ONE TO ONE MENTORSHIP PROGRAM

Eva's Phoenix is part of Eva's Initiatives, a non-profit charitable organization. Eva's Phoenix offers transitional housing and training for homeless and at risk youth to learn the skills to live independently. Fifty youth can live at the shelter for up to one year while participating in a training program with one of our partner employers in a career of their choice. At Eva's Phoenix, our goal is to be the last stop before a youth leaves the shelter system behind for a place of their own and a job with a future.

Mentorship has become a critical foundation of support for youth participating at Eva's Phoenix. Low self-esteem is one of the greatest barriers our youth face. A mentor, through interaction with our youth, helps them develop a positive sense of their self-worth. Increased self-worth allows the young person to progress towards their goals whether they are personal or career related.

One to One Mentorship matches adult individuals with our youth. The youth are between 16 and 29 years of age. The commitment is for three months, although it often develops into a longer relationship. A mentor commits to the relationship and listens, supports, and offers friendship, perspective and guidance. A match with a Mentor can be based on personal skill development, career/educational support, and social/recreational interests or be culturally based.

YOUR EXPERIENCE THEIR DREAMS

MISSION STATEMENT

Eva's Initiatives works collaboratively with homeless and at-risk youth to actualize their potential to lead productive, self-sufficient and healthy lives by providing safe shelter and a range of services. We create long-term solutions by developing and implementing proactive and progressive services.

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1.0 MENTORING COMMITMENTS

1.1 CODE OF CONDUCT

Policy:

One-to-One Mentorship Program is committed to support all the philosophies of the agency.

As a One-to-one Mentor, you will:

- Be honest with yourself about your ability to fulfill your commitment to the mentoring program and to a protégé.
- Honor all of your commitments to the agency
- Respect the need for confidentiality in your capacity as a volunteer mentor with all staff, mentors and residents.
- Meet all attendance requirements
- Contribute constructively to the work of the agency
- Refrain from alcohol and substance abuse with the youth while performing your volunteer duties.
- Avoid a personal relationship beyond the scope of your mentoring duties
- Act as a responsible liaison between Eva's Phoenix and the community

1.2 INAPPROPRIATE BEHAVIOR

Policy:

A number of behaviors are regarded as incompatible with the One-to-One Mentorship Program goals, values, and program standards and therefore are considered unacceptable and prohibited while mentors are engaged in mentoring activities.

Behavior which is inappropriate includes, but is not limited to the following:

- Social interaction with Protégé in areas where alcohol or illegal substances are available.
- 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 explosive behavior of either a sexual or nonsexual nature, including threats of such behavior
- Display of demeaning, suggestive, or pornographic material
- Sexual abuse or neglect of a child
- Denigration, public or private, of any protégé, political or religious institution or their leaders
- Intentional violation of any local, provincial or federal law

Mentors who fail to perform their volunteer function effectively or perform to the detriment of the program or do not adhere to the policies and procedures of the agency are subject to dismissal. Mentors may be discharged without warning for just cause. Dismissal may occur for a variety of reasons including breach of confidentiality, breach of code of conduct, misconduct, abuse, inappropriate behavior or mistreatment of clients, staff or other volunteers, theft of property or failure to comply with agency policies and procedures.

Procedure:

In the event of a complaint, the Mentorship Coordinator will be notified. The Mentorship Coordinator will discuss concerns with the mentor.

Wherever possible, dismissal will take place only after consultation among the Mentorship Coordinator, and/or the Manager of Development Mentorship Network and the Mentor.

1.3 CONFIDENTIALITY

Policy:

All clients of Eva's Phoenix have the right to confidentiality.

For the purposes of this policy, confidential information includes all information pertaining to an individual or collective client situation, all client and personnel files.

Procedure:

Staff will inform all residents that the shelter maintains confidentiality of information, and that information in a client's file is accessible to all staff members, in order to facilitate a case management approach and provision of service.

Information can and will only be shared with outside persons/agencies/services with the approval of the individual resident, and only after he/she has signed a Release of Information Form.

Residents will be informed when information is being released, where it is going and for what purposes. Residents will be so informed prior to the release of the actual information.

Exceptions to this Confidentiality Policy are as follows:

- Where disclosed information violates the provincial child welfare act
- Where professional/legal obligations require an employee to report information

All mentors must sign the Confidentiality Statement. This will be kept in their file. (see Appendix 1)

1.4 CONFLICT OF INTEREST

Policy:

Any Mentor who is in a conflict of interest situation pertaining to any aspect of their involvement with Eva's Initiatives must notify immediately the agency of the potential conflict.

Procedure:

All potential conflicts will be discussed with the Mentorship Coordinator and/or the Manger of Development Mentorship Network program or his/her designate. All mentors shall immediately disclose any business interest where such interest might be construed as being a real, potential or apparent conflict with their official duties for the agency.

1.5 NO DISCRIMINATION

Policy:

Every client is unique and must be treated with respect, dignity, and equity. Every client has the right to social and economic justice, and every client has the right to self-determination and the responsibility to contribute to society in his/her own way.

It is recognized that not all people are treated equally in this society, and many bear a double burden of oppression because of discrimination and racism.

Procedure:

All mentors must sign the No Discrimination Statement. This will be kept in their file. (see Appendix 1) Should a situation arise where a mentor is accused of discriminatory behavior, the Mentorship Coordinator and Manager of the team will investigate the claim by discussing with the client, mentor or any witnesses. Recommendations will be discussed with the general Manager and may result in disciplinary measures ranging from more education/training up to and including termination of the mentor relationship.

1.6 COMMUNICATION

Policy:

The One-to-one Mentorship program requires communication between the Mentor and the Mentorship Coordinator, to ensure the relationship is meaningful to both the youth and the Mentor. This information is also very useful to the organization to track statistics for funders as required.

Procedure:

All mentors are required to send in a monthly e-mail report on the progress of the relationship. At a minimum, the report should contain the name of the protégé, any issues or concerns that need to be addressed, and the amount of time spent together, on the phone or by e-mail. (see Appendix 2)

2.0 RECRUITMENT, ELIGIBILITY, SCREENING AND TRAINING

2.1 RECRUITMENT

Policy:

Mentors shall be recruited to form a mentor pool and selected as required.

Procedure:

The Mentorship Coordinator will recruit from various businesses within the community. Advertising in local papers or on Not-for-profit websites can take place if the need arises. Referrals from staff and other agencies will be encouraged. All interested candidates will be forwarded an information/ application package. If the applicant is interested, they will fill out the application, and send it back to the Mentorship Coordinator. The Mentorship Coordinator will contact the applicant and set up a time to meet for an interview.
(See Appendix 3)

2.2 ELIGIBILITY

Policy:

It is the policy of Eva's Phoenix One-to-One Mentorship program that each mentor must meet the defined eligibility criteria. Mentorship staff should be knowledgeable of and understand all eligibility criteria required for mentor participation in the program.

Procedure:

All Mentors must meet the following requirements:

- Be willing to adhere to all Mentoring Program policies and procedures
- Agree to at least a 3 month commitment to the program
- Be willing to communicate with the protégé weekly
- Commit to spending a minimum of 4 hours a month with their protégé.
- Complete the screening procedure
- Agree to attend mentor trainings and meetings as required. Be willing to communicate regularly with the program coordinator and fill in monthly e-mail reports.
- Complete a Criminal Reference Check in the area where the mentor resides.
- Refrain from alcohol or controlled substances prior to and while in contact with their protégé.

Exceptions will be at the discretion of the Mentorship Coordinator and with the written approval by the Manager of Mentorship. These instances are expected to be rare.

2.3 SCREENING

Policy:

Each Mentor will be screened prior to working with the youth.

Procedure:

At minimum the following screening procedures are required for mentor applicants.

- Complete written application

- Complete criminal reference check
- Provide three personal references
- Complete personal interview
- Sign off on all protocols of the Mentorship program policies and procedures

2.4 TRAINING

Policy:

Eva's Phoenix will provide training to all mentors. The agenda will cover basic program guidelines, safety issues including mandatory reporting, and communication/relationship building skills.

Procedure:

It is the responsibility of the Mentorship Coordinator to plan, develop, and deliver all training sessions with assistance from other agency staff, and volunteers. A minimum of 2 – 3 hour training sessions will be delivered as the need arises. Evaluation forms will be collected from each training session for the purpose of improving the content of the trainings and trainer performance.

3.0 COPYRIGHTS AND REPRESENTATION

Policy:

All patents and copyrights resulting from a mentor's work with the organization shall become the property of Eva's Phoenix, unless otherwise permitted by a previous agreement. Mentors are not permitted to use the agency's logo without written consent from the Director of Development or the Executive Director.

4.0 LENDING MONEY/GIFTS

Policy:

Mentors are not permitted to lend or give money or other items to the youth.

Procedure:

Mentors should inform staff if such requests are made..

Mentors are not allowed to accept gifts of money from the youth we serve. Accepting other gifts, particularly valuable ones are strongly discouraged. Before accepting a gift, the Mentor must discuss the situation with the Mentorship Coordinator.

5.0 CRIMINAL REFERENCE CHECKS

Policy:

Mentors who have direct contact with the youth will have to submit to a criminal reference check.

Procedure:

Volunteers will fill out the consent forms prior to placement. In some cases, based on their residential address, they will be expected to submit the forms themselves to the police department in their area.

Eva's Phoenix will cover all costs for the criminal reference check. If the mentor has to pay out of pocket, due to residing out of the GTA, they must submit a receipt for reimbursement.

All responses are confidential and the Mentorship Coordinator may discuss any issues resulting from the check with the mentor prior to the match with their protégé.

All information resulting from the criminal reference check will be kept in a confidential file with the Mentorship Coordinator (see example of Toronto Police Services – Appendix 4)

6.0 MENTOR RECORDS

Policy:

The Mentorship Coordinator will keep all mentor volunteer records.

Procedure:

All requests for information about mentors will go through the Mentorship Coordinator. Retired mentor files will be kept for a minimum of six years, after which they may be stored or destroyed by shredding the documentation. Volunteer mentors have the right to examine the contents of their file. Requests for file review must be made in writing to the Mentorship Coordinator giving at least 2 days notice. The file must be reviewed in the presence of the Mentorship Coordinator. No changes can be made without the consent of the Mentorship Coordinator. Requests to review the file will not be unreasonably denied.

7.0 ATTENDANCE

Policy:

All mentors are responsible for tracking their time spent with their protégé, and subsequently sending in a monthly report. It is the expectation of the mentor to show up for all meetings set up with their protégé except for unexpected circumstances.

Procedure:

The mentor should set up a time to meet with their protégé when it will be most appropriate for both parties. If a meeting must be changed, the protégé must be notified with as much notice as possible. The mentors must meet with the Protégé at a minimum of 3 times per month. Failure to meet these minimum requirements, due to cancellations on behalf of the Mentor, will be viewed as a violation of the contract to the youth and may result in the termination of the mentoring relationship. The feedback of the youth will be considered.

8.0 REPORTING RELATIONSHIP

Policy:

Mentors will report directly to the Mentorship Coordinator. Mentors have the right to be treated with respect and have the right to effective supervision .

Procedure:

The Mentorship Coordinator will keep mentors informed of youth issues that affect the Mentor/Protégé relationship. The Mentorship Coordinator will organize regular meetings where mentors under the supervision of the Mentorship Coordinator, can discuss youth and program issues as well as receive guidance on how to be an effective Mentor.

9.0 LEAVE OF ABSENCE

Policy:

A mentor may request an unconditional leave of absence from the Mentorship Coordinator for personal reasons.

Procedure:

The Mentor must make their request in writing to the Mentorship Coordinator

10.0 RESIGNATIONS

Policy:

Mentors may resign from their position verbally or in writing with the agency at anytime

Procedure:

The mentor should let the Mentorship Coordinator know the reason for the resignation as well as advance notice so arrangements can be made to provide the protégé with another mentor. This is necessary to prevent the youth from taking it personally and suffering negative emotions such as abandonment or rejection. Either the Mentor or the Mentorship coordinator will notify the Youth.

11.0 TRANSPORTATION

Policy:

The One to One Mentor may provide transportation for protégés in their cars, as long as car insurance is current with a minimum of \$1,000,000 in liability coverage.

12.0 TERMINATION

12.1 TERMINATION OF MENTORS

Policy:

Mentors who fail to perform their function effectively or to the detriment of the program or do not adhere to the policies and procedures of the agency are subject to dismissal. Mentors may be discharged without warning for just cause. Dismissal may occur for a variety of reasons

including breach of confidentiality, breach of code of conduct, misconduct, abuse or mistreatment of clients, theft of property or failure to comply with agency policies and procedures.

Procedure:

Wherever possible, dismissal will take place only after consultation between the Mentorship Coordinator, Manager of Mentorship, the Mentor and the Youth.

13.0 RECOGNITION

Policy:

The agency, through the initiative of the Mentorship Coordinator, will recognize and show appreciation for the contribution of the individual mentors.

Procedure:

Mentors service dates begin when they receive their letter of acceptance into the mentoring program.

A recognition event will take place to acknowledge the mentors and their contributions on a continuing basis.

The Mentorship Coordinator will track hours, and as long as the mentors attend necessary meetings etc., their accumulated length of service will not be in jeopardy.

APPENDIX 1: STATEMENT OF CONFIDENTIALITY

APPENDIX 1: NO DISCRIMINATION STATEMENT

APPENDIX 2: MONTHLY MENTOR REPORTS

APPENDIX 3: ONE-TO-ONE MENTORSHIP APPLICATION FORM

APPENDIX 4: SAMPLE OF POLICE REFERENCE CHECK

APPENDIX 5: ONE-TO-ONE MENTORSHIP POLICIES AND PROCEDURES
ACCEPTANCE FORM



STATEMENT OF CONFIDENTIALITY

I, the undersigned, commit myself to hold in strictest confidence, all names, issues and information that may be brought my attention while serving in any capacity with Eva's Initiatives.

I further understand that this statement of confidentiality is a component of Eva's Phoenix One-to-One Mentorship Policies and Procedures. Any breach of said statement may constitute grounds for termination of the mentoring relationship.

I have read and fully understand the foregoing confidentiality policy and agree to be bound by it in its entirety, both during the term of my volunteering commitment and indefinitely thereafter.

Dated this _____ day of _____, 20_____

Signature _____

Witness _____



eva's initiatives
Creating opportunities for homeless youth

NO DISCRIMINATION STATEMENT

There will be no discrimination of any persons on the basis of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sexual orientation, age record of offenses of which a pardon has been received, marital status, family status or disability, or any other factor which is not pertinent to my Mentor Volunteer relationship.

If anyone believes that they have been subjected to harassment or discrimination at Eva's Phoenix should:

1. If you are able to, tell the person directly that their behaviour is unwelcome. Tell them to stop. If you have concerns about your personal safety, immediately report to Management staff or Mentorship Coordinator.
2. Report the incident to the Mentorship Coordinator. Provide your notes outlining the specific incidents and concerns. If reporting the concern to the Mentorship Coordinator is not appropriate, you can report it to senior management staff or to the General Manager of Eva's Phoenix.
3. If the situation is still not resolved, contact higher level of management at Eva's Initiatives or Human Resources.

Signed _____

Date _____

Witness _____

MONTHLY MENTOR REPORTS

Please fill out this form and send back by _____ The information provided is important for the ongoing funding of this program.

Name of Mentor _____

Name of Protégé _____

Date	Amount of time spent with youth (phonecalls, e-mails, inperson meetings)	Mentor Meetings and Trainings

Please let me know how your relationship with your protégé is going. Do you have any major concerns you would like to discuss with me?

Thank you in advance,
 Richard Hislop
 One-to-One Mentorship Coordinator
 Eva's Phoenix

(Appendix 2) H:\Forms\Mentorship\MONTHLY MENTOR REPORTS.doc

Education

- High School Some College College Graduate Some University University Graduate Post Graduate Trades Certification

Background

Please select an Occupational Category(s):

- Management
- Business, Finance and Administration
- Health
- Social Service, Education, Government Service, Religion
- Art, Culture, Recreation, Sport
- Sales and Service
- Trades, Transport, Equipment Operators
- Primary Industry
- Processing, Manufacturing, Utilities
- Other:

Interest/Skills/Training/Hobbies

Why are you interested in becoming a mentor to a homeless or at-risk youth?

Specialized Skills/Training/Hobbies/Special Interests

Participation			
<u>How much time are you able to commit to your Protégé?</u>			
<input type="checkbox"/> Weekly	<input type="checkbox"/> Biweekly	<input type="checkbox"/> Monthly	<input type="checkbox"/> Periodically/TBD <input type="checkbox"/> Other _____
<u>In what capacity?</u>			
<input type="checkbox"/> In person	<input type="checkbox"/> Via phone or email	<input type="checkbox"/> Both in person and via email or phone	
<u>From what date(s) are you available?</u>			
<i>MM</i>	<i>DD</i>	<i>YYYY</i>	Other Dates (If applicable):
<u>Eva's Initiatives offers volunteers several ways of participating in the services we offer. Please indicate other ways you are interested in becoming involved.</u>			
<input type="checkbox"/> Mentorship Network	<input type="checkbox"/> Administration/Office Aide		
<input type="checkbox"/> Workshop Facilitator	<input type="checkbox"/> Tutor		
<input type="checkbox"/> Fundraising/Special Events Support	<input type="checkbox"/> Social and Recreational Assistant		
<input type="checkbox"/> Committee Membership			
<u>References</u>			
NAME	NATURE OF RELATIONSHIP	CONTACT NUMBER	

<u>Statement of Confidentiality</u>	
Eva's Initiatives recognizes the right to the confidentiality and privacy of our residents and volunteers, and is dedicated to doing business in only the highest ethical standards.	
Eva's Initiatives is committed to protecting the privacy of its participants and volunteers. All information and disclosures will remain confidential and will be used for the purpose of facilitating an appropriate mentor/Protégé match. Any information disclosed through mentor/Protégé relationship contact will remain confidential and will not be discussed with anyone.	
<i>FOR THE SAFETY OF OUR YOUTH AND IN THE INTEREST OF PROVIDING APPROPRIATE MENTORS, WE DO REQUIRE A CRIMINAL REFERENCE CHECK. PLEASE CHECK. . yes <input type="checkbox"/> no <input type="checkbox"/></i>	
Signature of Mentor Applicant	Date:
X	

FOR OFFICE USE ONLY

<u>Application Completed??</u>	<input type="checkbox"/> YES	<input type="checkbox"/> NO	Date: _____
<u>Resume Attached?</u>	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
<u>Orientation Attended?</u>	<input type="checkbox"/> YES	<input type="checkbox"/> NO	Date: _____
<u>Interview Completed?</u>	<input type="checkbox"/> YES	<input type="checkbox"/> NO	Date: _____
<u>Training Completed?</u>	<input type="checkbox"/> YES	<input type="checkbox"/> NO	Date: _____
<u>Confidentiality Agreement Signed?</u>	<input type="checkbox"/> YES	<input type="checkbox"/> NO	Date: _____
<u>CRC Submitted?</u>	<input type="checkbox"/> YES	<input type="checkbox"/> NO	Date: _____
<u>CRC Approved?</u>	<input type="checkbox"/> YES	<input type="checkbox"/> NO	Date: _____
<u>Copy of CRC attached?</u>	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
<u>Appropriate Match Completed?</u>	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
<u>Protégé Name:</u>			
<u>EW Worker:</u>			
<u>START DATE:</u>			

FOLLOW UP

<u>One Month</u>	<input type="checkbox"/> Active	<input type="checkbox"/> Inactive	Date: _____
<u>Three Month</u>	<input type="checkbox"/> Active	<input type="checkbox"/> Inactive	Date: _____
<u>Six Month</u>	<input type="checkbox"/> Active	<input type="checkbox"/> Inactive	Date: _____
<u>One Year</u>	<input type="checkbox"/> Active	<input type="checkbox"/> Inactive	Date: _____

Mentorship Coordinator Signature: _____
 Date: _____

**EVA'S PHOENIX ONE-TO-ONE MENTORSHIP PROGRAM
POLICIES AND PROCEDURES ACCEPTANCE**

I have read and reviewed the Policies and Procedures and understand its contents. By signing this form, I agree to abide by the Policies and Procedures. I also agree to review periodically any changes or modifications that may be made to the Policies. I recognize that these Policies may change as they continually evolve. Therefore, I understand that my regular review of the Policies is required. I understand updates to the Policies will be available to me.

Print Name:

Signature:

Date: