A STATEMENT OF PURPOSE

A statement of purpose developed in consultation with the stakeholders and participants which includes:

- A Mission statement for the program
- A clear statement of the values and philosophies underpinning the program

A PROGRAM PLAN

A realistic, attainable, and easy-to-understand operational plan that includes:

- A description of activities and profile of all participants and stakeholders
- An assessment of need
- Goals, objectives, and timelines, for all aspects of the program
- Funding and resource development requirements

Policy and procedures

Written policies and procedures which address:

- Rights and responsibilities
- Confidentiality and privacy
- Legal issues
- Insurances (including volunteer insurance)
- Duty of care
- Occupational Health and Safety
- Protection against harassment
- Grievance issues
- Ethical issues
- ‘Get out’ clauses
- Arrangements for future contacts between mentor and mentee

A Recruitment and selection process

A recruitment plan for both mentors and mentees that includes:

- Strategies that outline realistic expectations and benefits for those involved in the program
- Ongoing marketing and public relations
- Targeting mentees on the basis of their needs

Eligibility screening for mentors and mentees that includes:

- A formal application process for mentors and mentees
- An initial assessment of the mentee’s needs & suitability
Eligibility criteria for mentors and mentees that relate to the program statement of purpose and needs of the target population
- A personal interview for mentors
- Appropriate screening for mentors, which may include character references, child abuse registry check, and criminal record checks
- Assessment of each mentor’s willingness to participate in training and/or orientation

MENTOR PREPARATION

An orientation program for mentors and/or mentees that includes:

- An overview of the Program
- Clarification of roles and responsibilities
- Description of eligibility, screening process, and suitability requirements
- Clarification of the level of commitment expected (time, energy, flexibility)
- Confidentiality and liability information
- Do’s and don’ts of relationship management
- Boundaries and limitations for the mentor’s contact with the mentee
- Identification of the benefits and recognition available to mentors from involvement in the program
- A summary of program policies, procedures and guidelines
- A training program for mentors and/or mentees that includes:
  - Skilled and experienced staff trainers
  - Cultural and social sensitivity, and acceptance of individual differences
  - Guidelines on how to get the most out of the mentoring relationship
  - Crisis management and problem solving
  - Communication skills
  - Referral points for other support services
  - Ongoing skills development as appropriate

A Mentor/Mentee matching and monitoring strategy

A matching strategy that includes:

- A link with the program’s statement of purpose and the program’s eligibility criteria
- A rationale for selection
- A statement of understanding detailing the conditions of the mentoring relationship

Value-Added components may include:

- Pre-match social activities between mentors and mentees
- Team building activities to reduce the anxiety of the first meeting

A monitoring process that includes:

- Consistent, scheduled meetings with staff, mentors, and mentees
- A framework for ongoing feedback
- Written records
- Input from community partners and significant others
• A process for managing grievances, recognition, re-matching, interpersonal problem solving, and premature termination of the mentoring relationship

**Mentor/Mentee Support**

Support to Mentors which includes:

- Regular debriefing
- Troubleshooting
- Recognition of the mentor’s contribution - especially for volunteers

*Value-Added components may include:*

- **Opportunities for involvement in other voluntary services**
- A **formal launch event**
- Ongoing peer support groups for volunteers, mentees, and others
- Ongoing training and development
- Opportunities for discussion of relevant issues, and information dissemination as appropriate
- Networking with appropriate organizations
- Social gatherings of different groups as needed
- An **Annual recognition and appreciation event**
- Newsletters or other mailings to mentees, mentors, supporters, and sponsors

**A Closure policy**

Formal closure steps that include:

- Clear procedures for exiting the program
- Clearly stated policy for future contacts

*Value Added components may include:*

- Assistance for mentees in defining the next steps to continue achieve personal goals

**Evaluation and assessment**

An evaluation process based on:

- Ongoing consultation with stakeholders
- Continuous improvement linked to the program’s strategic plan
- Program criteria and statement of purpose