

CAMP PRE-SERVICE TRAINING NOTES

This document summarizes the Pre-Service Training for new and returning mentors in Ocean Discovery's College Access Mentor Program. A "Notes" section is included to record any of your personal notes and/or takeaways from the training.

Use this as a reference guide for the following CAMP related topics:

- *CAMP Overview*
- *Ocean Discovery's Youth Interaction Policy*
- *CAMP Relationship Monitoring Requirements*
 - *Emergency Plan*
 - *Grievance Procedure*
 - *Termination Procedure*
- *Ethical & Safety Guidelines*
- *Mentoring Best Practices*

NOTES

CAMP OVERVIEW

Program Requirements:

- Meet weekly with mentee from August to June; attend monthly workshops; 1 field trip/semester.
- Coach mentee through decisions, allowing them to critically think about their postsecondary plans and empowering them to take action.
- Communicate progress on pathway decisions and postsecondary applications with College and Career Coordinator.
- Contribute to the development of CAMP by providing and incorporating regular feedback, and being flexible to program changes.
- Must pass fingerprinting / background check and adhere to Ocean Discovery's risk management policies.

Roles:

- Mentor: To enhance the confidence, knowledge, and skills of individuals as they grow as leaders.
- College & Career Coordinator (CCC): To identify resources, answer college access questions, provide guidance and troubleshooting support, advise how to address difficult conversations, intervene when necessary

YOUTH INTERACTION POLICY

Keep the following policies in mind during every interaction with your mentee:

Report anything of concern

- Ocean Discovery is a mandatory reporter. If you hear anything of concern, report to ODI staff.
 - If in doubt, report it.
- Report any student conditions, medical or otherwise, directly to the College and Career Coordinator to refer to resources.
 - Avoid providing medicine/ medical advice, including Aspiring (unless given prior consent from parents).
- Maintain confidentiality and anonymity of student information, and do not share outside of CAMP staff.
- Call 9-1-1 for any immediate (medical) emergency; contact College & Career Coordinator for all other emergencies.

Protect yourself and the student

- Coordinate all visits directly as a mentor-mentee pair, and include the College and Career Coordinator in electronic interactions, including but not limited to: email, websites, social media, chat rooms, video conferencing, instant messaging, phone and fax.
- Hold all meetings at the Living Lab—if not possible, meet in an approved alternative public-use or virtual space.
- Interactions must take place within pre-determined timeframe, frequency, and duration, and communications must always be professional and relevant to the current activity/need.
- Before connecting virtually, the platform being used to meet with students must be approved by the College and Career Coordinator. The use of social networking websites like - Facebook, Instagram, Snapchat, etc. - is prohibited.
- Monitor all your interactions on the "CAMP Hours Tracker".

- Do not take or store student photos on your personal devices.

Create clear professional boundaries

- Do not give gifts over a nominal value (\$10).
- Maintain your primary role as a mentor focused on college and career.
- Trust your gut when something feels off, and consult with the College and Career Coordinator if feeling persists.

RELATIONSHIP MONITORING REQUIREMENTS

As a Mentor for Ocean Discovery's College Access Mentor Program, you agree to abide by the following safety and liability requirements:

- Involve CCC in ALL communication (emails, texts, etc.).
- Record all meeting days and times in the "CAMP Meeting Hours Tracker" to turn into CCC monthly.
- Respond to emails that have action items or asking for information.
 - Checklist fashion to track progress
- Field trip expectation, 1 per semester

EMERGENCY PLAN

In the case of an emergency, follow these steps:

- Inform CCC of minor incidents (ie: had to call meeting short due to a panic attack)
- In a medical emergency, or if in doubt, call 911 first, then inform CCC.

GRIEVANCE PROCEDURE

If at any moment you feel the CAMP program is not fulfilling your expectations, conduct the following steps:

- Use CAMP and personal resources to try a different approach with your mentee (try something new if what you keep doing is not working).
- Inform CCC of situation if relationship does not improve. **Do not wait more than 2 weeks to report issues of program satisfaction.**
- Continue to work with CCC until issue is resolved.

TERMINATION PROCEDURE

If your grievances are beyond resolve, follow these steps to move forward with terminating your participation as a volunteer mentor with CAMP:

- Give formal notification to CCC that you would like to terminate your volunteer mentoring with Ocean Discovery's CAMP program.
- Discuss how to communicate termination with mentee (case-by-case basis).
- Have termination conversation with mentee.
 - CCC may or may not be present, depending on the case.
- Provide final feedback to CCC that gives insight on what can be done to prevent termination.

ETHICAL & SAFETY GUIDELINES

Keep the following guidelines in mind during every interaction with mentee:

- I. Promote the Welfare and Safety of the Young Person
 - a. Misuse of power
 - b. Inappropriate boundaries
- II. Be Trustworthy and Responsible
 - a. Keep promises (regular meetings)
 - b. Gestures of kindness and care
 - c. Transparency - with the program, mentors, and mentees
- III. Act with Integrity
 - a. Maintain guidelines set in Mentor/Mentee Agreement
 - b. Assume best intentions
 - c. Take ownership of communication challenges
- IV. Promote Justice for Young People
 - a. Self-awareness
 - b. Trainings and on-going supervision
- V. Respect the Young Person's Rights and Dignity
 - a. Understand and respect decisions and lifestyles of a young person and their family
 - b. Right to privacy and confidentiality
 - c. Breaking confidentiality

MENTORING BEST PRACTICES

- Focus is on the whole individual including work/life.
 - Manages the relationship and not the goals
 - Long term commitment to overall growth and development, especially during important life transitions (new hire, increased responsibility, going off to college, etc.).
 - Is self-aware and understands others.
 - Good at active listening.
 - Steps back from the detail.
 - Observes and reflects.
- Acts as a role model, advocate and help build relationships.
 - Displays empathy.
 - Builds rapport.
 - Encourages the learner to speak.
 - Provides constructive challenge.
 - Helps the learner reshape their thinking.
 - Offers friendship.
- Has life experience in focal area with no authority over mentee but with a focus on mentee's personal goals.
 - Provides advice and direction based upon personal background, and often use anecdotes to share lessons learned.
- Committed to learning and helping others learn.
 - Uses coaching as a technique.