
Program Procedures & Policies



Confidentiality & Absences

CONFIDENTIALITY

As a mentor, you may learn private and personal information about your mentee and his/her family. It is important to keep such information private and not discuss it outside the agency.

During in-service sessions, you will be encouraged to share information about your relationship. Share only the information that is necessary to help you improve the situation or that you judge will not harm the family in any way.

You may be asked to sign a statement attesting to your understanding of the agency's policy on confidentiality.

As important as it is to maintain confidentiality, there are circumstances in which it will be necessary to share information with the appropriate staff of your mentoring program. Do not attempt to contact public officials on your own. Staff is trained in handling issues of safety for youth and they should be the first point of contact if you suspect any of the following:

1. Your mentee is in danger of hurting himself/herself.
2. Your mentee is in danger of being hurt by someone else.
3. Your mentee is in danger of hurting someone else.

Program staff will include confidentiality policies as part of the pre-service training. If you have additional questions, do not hesitate to follow up with program staff to gain further clarity and insight.

ABSENCES

It is very important that once you are matched with your mentee, you develop a regular meeting schedule. As your relationship grows, your mentee will look forward to your meetings and may be disappointed when you have to cancel.

Illnesses, vacations, and unexpected problems cannot be avoided and may interfere with your scheduled visits. The following are recommended practices for dealing with absences.

Planned Absences (Vacations, Appointments, etc.)

Let your mentee know as far in advance as possible that you will be unavailable on certain dates. Remind your mentee of that date as it approaches. Let your mentee know when you plan to return and schedule your next meeting with your mentee. You must also inform staff of your planned absences and intended date of return.

Unexpected Absences (Illness, Accident, Car Trouble, etc.)

Call the agency or your coordinator as soon as possible to inform them of your difficulty. If possible, contact your mentee before the scheduled visit to let him/her know of your inability to meet. Remember to tell the mentee why you cannot meet. Let the mentee know that you will contact him/her soon about your next meeting together.