

**ACE Mentor Program of America, Inc.**

# **Affiliate Mentor Liaison Policy Handbook Training**



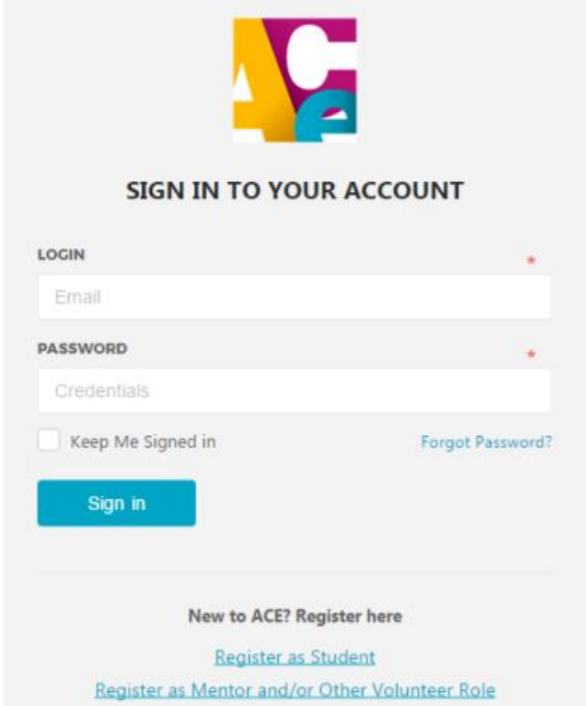
# Affiliate Mentor Liaison Policy Handbook

- Recent student situations tested our system and prompted ACE to take a closer look at how we prepare affiliates and mentors to handle difficult student situations that may arise.
- Goal - to develop training materials for affiliates and mentors to help them be prepared.
- We are not looking to train mentors to counsel students, rather, to train affiliates and mentors to know how to respond and direct students should a situation arise
- Revised mentor training in database was implemented in 2018.
- New policies and handbook were developed in 2019 with focus on **KEEPING STUDENTS SAFE**



# Learning Objectives

- Understand the reporting requirements for a mentor as outlined in the revised mentor training in database.
- Understand the roles and responsibilities of the *Affiliate Mentor Liaison*.
- Understand the new Youth Protection Policy and Student Expectation Policy in the [Affiliate Mentor Liaison Policy Handbook](#).
- Understand the (2) new forms, Incident Report Form and School Contacts Form. Be comfortable knowing how and when to complete these forms.
- Understand and become familiar with other policies and resources in the [Affiliate Mentor Liaison Policy Handbook](#).



The screenshot shows the ACE login interface. At the top is the ACE logo, which consists of the letters 'A', 'C', and 'E' in a stylized, colorful font. Below the logo is the heading 'SIGN IN TO YOUR ACCOUNT'. The login form includes a 'LOGIN' section with an 'Email' input field, and a 'PASSWORD' section with a 'Credentials' input field. There is a checkbox for 'Keep Me Signed in' and a link for 'Forgot Password?'. A blue 'Sign in' button is positioned below the password field. At the bottom of the form, there is a link for 'New to ACE? Register here' which branches into 'Register as Student' and 'Register as Mentor and/or Other Volunteer Role'.

Success Your registration step 4 is completed. x

BASIC INFO    ROLE & EMPLOYER INFO    PROFESSIONAL QUALIFICATION    ENGAGEMENT TYPE    TRAINING

WELCOME MENTORS

PURPOSE OF TRAINING

MISSION AND GOALS

ACE STATISTICS

MENTORING OUTCOMES

## Welcome Mentors

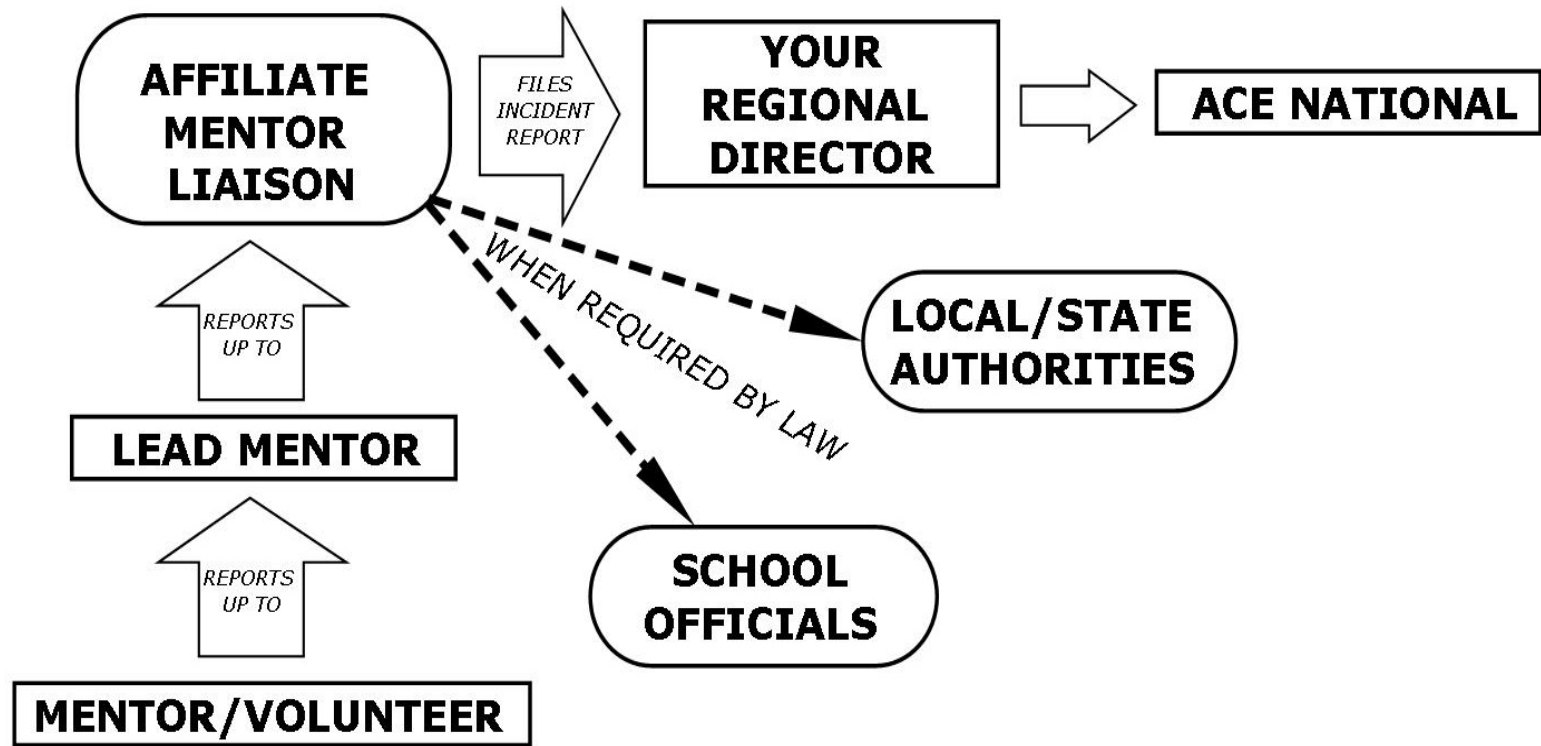
Welcome to the ACE Mentor Program! Every mentor plays an important role in making the program a great success. This brief training course will provide you with information you need to be a successful and effective mentor in our program!

Mentors are the lifeblood of ACE and should be proud of ACE's impact on students and the A-E-C industry.

Thank you for your involvement!

Previous

Next



*Witnessed By*

**INCIDENT @ ACE EVENT**

The process for mentors is to **report up** (to affiliate leaders/affiliate mentor liaison) and **out** (school contact, authorities as required by state law).



# Mentor Training

- Integrated with the database registration process and is required for all volunteers (mentors, guest presenters, and board members) and affiliate staff.
- Mentors are given guidance on responding to difficult questions from students.
- Mentors are provided with an abbreviated version of the Youth Protection Policy (shown on next 3 slides).
- All ACE volunteers are considered “mandated reporters of child abuse”. They must report any good-faith suspicion or belief that a student is a victim of abuse, bullying or neglect, or is a danger to themselves or others.
- The process for mentors is to **report up** (to affiliate leaders/affiliate mentor liaison) and **out** (school contact, authorities as required by state law).



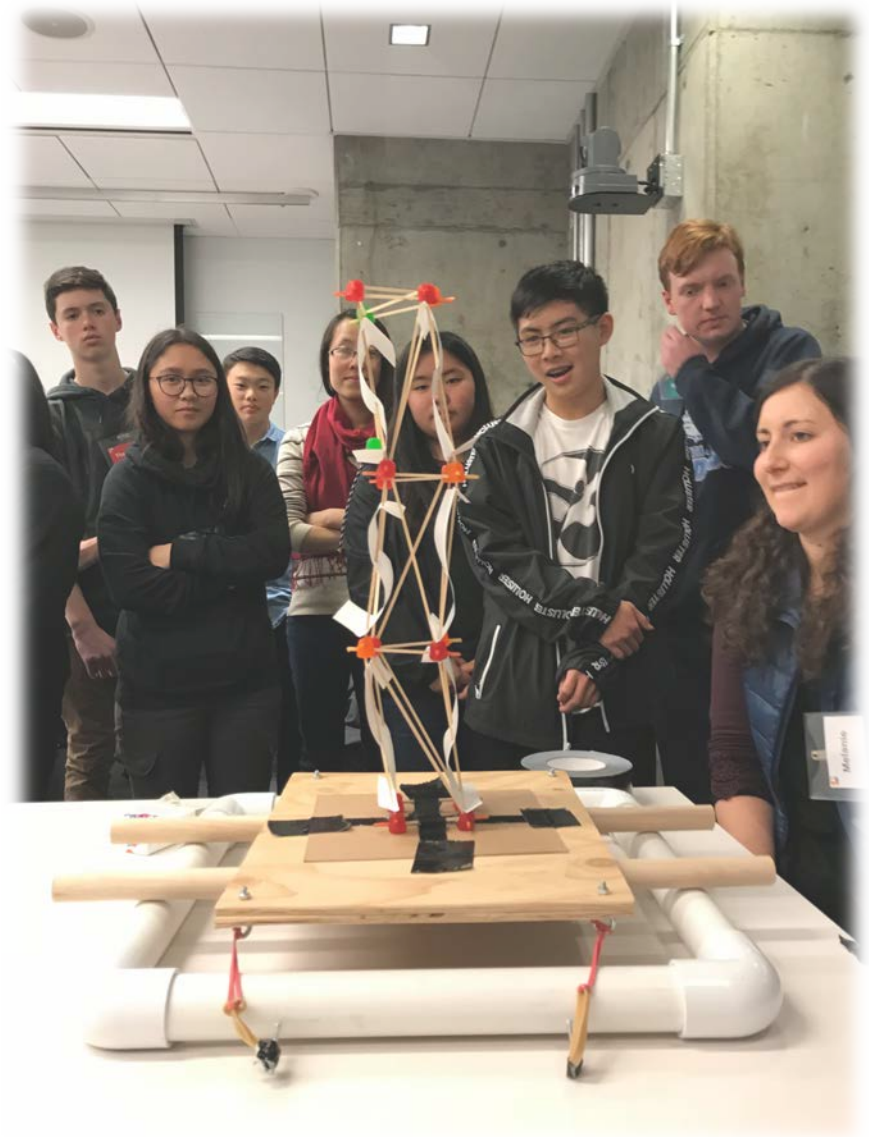
# Mentor Training

\*\*taken from required Mentor Training in database registration

## Youth Protection Policy

The safety and security of students are of utmost importance for ACE. It is the policy of ACE National that ALL adult volunteers participating in ACE are considered “mandated reporters of child abuse.”

This means they must report any good-faith suspicion or belief that any child is or has been *physically or sexually abused, physically or emotionally neglected or exposed to any form of violence or threat.*



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# Mentor Training

**\*\*taken from required Mentor Training in database registration**

**If a student discloses or a mentor suspects that a student is a victim of abuse, bullying or neglect, or is a danger to themselves or others, the mentor MUST:**

- **Report this concern to your affiliate leader and work with your affiliate leader to inform your ACE Regional Director immediately.**
- **Together with the affiliate leader, ensure that the concern is reported promptly to the student's school or guidance counselor, the on-site teacher or school champion.**
- **Many states have laws requiring mentors to report such concerns, so it is essential that you take action both to protect the student and comply with relevant law – your affiliate leader (*affiliate mentor liaison*) is receiving specialized training (Affiliate Mentor Liaison Policy Handbook) and will be familiar with the requirements in your state.**



# Mentor Training

\*\*taken from required Mentor Training in database registration

- Your affiliate leadership and the Regional Directors from ACE National have a more detailed **Policy Handbook** regarding actions that should be taken when challenging situations arise.
- These individuals are part of your support system and should be contacted whenever a situation arises that is outside the norm or of concern.

**Do not feel that you must "go it alone"**





# Affiliate Mentor Liaison

- Every affiliate must select an *affiliate mentor liaison* who is required to complete the annual training through ACE National based on this **Affiliate Mentor Liaison Policy Handbook**.
- Copies of the **[Affiliate Mentor Liaison Policy Handbook](http://www.acementortools.org)** can be found on the **ACE Mentor Tools** website ([www.acementortools.org](http://www.acementortools.org)) and may be shared with team leaders as deemed appropriate by affiliate leadership and the *affiliate mentor liaison*.
- No handbook can comprehensively describe all the dynamics or situations that mentors may encounter as they work with students. If you encounter an issue not addressed in this handbook and need additional support, please contact your ACE Regional Director.



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## POLICY HANDBOOK FOR MENTORS

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This handbook's purpose is to help mentors, team leaders, and affiliate mentor liaisons as they support mentors and strengthen their mentoring relationships with students. Included in this document are succinct summaries of all ACE policies relative to mentoring, some procedures and best practices mentors must follow when working with students, strategies for mentors to use when responding to difficult questions from students, and copies of relevant forms.

Every affiliate must select an affiliate mentor liaison who is required to complete the web-based training through ACE National annually based on this Policy Handbook for Mentors.

- **POLICY HANDBOOK FOR MENTORS**
- **INCIDENT REPORT FORM**
- **SCHOOL CONTACTS FORM**

# Affiliate Mentor Liaison Policy Handbook

\*Items in red will be covered in this training. Please review the [Handbook](#) for all policies and resources.

## I. Introduction

## II. Policies

Youth Protection Policy

Student Expectation Policy

Physical Contact

Sexual Harassment

Harassment

Discrimination

Confidentiality

Background Checks

Transportation

Field Trips

Gifts

Digital/Social Media Use

Photo and Image Use

School and Student Information Policy

## III. Working with Students

Food/Snacks

Student Medical Conditions

Emergency Situations

Disciplinary Issues

Self-Harming Thoughts

Homelessness

Attendance

## IV. Responding to Difficult Questions

## V. Difficult Questions Framework

## VI. References

## VII. Appendices

Incident Report Form

School Contacts Form

Parent/Guardian/Student Consent Form

Field Trip Permission Form



# Affiliate Mentor Liaison

The *affiliate mentor liaison* has several responsibilities, including:

- Ensure that all mentors and team leaders in the affiliate are aware that they must report to the *affiliate mentor liaison* **any incident of suspected child abuse or any incident involving ACE students and/or mentors that puts their health, safety, and welfare at risk.**
- Complete and submit to ACE National any reports of suspected child abuse or any incident involving ACE students and/or mentors that puts their health, safety, and welfare at risk. The report to ACE National must be made using the Incident Report Form.



# Affiliate Mentor Liaison

The ***affiliate mentor liaison*** has several responsibilities, including:

- Work with the affiliate's legal counsel to familiarize themselves with their state's requirements for mandatory reporting of suspected child abuse and ensure any suspected cases of child abuse are reported to local law enforcement, and any other matters as required by state or relevant laws or regulations.
- Maintain an accurate list of school contacts for each school involved with your affiliate. Use the School Contacts Form.

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- **INCIDENT REPORT FORM**

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# Youth Protection Policy

The safety and security of students are of utmost importance for ACE. It is the policy of ACE National that ALL adult volunteers participating in ACE are considered “mandated reporters of child abuse.” This means they must report any good-faith suspicion or belief that any child is or has been physically or sexually abused, physically or emotionally neglected or exposed to any form of violence or threat.



# Steps to Reporting Suspected Child Abuse

1. Ensure the child is in a safe environment.
2. In cases of medical emergencies and/or imminent harm, call 911 immediately.
3. Together with the *affiliate mentor liaison*, complete the Incident Report Form and submit it to your ACE Regional Director immediately; within 12 hours of observing the suspected abuse.
4. After contacting your ACE Regional Director, contact the local law enforcement and child protective services within 12 hours of observing the suspected abuse. State law may require additional reporting.\*\*
5. Notify the school contact of the suspected abuse within 24 hours of observing the suspected abuse.



# Youth Protection Policy

\*\* All states, the District of Columbia and Puerto Rico have statutes identifying persons who are required to report suspected child maltreatment to an appropriate agency, such as child protective services, a law enforcement agency or a child abuse reporting hotline. Each affiliate is responsible for complying with their state requirements and must review them with the assistance of their legal counsel. If a discrepancy is observed between state law requirements and ACE's Youth Protection Policy, please notify your Regional Director immediately.

Please [click here](#) to link to state-specific policies on mandatory reporting laws. You need only have a reasonable suspicion that a youth under 18 has been maltreated. No evidence or proof is required to make a report. Law enforcement and/or child welfare services will take over the investigation.

If you have any questions or concerns regarding how to handle such a matter, please promptly contact your Regional Director, in turn, legal counsel will be sought as applicable.



# Types of Abuse and Neglect

- **Physical Injury** – any physical injury, not necessarily visible under circumstances that indicate that the health or welfare of the child is harmed or at substantial risk of being harmed.
- **Mental Injury** – the observable, identifiable, and substantial impairment of a child’s mental or psychological ability to function.
- **Sexual Abuse** – any acts involving sexual molestation or exploitation, whether physical injuries are sustained or not.
- **Neglect** – the intentional failure to provide necessary assistance and resources for the physical needs or mental health of a minor that creates a substantial risk of harm to the minor's physical health or a substantial risk of mental injury to the minor.
  - *Neglect does not include the failure to provide necessary assistance and resources for the physical needs or mental health of a minor when the failure is due solely to the lack of financial resources or homelessness.*

*\*\* Note: types of abuse and neglect are not included in the Affiliate Mentor Liaison Policy Handbook, and have been included in this training for reference. They are guidance derived from the Maryland Mandated Reporter Training and Maryland Montgomery County Public Schools Child Abuse Training for Volunteers.*





# Student Expectation Policy

The ACE Mentor Program is committed to providing a caring, friendly and safe environment for all students. The program expects all students admitted into the program to conduct themselves in a professional manner always and to refrain from any interaction that could be interpreted as inappropriate, such as actions of a sexual nature, verbal or physical conduct of an inappropriate nature or bullying. ACE's expectations of students are clearly spelled out in the **Expectations of ACE Students** section of the Parent/Guardian/Student Consent Form located in the Appendix.



# Student Expectation Policy

All adult volunteers involved with ACE must report serious violations of the **Student Expectation Policy** that occur during ACE sessions or events.

Apart from suspected child abuse, for which the reporting requirements are listed in the Youth Protection Policy section above, any incident involving ACE students and/or mentors that puts their **health, safety, and welfare at risk** must be reported to your Regional Director.

Minor infractions of the **Student Expectation Policy** must be evaluated by the *affiliate mentor liaison* with the team leader and/or mentor. At the discretion of the *affiliate mentor liaison* and the team leader, minor infractions may warrant a warning to the student and are not required to be reported. Refer to the Disciplinary Issues section in the Handbook.

# Steps to Reporting Serious Violations of Student Expectations

1. Ensure the child is in a safe environment.
2. In cases of medical emergencies and/or imminent harm, call 911 immediately.
3. Together with the *affiliate mentor liaison*, complete the Incident Report Form and submit it to your Regional Director within 12 hours of observing the violation.
4. Notify the parent/guardian within 12 hours of observing the violation.
5. Notify the school contact of the violation within 24 hours of observing the violation.



# Incident Report Form

- Confidential Form
- Available in the **Affiliate Mentor Liaison Policy Handbook** (Appendix) or in **ACE Mentor Tools**, Affiliate Resources – Chapter 3 Affiliate Compliance.
- Per the ACE Policy Handbook for Mentors, ACE affiliates are required to report any incident of suspected child abuse or any incident involving ACE students and/or mentors that puts their health, safety, and welfare at risk.
- The *affiliate mentor liaison* must work with the mentor or team leader who reported the incident to complete this form.
- Completed forms should be submitted to the affiliate's Regional Director immediately; within 12 hours after the incident occurs.



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- **POLICY HANDBOOK FOR MENTORS**

- **INCIDENT REPORT FORM**

- **SCHOOL CONTACTS FORM**

# Incident Report Form

Report Type (check one):  Suspicion/allegation of child abuse

Violation of ACE Student Expectation Policy

Incident Date: \_\_\_\_\_ Incident Time: \_\_\_\_\_

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

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

Name of Mentor/Team Leader Reporting Incident: \_\_\_\_\_

Location of Incident: \_\_\_\_\_

Description of Incident:

\_\_\_\_\_

Report Filed By

Name (Affiliate Mentor Liaison): \_\_\_\_\_

Primary Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Address: \_\_\_\_\_


City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_



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# School Contacts Form

- The *affiliate mentor liaison* should maintain an accurate list of school contacts for each school involved with the affiliate.
- Available in the **Affiliate Mentor Liaison Policy Handbook** (Appendix) or in **ACE Mentor Tools**, Affiliate Resources – Chapter 3 Compliance.

	A	B	C	D	E	F	G
1				ACE Mentor Program of America, Inc. <b>School Contacts Form</b>			
2	<b>School</b>	<b>1st Contact Name</b>	<b>Title</b>	<b>Email</b>	<b>2nd Contact Name</b>	<b>Title</b>	<b>Email</b>
3							
4							
5							
6							
7							
8							
9							
10							



# Please Take Time to Review ALL Policies & Resources in the Affiliate Mentor Liaison Policy Handbook



# Important Highlights

- **Background Checks:** All mentors and other volunteers who attend 20% or more of ACE sessions (more than 2 meetings) and/or have access to student/mentor personal info in the ACE database must undergo a criminal background check every three years, using ACE's provider, Sterling Volunteers.
- **Transportation:** Mentors must never transport students in their personal cars. ACE does not carry an insurance policy covering the transportation of students in a mentor's private car.
- **Parent Consent Form:** Students must have a parent consent form on file with the affiliate and the form must be uploaded to the database to participate in any ACE session or ACE related activity.
- **Physical Contact:** A mentor must not meet alone with a student behind closed doors.
- **Disciplinary Issues:** Outlines guidelines for dealing with student disciplinary issues as a violation of ACE's expectations of students as outlined in the Parent/Guardian/Student Consent Form.



# Policy Handbook - References

References can be found in **Section VI. References** in the [\*\*Affiliate Mentor Liaison Policy Handbook.\*\*](#)

Responding to Depression or Self-Harming Thoughts

<https://elunanetwork.org/resources/responding-to-youth-who-have-depression-or-suicidal-thoughts/>

Responding to Racial Discrimination

<https://www.evidencebasedmentoring.org/10-healthy-strategies-youth-can-use-to-cope-with-racial-discrimination/>

Responding to Bullying

[https://www.stopbullying.gov/sites/default/files/2017-09/hrsa\\_guide\\_youth\\_professionals\\_mentors\\_508v2.pdf](https://www.stopbullying.gov/sites/default/files/2017-09/hrsa_guide_youth_professionals_mentors_508v2.pdf)



# Policy Handbook - References

Mandatory Reporters of Child Abuse and Neglect - State Statutes

<https://www.childwelfare.gov/pubPDFs/manda.pdf>

Anti-Harassment and Discrimination

<https://www.aclu.org/other/model-anti-harrassment-and-discrimination-policies-schools>

Responding to Self-Injury

<https://educatorsandselfinjury.com/self-injury-protocol/>

Responding to Student Homelessness

<http://www.americaspromise.org/news/how-teachers-adults-and-legislators-can-respond-student-homelessness>



# Affiliate Mentor Liaison Policy Handbook

If you encounter an issue and need additional support, please contact your ACE Regional Director. We are here to help you!

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