

Thunder Bay

Multicultural Association



*The Fabric of our Community*

# Professional Mentorship Handbook

THUNDER BAY MULTICULTURAL ASSOCIATION

# **Mentorship Handbook**

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Adapted for Thunder Bay Multicultural Association  
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## Welcome to Mentoring

*The fabric of our community*

**T**he Group Mentoring Program has been created to facilitate the effective transfer of knowledge, values, and workplace behaviours to improve access to employment for internationally educated professionals.

The impact for all members of your group is your meaningful integration into the Canadian workplace. As a mentee, you have the opportunity to learn the important hidden rules of the Canadian workplace, how to apply the job search techniques you learned in workshops to your specific field, and how to build effective networks for long term career success. The tools, tips and techniques provided in this guide are designed to assist you. These resources are not intended to be comprehensive and we direct you to make contact with your coordinator for additional resources when you need them.

## What to Expect with your Mentor

Mentors are people who have a combination of knowledge and business experience to bring wisdom as a guide to the learning process. They are not necessarily senior executives but have clearly established themselves in their current roles and likely have a reputation for developing others. They have well developed interpersonal skills and are continuous learners. And, most of all, they are comfortable enough with themselves and their role in the process to set their needs aside and focus on your needs. Mentors regularly report they believe they learn as much as the mentee. Mentees say the mentor behaviours they most admire are:

- Making an effort to understand their mentee's background
- Being consistent and dependable
- Helping mentees think things through
- Finding ways to add to the mentee's thoughts, not give them their thoughts
- Not assuming their way is the only way
- Providing feedback
- Providing ideas, options and alternate ways for better decision making
- Being able to laugh at themselves

## **Frequently Asked Questions**

### ***What is the definition of mentoring?***

A learning relationship between individuals based on the mentees' goals. This developmental relationship is focused on overall growth.

### ***Will my mentor find me a job or hire me?***

No. Mentees conduct their own job search. Mentors guide you on how to job search in your profession and industry. You may be guided in the direction of job openings. Mentors are a sounding board for you and help you integrate into the workplace and society.

### ***What are the program goals?***

To successfully integrate internationally educated professionals into the workplace, to help newcomers to understand their social surroundings and to achieve any other goals or action plans as set by the mentor-mentee relationship

### ***Why is it a group program?***

People often learn more from the experiences of others and benefit from the different perspectives present in a group process. This is a great opportunity for the group of mentees to develop and nurture their network.

### ***How will I know I am making progress?***

Open communication is the key to any good relationship. Throughout the mentoring relationship you will be in an active job search and you will be able to explore actions and outcomes with your mentor and your mentee. The feedback they provide will assist you with your assessment of your ongoing progress. Through speaking with your mentor and sharing with your team, you will know whether or not you are fulfilling the goals you set out at the beginning.

### ***How long will I be a mentee for?***

This is to be decided between the mentor and the mentee. Mentors are encouraged to develop an action plan and reflect upon the progress with the mentee after various lengths of time.

## **Definitions**

### **Mentoring**

Mentoring is a learning relationship between individuals based on the mentee's goals. This developmental relationship is focused on the overall growth of the mentee. For this program, mentoring will incorporate many processes and techniques to assist with the development of the mentee. This "blended" model is focused on assisting the mentee in applying and supporting the job search process and effective integration into the Canadian workplace and society. This will include mentors, a group of mentees, support from a coordinator and job search assistance from job search programs provided by Thunder Bay Multicultural Association.

### **Mentor**

The mentor has the knowledge and life experience as one who "has been there before" and can therefore ask insightful questions, assist with the exploration of options, and determine the real needs of the mentees in relation to the marketplace. The mentor has the qualities, experience or knowledge needed by the mentee for an effective learning relationship to take place.

### **Mentee**

The mentee receives assistance of a mentor in a learning relationship. The mentee invests time and effort to learn from the relationship – develop skills, achieve insight, and the perspective needed that is important for a successful job search and integration into Canadian society.

### **Mentee Group**

Mentees working together as a group with common goals are also peer-mentors to each other. Mentees in a group have a responsibility to support the learning of each member of the group. A mentee group offers the opportunity for broad-based feedback in support of an effective job search.

## **Building Relationships with the Group**

The first priority is to build relationships with all members of the group (i.e stakeholders, organization, individuals involved). There are a few key tips that will help build strong relationships:

- As a mentee, you need to be prepared to share your experiences such that others may learn
- Be prepared to contribute to the agenda for the meeting; talk about what you need to know and understand about the workplace and the local environment
- The best time to offer suggestions to your peers is when they are requested
- Ask questions to stimulate discussions
- Maintain relationship boundaries that you agree to as part of the Accountability and Confidentiality Agreement
- Be forthright and say what you mean
- Listen
- Enjoy your relationships

## **How Mentors Make a Difference**

The mentoring relationship is focused on supporting internationally trained professionals and newcomers to Canada in their job search and integrating effectively into the workplace and society. You will benefit most from mentors in:

- Understanding the Canadian workplace culture and societal landscape
- Identifying the skills required by market demands
- Identifying the credentials desired by specific industries
- Being guided through the licensing process/certification process where needed
- Assuring professional terminology from your originating country translates to current market terms
- Selecting technical skills up-grading programs/re-training programs and resources
- Locating publications and workshops on recent developments in your field
- Understanding various social programs and local events
- Establishing professional networks
- Determining the best method to market yourself into specific industries
  
- Building long-term networks for ongoing professional growth and social needs
- Being supported and encouraged in your efforts to become professionally established



## **Building a Relationship with your Mentor**

It is important to build a solid relationship with your mentor. Your mentor has a wealth of ideas, insights, and information that can be shared with you. The mentor needs you to ask questions, request feedback and provide the direction for what he/she may be able to share with you. The following tips will help you to maximize the offering from your mentor:

- Find out about the background of your mentor – their roots, how long they have live in the city, how they began their career, the obstacles they have had to overcome along the way
- Ask about how your mentor began to build their networks in their early career life – what did they become involved with to build their career (volunteering, special projects, associations)
- Find common family/societal needs and address avenues for programs and support
- Share your experiences such that your mentor may compare, contrast or find the similarities and parallels within the different work cultures
- Ask your mentor to talk about the hidden social aspects of life in Canada – how important is it to know about sports, charities, volunteering
- Ask questions that will illustrate how work-life balance is supported in different types of organizations
- Be forthright with your questions to build understanding of how to “fit-in” in the workplace
- Enjoy your relationships

## **Cross-Cultural Awareness**

As more and more newcomers arrive in Canada and begin their new lives, one of their priorities is to secure employment. The significance of understanding and being aware of cultural nuances becomes paramount for both the newcomer, and everyone with whom they interact. The importance of understanding cultural dynamics in communication and day-to-day interactions with others cannot be overstated.

Intercultural understanding is challenging due to the differences in verbal and non-verbal communication. Some of the factors that come into play include misunderstandings, misinterpretations, false assumptions, and discomfort with being around some culture-specific behaviours or habits, and, lack of knowledge in how to address these concerns in an effective and sensitive manner.

Two common differences between western business culture and that of other countries, is with teamwork and the concept of time. Unlike western culture, many other cultures are collectivist. This means that individualism is not valued, but working together as a group is. This can be used as a positive way to explain the concept of teamwork to internationally educated professionals. The concept of time differs in cultures worldwide. For example, meeting times may be a guideline in one culture rather than a commitment.

Overcoming cultural differences involves awareness, knowledge, and skills.

### **Awareness:**

Being aware that others may be acting or speaking contrary to your expectations, may be due to different cultural norms of behaviour and language interpretation.

### **Knowledge:**

Applying your understanding of cultural differences to effectively resolve both obvious and not so obvious culture-bound situations others may be experiencing.

### **Skills:**

Bringing together your awareness that differences exist and your knowledge that others may be acting in a culture-specific way, paves the way for effective communication, positive regard and non-judgmental listening.

As we become more culturally aware, we will all respond to each other across all relationship systems (work, service, community life) with respect and empathy to people of all cultures, classes, races, religions and ethnic backgrounds in a manner that values the worth of each other.

In mentoring, you, your mentor and fellow mentees are embarking on a voyage of discovery – not only will you become more intimate with the nuances of Canadian work-culture, but you will also learn about and share the richness of others.

## **Tips for Listening so that People Feel Listened to**

In networking, the workplace, interviewing, and your mentoring relationships, you will participate best by practicing effective listening skills. The following tips support effective listening.

- Maintain eye contact with the speaker, lean forward, nod and smile
- Avoid talking or interrupting, except to reinforce the speaker with such comments as: “I see”, “yes”, or “that’s true”
- Use your eyes as well as your ears. Look at the speaker’s body language, facial expressions and vocal cues to help you understand the spoken message
- Focus completely on the speaker
- Concentrate on the content, both factual and emotional
- Think about what is being said and what is left unsaid
- Be patient. We can listen about four times faster than we can speak
- Clarify what you heard by summarizing, paraphrasing or asking questions

## **Feedback Technique**

In your group, you will have the opportunity to provide feedback to your peers. Providing feedback that result in change is a sign of effective mentoring. Sometimes feedback needs to be positive; sometimes feedback needs to be constructive.

- Plan your comments - Let your colleague know what they have done well; State clearly the problem area
- Pick your time and place with thought – usually a private place to assure as much dignity and respect as possible
- Give the other person a “heads-up” that you want to have a talk so they are prepared to listen
- Listen. Your colleague may have something relevant to say
- Be sure to use “yes, and....” as this acknowledges their experience; “yes, but....” negates their experience
- Conclude with your colleague agreeing on a change

Feedback done poorly is damaging, done well, is powerful

## **What to do with Feedback**

Feedback can often be difficult to receive. Feedback will frequently trigger an emotional response in the recipient. Many people will manage the emotional response yet it can be difficult to truly listen to the message. It is important to keep in mind that feedback belongs to behaviour and is delivered to be helpful.

Feedback is for learning and is to help you be successful.

## Creating Learning Goals Using SMART

In preparing to enter into a mentoring relationship, take the time to assess your strengths and learning goals for both your job search and how you will integrate into Canadian society. Here we provide a commonly used method for creating learning goals using the SMART process:

**S – Specific:** The clearer the goal and more easily understood it is for yourself and others, such as the mentor and peers in your group, the more likely it will be accomplished. Goals need to be broken down into specific steps or smaller goals to be successful.

**M – Measurable:** Goals need to be measurable so that you know you are making progress and that you have achieved them. By being measurable, the process of developing the skill or capability will be easier to define.

**A – Attainable:** To ensure success, goals need to be realistically attainable. Goals need to be broken down into steps that will generate results in short time frames.

**R – Results:** State the goals in terms of the expected outcome. Outcomes can include both measurable and intrinsic outcomes.

**T – Time bound:** Setting a short time line for making progress against a goal will significantly increase the likelihood of achieving the goals. A time limit provides a focus for activity.

## **Checklist for Preparing for the First**

### **Meeting**

- Be prepared to discuss your background and the backgrounds of each member of the group
- Review the goals of the program
- Share your personal goals for the mentoring relationship
- Discuss expectations – review what will and won't be discussed in the group
- Agree on the amount of time you plan to spend together, where you will meet, who will organize refreshments
- Clarify roles and responsibilities
- Discuss confidentiality
- Discuss and agree on the areas that are not open for discussion - this sets the boundaries for the relationships
- Set time, date, and place for the meetings
- Be prepared to discuss how you will manage any conflicts that may arise during the relationship

## **EMERGENCY PROTOCOL FOR WORKERS**

An emergency is defined as anything that threatens the physical and emotional well-being of yourself or others and cannot wait until the next business day. An example of this would be a disclosure of sexual abuse.

**Note:** If there is a potential physical threat to you or your match's well-being **CALL THE POLICE**. Do not wait to speak to the Community Connections Coordinator. The coordinator will only be able to provide emotional support and direction.

**USE COMMON SENSE, IMMEDIATELY CALL THE APPROPRIATE AUTHORITIES AS DEEMED NECESSARY.**

### **DURING REGULAR OFFICE HOURS**

Monday to Friday 9:00 a.m. to 4:30 p.m.

Call the Thunder Bay Multicultural Association at 345-0551

Ask to speak to the Community Connections Coordinator or a Settlement Worker

### **AFTER OFFICE HOURS**

Call the Thunder Bay Multicultural Association's Answering Service at 345-0551

State this is an emergency, asking the service to call the person on call.

If there is no response in a reasonable time, call the service again.

#### **When to use an Interpreter?**

If you must call the Police or go to the Hospital Emergency, and an Interpreter is needed, inform the staff what language is required. The Hospital or the Police will make the request to the Thunder Bay Multicultural Association for an Interpreter

### **EMERGENCY CONTACT LIST**

Police, Fire, Ambulance, Poison Control	911
Children's Aid Society	343-6100
Thunder Bay Regional Health Sciences Centre	684-6000
Sexual Abuse Counselling and Crisis Centre	344-4502
Assaulted Women's Helpline	1-866-863-0511
Kids Help Phone	1-800-668-6868

## **1. Purpose and Policies**

### **a. Purpose of Mentorship Program with TBMA**

The Thunder Bay Multicultural Association (TBMA) – Community Connection Mentorship Program connect newcomers to the broader community and social networks. Following an assessment and planning, by our settlement workers, and referral to the Community Connections program, our staff will meet and connect newcomers to our welcoming community.

Our welcoming community, consists of trained and supported, partners and volunteers. Newcomer program participants are engaged on an individual and community-level, based on the newcomer's assessment and plan. In the community connections program, newcomers get experience and understand life in Canada, access community resources, and provide cultural awareness to the welcoming community. Professional mentors in this program can provide services at varying capacities unique to their placement, skillset and newcomer needs.

### **b. Definition of a Volunteer**

A "volunteer" is anyone who without compensation or expectation of compensation beyond reimbursement of expenses, performs a task at the direction of and on behalf of the organization. A "volunteer" must be officially accepted, registered and oriented to the organization prior to performance of the task. Volunteers are not considered "employees" of the organization.

### **c. Screening Process**

To ensure a mutually beneficial experience for volunteers and the organization, all potential volunteers will be screened before they can be accepted and placed within the organization. Ongoing screening through supervision, evaluation and feedback ensures high standards in our volunteer program.

Any volunteer who is deemed unsuitable, either by experience or motivation, or for whom there isn't a match may not be placed and will be referred to a more appropriate placement.

To ensure the safety of all participants, all volunteers are interviewed, screened, references checked, and trained prior to their acceptance and placement. Ongoing screening also ensures that volunteers with the appropriate skills are placed in the appropriate positions, enhancing our programs. This process also ensures that those who donate their time at our organization are recognized for their time and their efforts.

### **d. Insurance**



Liability and accident insurance has been purchased for all volunteers engaged in business for the organization. The organization does not guarantee that coverage will be applicable or sufficient in all situations. Volunteers may wish to contact their insurance carrier for further information.

The organization offers insurance coverage to volunteers who are on site undertaking activities on the organization's behalf.

#### **e. Zero Tolerance Policy**

This organization has a zero tolerance policy with respect to Personal / Sexual Harassment. Personal / Sexual Harassment in any form is strictly prohibited and may be grounds for termination as a volunteer, mentor or program participant.

#### **f. Dual Relationships**

In keeping with professionalism, dual relationships are not encouraged. This may blur the lines of professional ethics and standards set out in the Risk Management Policy for Volunteers and Program Participants and may lead to a Conflict of interest, which is addressed in Section 3, Paragraph f or may conflict with the Zero Tolerance Policy, which is addressed in Section 1, Paragraph e), of this policy

## **2. Recruitment**

#### **a. Wellness Health**

The organization recognizes that persons with (chronic) illnesses may wish to engage in as many pursuits as their condition allows, including volunteer work. As long as these volunteers are able to meet the acceptable performance standards and medical evidence indicates that their condition is not a threat to themselves and others, these volunteers are welcome in our organization.

TBMA also acknowledges its obligation to provide a safe environment for all volunteers, clients and staff. A volunteer who cannot carry out regular duties effectively or safely may be (temporarily) reassigned to a position/place where other work is available or (temporarily) suspended from his/her volunteer duties.

#### **b. Terms of Office**

All (or certain) volunteer positions have a designated or recommended term of office, as defined in the position description. Extensions or renewals of terms of office will be reviewed and discussed with volunteer and staff at the conclusion of the term of office.

#### **c. Internal Candidates**

Volunteers who wish to transfer from one program to another (or one position to another) must be referred to the appropriate volunteer coordinator to ensure that all applicable screening measures are completed prior to starting in a new position.

**d. Minors**

Depending on the program, mentors and volunteers under a certain age must provide a signed letter of consent from a parent or legal guardian.

**e. Application Form**

All potential mentors and volunteers are required to fill out an application form prior to being considered for an interview or position.

**f. References**

All potential volunteers are required to submit personal and/or professional references prior to acceptance as a volunteer with TBMA. Potential volunteers are requested to provide signed consent giving the organization permission to contact the provided references.

Results from reference checks will be kept in the volunteer's file.

If requested the organization may provide a reference on your behalf about your performance as a volunteer. Volunteers who leave the organization may request a letter of reference upon their departure or contact the organization at a later date for a reference.

**g. Placement**

Only when the initial screening process has been satisfactorily concluded will the volunteer be notified of official acceptance and the possibility of a placement with TBMA. Volunteers are selected for a mutually beneficial match between the needs of the organization and the needs of the volunteers. It is illegal to discriminate against a volunteer without bona fide reasons. Any selection or rejection decisions must be fair and objective and must be made in accordance with human rights guidelines.

**h. Police Record Check (PRC)**

A PRC is often used as one of the screening tools for volunteers at TBMA, particularly with regard to the Host Program. Screening processes relating to criminal convictions must be handled with great sensitivity and must consider the relevance of the conviction to the requirements of the position and the ability of the organization to supervise the volunteer.

It is illegal to discriminate against a volunteer without bona fide reasons. Any selection or rejection decisions must be fair and objective and must be made in accordance with human rights guidelines.

### **i. Interviewing**

As part of TBMA's comprehensive screening, all volunteers will be interviewed to determine suitability and interest for the position. Interviews will be conducted by a designated person or persons and may be conducted by volunteers and/or staff.

### **j. Saying "no"**

TBMA practices a fair and respectful selection process. Volunteers are assessed on their motivation and skills, as well as suitability for a placement within our organization. We reserve the right to not accept a volunteer's services if there is not a suitable placement within our programs.

If a volunteer is not suitable for a placement within the organization, the appropriate staff member may indicate to the volunteer that the organization does not have a position available, but may also be able to connect the volunteer with another local agency that would benefit or is in need of their services.

## **3. Orientation and Training**

### **a. Code of Conduct**

The following guidelines have been incorporated into policy in order to ensure the smooth running of the organization and the protection of clients, volunteers, staff and Board members. All volunteers are required to sign the relevant codes of conduct/volunteer agreements and abide by the letter and spirit of the policies.

### **b. Accountability**

Each volunteer who is accepted to a position within TBMA will have a clearly appointed supervisor. The supervisor is responsible for day to day management and involving the volunteer in all relevant communications relating to their position, program and the organization as a whole. If a volunteer has a concern regarding his/her supervisor or the flow of communication, he/she should bring this to the attention of the supervisor, or in more serious cases, to the attention of the Executive Director.

### **c. Representation in Media or Community**

Prior to any action or statement which might significantly affect or obligate the organization, volunteers should seek prior consultation and approval from appropriate staff. These actions may include, but are not limited to, public statements to the press, lobbying efforts with other organizations, collaborations

or joint initiatives, or any agreements involving contractual or other financial obligations.

Volunteers are authorized to act as representatives of the organization as specifically indicated within their position descriptions. Volunteers are strongly encouraged to seek prior consultation from their supervisors prior to speaking on behalf of the organization to the media.

Personal opinions expressed by volunteers of the organization that are not necessarily endorsed by the organization may not appear on official letterhead, nor be presented in such manner that it appears to represent the organization's opinion.

#### **d. Absenteeism**

Volunteers are expected to perform their duties on a scheduled, punctual and reliable basis. When unable to meet their commitments, volunteers need to inform their supervisor as far in advance as possible so that alternate arrangements can be made.

Volunteers may request a fellow volunteer to substitute, provided this volunteer has been screened and placed in the same position. Prior approval of the coordinator of volunteers is required."

Volunteers who take a leave of absence of more than what is deemed a reasonable amount of time by the supervisor shall be rescreened conforming the current screening guidelines for new volunteers.

#### **e. Vehicle Use**

TBMA discourages the practice of volunteers transporting clients in their own vehicle. However, if such a situation is unavoidable or so disadvantageous that it would cause undo difficulty for the volunteer or participant, volunteers will be required to only drive clients in an insured and properly maintained vehicle. Volunteers will at all times obey all traffic regulations, use seatbelts, and abstain from driving under the influence of alcohol or drugs or under any other kind of impairment (health/exhaustion).

#### **f. Confidentiality**

TBMA respects and maintains the confidentiality of information about clients, volunteers and staff. Volunteers are also required to maintain confidentiality concerning information gained through their role or presence as a volunteer within our organization.

Respect must be maintained concerning the confidentiality of information gained as a volunteer, including, but not limited to, all computer software and files, the organization's business documents and printouts, and all volunteer, employee membership, donor and supporter records.

#### **g. Conflict of Interest**

When a situation of (perceived) conflict of interest occurs, the volunteer shall report this to the coordinator of volunteer resources for further consultation. In the event that such a matter arises, the person shall formally disclose the interest, refrain from attempting to persuade or influence other persons participating in the decision, and shall not cast any vote on the matter (if such an ability previously existed).

#### **h. Training**

All volunteers will receive sufficient training to carry out the responsibilities of their position. Training will provide the volunteer with specific knowledge, skills and support to perform their role effectively. Furthermore, volunteers are entitled to ongoing training to support them in their roles.

#### **i. Client / Family Involvement in Training**

Training may include other volunteers, TBMA clients, or participants to familiarize them with the role of the volunteer. In case of vulnerable clients, the training may be extended to the parents or guardians.

#### **j. Staff / Volunteer Relations**

Volunteers and staff are considered partners in implementing the mission and programs of the organization. It is essential that staff respect and support the volunteers' contribution to our services.

## **4. Supervision**

#### **a. Supervision**

Supervision provides the volunteer with guidance, support and feedback and direction to carry out the volunteer duties. Volunteers agree to follow the direction and guidelines provided by their supervisors / TBMA staff representative. In case of disagreement over the direction provided, the volunteer may address this with the supervisor or with the Executive Director.

#### **b. Grandfathering of New Measures**

New policies or amendments to existing policies may be introduced that will affect all current and new volunteers. Current volunteers will be informed of any changes in policies and explained how to comply with the new policies.

### **c. Record Keeping**

Volunteer records are kept to assist the organization in maintaining an effective volunteer program. Volunteer records are stored in a locked cabinet and/or in a password protected electronic file under supervision of the appropriate TBMA staff member(s). Volunteers may access their files by contacting the appropriate TBMA staff member.

### **d. Recording Obligations**

All accidents, injuries and hazards must be reported immediately to a staff supervisor or appropriate TBMA staff member. Incidents include violence, theft, threatening behaviour, abuse or any (potentially) unsafe situation.

### **e. Probation**

All volunteer placements begin with a three-month probation period. At the end of this period the organization and volunteer will evaluate if the placement meets the mutual objectives.

### **f. Discipline**

Volunteers who fail to adhere to the policies and procedures of the organization may face disciplinary action, including dismissal.

The organization believes in fairness and openness and volunteers can expect a commitment to resolving conflict and receiving supportive and constructive criticism. If disciplinary action is required, the organization follows the same steps as its staff policies:

1. Performance review
2. Verbal warning
3. Written warning
4. Suspension
5. Dismissal

### **g. Immediate Dismissal**

Our organization values a collaborative work environment and will attempt to respectfully resolve conflict or problem situations. However, our priorities are the safety and well being of our clients, volunteers and staff and the integrity of our organization. If a volunteer were to commit a dangerous or harmful act, he/she may be dismissed immediately and without warning.

Grounds for immediate dismissal may include (but are not limited to):

- Gross misconduct or subordination
- Committing a criminal offence (theft, assault, vandalism, etc.)
- Acts of abuse, mistreatment or violence breach of policies or procedures
- Being under the influence of alcohol or drugs.

## **5. Evaluation**

### **a. Evaluation**

Evaluation is an important part of improving the services of this organization. The organization utilizes a systematic and objective evaluation process for all volunteers and staff.

The organization has the right to regularly monitor and evaluate the work performance of volunteers. Volunteers have the right to regular feedback and evaluation on their work assignments.

If disagreement over the outcome of the evaluation exists, volunteers can address a complaint to the appropriate TBMA staff member.

### **b. Grievance / Complaint Procedure**

Every effort will be made to resolve conflict amicably and cooperatively.

Volunteers have the right to address concerns with their supervisor or (in case of conflict with Executive Director or other staff person) with a designated person within the organization. All complaints and concerns will be addressed with respect and are given careful consideration. When possible, confidentiality shall be maintained. A complaint can be made verbally or in writing.

**MENTORSHIP PROGRAM EVALUATION SURVEY**

1. Was the training material presented in an effective manner? \_\_\_\_\_

\_\_\_\_\_

2. Do you feel prepared for your role as a mentor? \_\_\_\_\_

\_\_\_\_\_

3. What did you like most about this session? \_\_\_\_\_

\_\_\_\_\_

4. What did you like least about this session? \_\_\_\_\_

\_\_\_\_\_

5. Could you offer any suggestions for improvement of our Training Session so that we may better address your concerns? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

6. Was the time and day for the session convenient for you? Yes \_\_\_\_\_

No \_\_\_\_\_

If no, what would be a better time? \_\_\_\_\_

\_\_\_\_\_

7. Do you feel that two shorter session would be better than one 2.5 hr session?

Yes \_\_\_\_\_ No \_\_\_\_\_

8. Were there aspects of the Screening Process that you were not comfortable with?

The Interview? Yes \_\_\_\_\_ No \_\_\_\_\_



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If yes, how could we better address this? \_\_\_\_\_

\_\_\_\_\_

Reference Checks? Yes \_\_\_ No \_\_\_

If yes, how could we better address this? \_\_\_\_\_

\_\_\_\_\_

Criminal Search of Records? Yes \_\_\_ No \_\_\_

If yes, how could we better address this? \_\_\_\_\_

\_\_\_\_\_

Other? \_\_\_\_\_

\_\_\_\_\_

9. Do you feel such a thorough screening process is necessary? \_\_\_\_\_

\_\_\_\_\_

10. Do you feel we need a more thorough screening of the Newcomer Participant?

Yes \_\_\_ No \_\_\_

If yes, what type of addition screening do you suggest? \_\_\_\_\_

\_\_\_\_\_

11. Were you comfortable with the degree of contact you had with the Community Connections Coordinator? Yes \_\_\_ No \_\_\_

If no, how could we better address this concern? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

12. Are you interested in participating in ongoing information sessions? Yes \_\_\_ No \_\_\_

13. Comments: \_\_\_\_\_

\_\_\_\_\_

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Thank you for completing this evaluation. We appreciate Your comments and strive to provide you with the most fulfilling volunteer opportunity as possible.

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

Thunder Bay Multicultural Association

Mentoring Program Action Plan

<b>ACTION PLAN:</b>		
<b>Start Date</b>		
<b>Mentee</b>		
<b>Mentor</b>		
<b>Goal</b>		
<b>Expectations - Mentee</b>		
<b>Expectations - Mentor</b>		
<b>Career Options</b>		
First		
Second		
Third		
<b>Objectives</b>		
	<b>Description</b>	<b>Follow-up</b>

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ACTION PLAN:		
One		
Two		
Three		
Four		
Alternative Career Strategies - Suggestions		
Idea	Details	Follow-up
ACTION PLAN FOR:		
Committments		
Action	Detail	Completion Date

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<b>ACTION PLAN:</b>		



COMMITMENT TO CONFIDENTIALITY

Thunder Bay Multicultural Association is committed to safeguarding confidentiality in the affairs and matters of its clients.

Personal information may only be released to an outside agency with the permission of the clients.

Discussion of client affairs among Thunder Bay Multicultural Association staff and volunteers connected with the case will be done with discretion and with sensitivity to the client's right to privacy.

I, \_\_\_\_\_, agree to uphold the policy of client confidentiality in my work and services connected with the Thunder Bay Multicultural Association.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Witness Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date



November 9, 2012

SUBJECT: CRIMINAL RECORDS SEARCH

The Thunder Bay Multicultural Association is pleased to coordinate the Community Connections Program in Thunder Bay. This non-profit, voluntary based organization provides Immigrant and Refugee settlement services.

The Community Connections Program links Volunteers with Newcomers. Volunteers lend support and assist with the Newcomer's adjustment to life in Thunder Bay. Newcomers share their rich cultural traditions and experiences. Both participants and the community learn and benefit from the experience.

The success of the program depends on volunteers.

\_\_\_\_\_ has applied to work as a Community Connections Program Volunteer at the Thunder Bay Multicultural Association. We require that \_\_\_\_ complete a Criminal Records Search as part of \_\_\_ screening. I understand that there is a reduced rate for person's who are planning to volunteer.

\_\_\_\_\_ does not require a vulnerable sector search.

Thank you.

Sincerely  
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