

# The Relatives



*90 Minute Mentor Program Policies &  
Training Manual*

The Relatives keeps kids safe and families together while preparing youth and young adults to be healthy, productive, and engaged members of the community.

The Relatives provides youth and young adults in crisis with:

- **Relief** in place of despair
- **Acceptance** in place of rejection
- **Empowerment** in place of helplessness

*Thank you for your interest in The Relative's 90 Minute Mentor Program. The program serves young adults, aged 16-24, who are enrolled at the On Ramp Resource Center. 90 Minute Mentor seeks to empower program participants by:*

- *Growing their network of support*
- *Building their social capital*
- *Allowing mentor/mentee relationships to grow organically*

### **Why 90 Minute Mentor?**

Previous iterations of On Ramp's mentorship program paired a young adult with a mentor after a "speed dating" pairing event. Following their pairing, mentors and mentees were encouraged to meet once a month. For many of the young adults who rely on The Relatives, though, the monthly meeting presented more of a barrier than an opportunity for growth.

*90 Minute Mentor* is designed to be respectful of schedules and competing priorities while allowing our young adults to meet and learn from a wide range of individuals.

On Ramp Resource Center staff is here to provide guidance, structure, and resources as mentor/mentee relationships grow organically.

### **Guidelines and Expectations**

#### **Mentors Must:**

- Be 26 years or older\*
- Consent to a background check
- Complete a Diana Screening
- Provide a copy of your driver's license and auto insurance
- [Attend a Mentor Training](#)

*\*Youth enrolled at The Relatives On Ramp Center are able to access services up until the age of 24 and remain in aftercare until the age of 25.*

#### **COVID-19 Policy:**

- Masks are required when visiting the On Ramp Resource Center
- Please be respectful of the health, safety, and comfort-level of program participants, staff, as well as your fellow mentors

#### **What to expect at 90 Minute Mentor Luncheon:**

*90 Minute Mentor* luncheons occur on Xdays from 12:00 p.m. – 1:30 p.m. every other month at the On Ramp Resource Center (119 E 8<sup>th</sup> St). Lunch will be provided.

For the first 30 minutes, mentors and mentees will have the opportunity to socialize casually and get lunch. We'll provide an "icebreaker" during this time to get the conversation started and allow mentors and mentees to learn more about each other.

After the "icebreaker" portion, you will have an hour to speak with the young adults present. You can come prepared to discuss a specific topic (budgeting, resume building, etc.), or simply have a conversation. Again, our goal is to provide structure but also allow mentor/mentee relationships happen naturally.

If you choose to continue the conversation with a mentee beyond the *90 Minute Mentor* event timeframe, then you are more than welcome to share your contact information. Mentees, however, are not allowed to ask for your contact information.

If a mentee asks for your contact information and you are not comfortable sharing it, then please let an On Ramp staff member know.

**Acknowledging and learning from differences:**

Everybody has a different story. Actively listening to a mentee's story, experiences, and backgrounds will help them grow to trust you. Sharing your own with them (when you feel comfortable and when you feel it is right) will also help build a relationship with mentees.

It is important to remember that because of potential differences, you and a mentee may not see eye to eye in some situations and that's okay. Validating their feelings/views while keeping an open mind will build rapport and respect for one another.

No client participating in the mentor program is a victim. While some of our clients may have experienced trauma or difficulties, they are in need of guidance, not in need of 'saving.' Please keep this in mind when working with a mentee.

Mentees have also been encouraged by our staff to keep an open mind throughout the program so they are able to learn and grow as much as possible. These conversations can be difficult; however, On Ramp Resource Center staff will be present and happy to assist.

**Understanding the background of some On Ramp participants:**

A majority of the young adults we serve have some form of trauma or are experiencing other mental health issues which can manifest itself in challenging behaviors and, what appears to us, as poor decision making. Please be patient with the mentees and understand that you are making a difference even if it doesn't appear so at the time.

Many program participants are also experiencing homelessness and lack of natural supports, which may also affect behaviors, and decision making.

**Empowerment not enablement:**

As easy as it may be to view mentees as children, it is important to remember to empower them and assist them in reaching independence when possible. On Ramp's goal is for program participants to be an independent young adult when they age out of the program at 25.

**The Importance of Confidentiality and Respecting Confidentiality:**

Confidentiality is an important practice in health care and social services. Agencies that have access to a client's private information are legally and ethically bound to keep information restricted to those who need to know. As a mentor, you are expected to uphold this responsibility to honor the privacy of a mentee.

Do not share names, addresses, phone numbers, or personal circumstances without consent. Even "little" stories shared with friends and family members could mean sharing personal information a mentee may not be comfortable with. Remember their privacy during your conversation.

Keep in mind, however, that if your mentee shares information regarding potential threats to harm themselves or others, this information must be shared with our staff and/or 911. A mentee may open up to you and discuss issues or tough situations they may be dealing with.

**Continuing the Conversation**

If you choose to continue the conversation with a mentee, then please let The Relatives' Volunteer Engagement Coordinator, Christina Nunez, know. *90 Minute Mentor* seeks to provide structure while allowing relationships to happen naturally. Christina will check-in at regular intervals to ensure you are having a positive experience and have the resources you need.

Below are our **COVID-19 Policy, Boundaries, Situational Trainings,** and **Resources** you need to be aware of when continuing the conversation outside of On Ramp's *90 Minute Mentor* events.

**COVID-19 Policy:**

- Please keep the health, safety and comfort-level of a mentee top of mind
- Some mentees may not feel comfortable meeting in-person, even in outdoor, socially-distanced settings. Please be respectful of your mentee's comfort level and comply if asked to wear a mask
- You have the right to insist your mentee wear a mask and respect social distancing guidelines when meeting in-person
- In-person meetings and opportunities are currently limited, so virtual meetings and phone calls might comprise the majority of your contact with a mentee
- Please understand some mentees may have issues around accessing technology

**Boundaries:**

Do not exchange or give gifts outside of holidays or birthdays. Please understand that you are NEVER obligated or expected to give a gift, this is only if you choose to do so.

Your mentor/mentee relationship is by no means transactional. We want you to be empowered to redirect your mentee to the purpose of the program. **Please NEVER give ANY form of money to mentees.** Mentees have been informed of and are aware of these boundaries, so feel empowered to say no. Taking your mentee out for a meal, or paying for an activity is completely acceptable but by no means is it expected.

Many of our young adults are battling homelessness. We understand that you want to help them as much as possible, but for your safety and privacy, we ask that you please do not take your mentee to your place of residence, nor offer them money to pay for a hotel stay.

By no means are you required to provide transportation to mentees. However, many of our clients at On Ramp do not have their own vehicles and rely on public transportation. Please keep this in mind when planning activities. There may be times where you may find it more convenient to transport your mentee, so below are the driving record requirements to transport On Ramp clients:

You are required to have a valid North Carolina driver's license, proof of insurance, and maintain a satisfactory driving record while continuing the conversation with a mentee. The Relatives will be processing a background check on all mentors every year that they are a part of this program.

While operating your vehicle, you are expected to observe all laws and regulations including wearing seat belts at all times and refraining from all forms of cell phone use.

You cannot have one or more of the following on your driving record:

- DWI/DUI
- License Suspension (Hit and Run)
- Conviction of speeding in excess of 25 miles over any posted speed limit
- Criminal conviction of DMV
- Conviction of reckless driving
- Conviction of passing a stopped school bus
- Any combination of four or more convictions for moving violations or chargeable accidents

### **Situational Trainings:**

Listed below are examples of uncomfortable situations and how you can appropriately respond.

#### **Mentee is angry at you and is escalated. (If you are the Trigger)**

1. Remove yourself from the scene and inform Transition Specialist & Volunteer Engagement Officer.
2. Do not interact with client again until speaking with one of the above.
3. If client is in/on your property, call the police and inform one of the two above.

Example: A mentee is yelling or cursing at you for not being able to give them a ride to an appointment. Don't speak with client again until speaking with the Transition Specialist or the Volunteer Engagement Officer.

#### **Mentee is angry at something else and is escalated**

1. You CAN leave the scene if a client is escalated and you feel uncomfortable
2. You can offer to talk with them, if you feel comfortable doing so
3. You can ask them to calm down so that you're able to help them.
4. If they're unable to calm down, you can tell them you'll talk to them later (Speak with Transition Specialist before making contact with client again)

*"I'm unable to have this conversation with you while you're escalated, we'll talk at another time"*

#### **Mentee informs you of a heavy topic/ situation**

1. Empathize with the mentee

*"I'm sorry you had to go through that", "I've never experienced that, but I can imagine how hard that must be on you"*

2. Encourage speaking with Transition Specialist about the topic

*"I see that this is a struggle for you, let's talk with your transition specialist more about it"*

#### **Client is trying to get you to do something specifically prohibited**

1. Refer back to the rules of the program.

*"I'm sorry, I understand where you're coming from, but remember? that is prohibited by the rules of the program and I could get in trouble for doing that."*

**Client is trying to get you to do something you are not comfortable with or unsure of.**

1. Don't do anything you are uncomfortable with.
2. Talk with Volunteer Engagement Officer or Transition Specialist if unsure about something

*"You know, I hear what you're saying, let me talk with your transition specialist to get that cleared".*

*"Let me talk with the volunteer team first and we'll go from there."*

**Client threatens to harm themselves or someone else**

1. Call 911 or mobile crisis (Client has been informed that you have the duty to call)

*"Would you like for me to call 911 or mobile crisis with you?"*

*"I'm going to call 911, this is an emergency and I am mandated to do so"*

**Client shares something with you, but doesn't want you to tell anyone else**

1. Share with transition specialist or volunteer team.

*"I would never want to break your trust, but I have to inform your transition specialist about this",*

*"I wouldn't be doing the right thing if I didn't mention it to your transition specialist"*

*"I'm only telling them because I have your best interest at heart"*

**Resources:**

Below are resources you can use when continuing the conversation with a mentee.

**Friendship Building Activities**

- Meeting for coffee/ light refreshments
- Sharing a meal
- Going on a walk in the park
- Visit the library
- Attending free events/festivals in the city of Charlotte
- Attend a local sporting event



## **Shelters**

The Relatives Youth Crisis Center (Ages 7-17)

*A Crisis Shelter for youth ages 7-17 who have run away from home, are homeless, or just going through a rough family situation with nowhere else to turn.*

1100 East Blvd, Charlotte, NC 28203

(704) 377-0602

Men's Shelter of Charlotte (Ages 18 and older)

*Provides shelter for men ages 18 and older.*

1210 N Tryon St, Charlotte, NC 28206

(704) 334-3187

Salvation Army Center of Hope

*Provides shelter for single women and women with children.*

534 Spratt St, Charlotte, NC 28206

(704) 348-2560

## **Domestic Abuse**

Safe Alliance

*Provides safe shelter for those impacted by domestic violence and sexual assault.*

601 East Fifth Street Suite 400, Charlotte, NC 28202

(704) 332-9034

## **LBGTQ Services**

Time Out Youth

*Offers support, advocacy, and opportunities for personal development and social interaction to lesbian, gay, bisexual, transgender, queer and questioning (LBGTQ) youth ages 11-20.*

3800 Monroe Road, Charlotte, NC 28205

704-344-8335

## **Mental Health/ Addiction**

Cardinal Health Innovations

*Helps people with mental and behavioral needs get the services and supports they need to be well.*

550 S Caldwell St, Charlotte, NC 28202

704-939-7700

Monarch

*Provides services for people with intellectual and developmental disabilities, mental illness and substance use disorders statewide.*

5700 Executive Center Dr Ste 110, Charlotte, NC 28212

704-525-3255

#### Innervisions

*Specializes in providing comprehensive recovery oriented resources, services and supports in the areas of employment, education and wellness to meet the needs of individuals with trauma, mental health and addiction challenges*

415 E 4th St, Charlotte, NC 28202

704-377-5042

#### Amara Wellness

*Empowering individuals with severe mental illness & developmental disabilities so they can drive their own recovery to achieve their individual goals, increase self-sufficiency live successfully within their community.*

5108 Reagan Dr, Charlotte, NC 28206

704-567-0790

#### Carolina Outreach

*Providing high-quality mental health services across the state of North Carolina.*

5108 Reagan Drive Suite 14, Charlotte, NC 28216

704-332-8787

#### Anuvia

*Provides compassionate treatment and prevention services for addiction.*

100 Billingsley Rd, Charlotte, NC 28211

704-376-7447

#### Promise Resource Network

*Assists adults with recovery, employment, healing, and wellness-self management. Works with people suffering from mental health and substance use challenges, people in local jails, homeless shelters and other local service providers.*

1041 Hawthorne Ln, Charlotte, NC 28205

(704) 390-7709

#### **Health Care/ Health Clinics**

##### Charlotte Community Health Clinic

*Offers primary care, behavioral health services, health and wellness education, preventative services, acute and chronic disease management and dental services for pediatric and adult patients. Offers a sliding scale program for costs.*

8401 Medical Plaza Dr suite 300, Charlotte, NC 28262

(704) 316-6561

##### CW Williams Community Health Center

*Offers Primary care, behavioral health, dental, and HIV specialty care and testing services.*

*Offers a sliding scale program for costs.*

3333 Wilkinson Blvd, Charlotte, NC 28208

704-393-7720

Charlotte Mecklenburg Health Clinic  
249 Billingsley Road, Charlotte, NC 28211  
704-336-6500

**General Resources**

Charlotte Mecklenburg Department of Social Services  
*Protects the health and safety of all North Carolinians and provides essential human services.*  
301 Billingsley Rd, Charlotte, NC 28211  
704-336-3000

Staff Contact Numbers		
Name	Phone Number	Position
Georgetta Bouie	704-501-8273	Transition Specialist
Open Position	704-501-8276	Transition Specialist
Erick Jameson	704-501-8246	Transition Specialist
Sunshine Thao	704-501-8248	Resource Center Coordinator
Genine Donovan	704-501-8245	On Ramp Supervisor
Savoui Graham	704-501-8249	Employment Readiness Specialist
Christina Nunez	704-501-8258	Volunteer Engagement Officer

**Next Steps:**

- Attend a [Mentor Training](#)
- Complete Background Check paperwork
- Complete your Diana Screening
- Provide a copy of your driver’s license and auto insurance
- Attend a *90 Minute Mentor Luncheon*