



MENTOR/TEACHER GUIDELINES

These guidelines are to help our teachers and mentors as they become involved in the programs and with the clients of CCM. We are so thankful for your generosity and partnership with our staff in caring for the men of the mission. These boundaries and policies are to ensure that the client is being genuine and transparent in wanting to develop a relationship with you. It eliminates the ulterior motive.

THINGS TO KNOW:

- The best answer to a client requesting something from you is, “What are the policies of CCM?”
- The next best answer is, I don’t know. Ask the staff.
- To the criticism that the staff is not available, one or more staff is available 70 hrs/wk, M-F.
- Clients have everything they need to survive here at CCM, except cigarettes. This includes all toiletries, clothes, food, bedding and transportation.
- In coordination with staff, you can organize an outing for one, many, or all clients. Biking, a trip to the beach, canoeing, etc. Please coordinate individual outings with Case Management/Bobby, “All Client” outings should be coordinated with Sonja.
- If a client’s story seems off, it probably is. Ask direct and penetrating questions. It may be necessary to bring the client to a staff person and resume the conversation or go to a staff afterward.
- We welcome new and fresh ideas! Please remember our limited staff operates the facility 24/7. There are many great ideas we could/should do, but we have limited resources. Please know that we do the necessary components of the program as efficiently and effectively as possible.
- Information that staff and clients share with mentors should be treated as confidential and is not to be shared with media outlets, on social media or individuals outside of CCM.
- We aim to treat our clients with the utmost respect and integrity. This includes completing background checks on teachers, volunteers, and staff just as we do our clients.

PLEASE DO THESE THINGS:

- Let the client know that if you provide your phone number to them, you will report all conversations to staff.
- Notify staff if a client calls you.
- If you have a job opportunity for a client, speak with staff first (Sonja).
- Call before you bring donations to find out what we currently need (we have limited storage).
- Always call staff before coming onto the campus - 407-299-6146. This includes arriving early for classes/mentor night.

DO NOT:

- Give clients money
- Offer them a job
- Offer for them to work at your home (all employment must have Workman's Comp)
- Offer to house them if they leave CCM
- Offer to help them get employment if they leave CCM before graduation
- Offer to give them transportation if they leave CCM before graduation
- Give them Bibles (every client has one)
- Baptize a client

Central Care Mission prides itself in offering personal care to our clients in a family atmosphere; however, this should not diminish the program or operations of our business. Please, consider your role at CCM as though you were volunteering at a high-end clinical facility. The lives of our clients depend on it.