



Acknowledgment of Receipt of Crossing the Bridge Mentoring Program Policies and Procedures

I have read and been informed about the content, requirements, and expectations of Crossing the Bridge Mentoring Program policies and procedures for the mentoring staff and its volunteers. I have received a copy of the policy and agree to abide by the policy guidelines as a condition of my volunteer commitment to the Program.

I understand that if I have questions, at any time, regarding the policies and procedures, I will consult with the Program Coordinator (Pastor Coles) or his designated representatives.

Please read the manual carefully to ensure that you understand the policy before signing this document. My signature below indicates that I have received a copy of the Program's Policies and Procedures Manual. I acknowledge that I have read and understood the manual.

Volunteer Signature: _____

Volunteer Printed Name: _____

Date: _____

Witness by: _____

Crossing the Bridge
Mentor Program
Policy and Procedure Manual

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Mission Statement

Crossing the Bridge Mentor Program mission is to develop today's youth to become tomorrow leaders. We are committed to giving our children and youth leadership and development skills to succeed in life. Together, adult volunteers with youth participate in interactive trainings, team building exercises, leadership development, and focus on a specific theme, such as goal setting, decision making, conflict resolution, effective communication, and teamwork.

Vision Statement

It is Crossing the Bridge vision to providing a safe, friendly and drug free environment for both the Staff and Participants. Crossing The Bridge Mentoring Program envisions a community in which every youth experience nurturing one-to-one relationships and community support, which in turn allows each of them to develop into their full potential, capable of making informed, responsible decisions as involved members of our community.

2.1---Eligibility Policy

It is the policy of CTB Mentor Program that each participant meets the defined eligibility criteria. The Mentor staff should be knowledgeable of and understand all eligibility criteria required for mentor and mentee participation in the program.

Extenuating circumstances may be reviewed at the discretion of the program coordinator and acceptance may then be allowed with the written approval of the executive director.

Mentor Eligibility Requirements

A mentor must:

- Be at least 18 years of age
- Can be male or female, single or married
- Reside in the servicing areas (Pitt County and surrounding areas)
- Be willing to adhere to all CTB Mentor Program policies and procedures
- Agree to a one-year commitment
- Commit to spending 40 minutes twice per week with the mentee
- Be willing to communicate regularly with the program staff and submit monthly mentor reports or as directed
- Have access to an automobile or reliable transportation
- Have a current driver's license, auto insurance, and good driving record if driving the mentee
- Have a clean criminal history
- Have never been accused, arrested, charged, or convicted of child abuse or molestation
- Not be a convicted felon. If the applicant has been convicted of a felony then they may be considered only after a period of seven years with demonstrated good behavior and an appropriate and corrective attitude regarding past behaviors.
- Not be a user of illicit drugs
- Not use alcohol or controlled substances in an excessive or inappropriate manner
- Not currently be in treatment for substance abuse. If a substance abuse problem has occurred in the past the applicant must have completed a non-addictive period of at least five years
- Not have falsified information during the course of the screening process
- Complete the screening process:
 - Complete written application
 - Attend two and a half-hour training
 - Complete one to two personal interviews
 - Provide two personal references
 - Check driving record and gain copy of current insurance coverage

- Check criminal history: state criminal history, child abuse registry, sexual offender register. The same checks must be performed in all states resided in as an adult.

Mentee Eligibility Requirements

A mentee must:

- Be 10-18 years old
- May be male or female
- Reside in the servicing areas
- Demonstrate a desire to participate in the program and be willing to abide by all CTB Mentor Program policies and procedures
- Be able to obtain parental/guardian permission to participate in the program
- Agree to a one-year commitment to the program
- Commit to spending a minimum of 40 minutes a week with the mentor and attend group trainings two to three times per month
- Participate in monthly activities and events
- Complete the screening procedure
- Must not be diagnosed with severe psychosis, abusing drugs or alcohol, or be a threat to self and/or others. Such persons will be referred to other agencies

2.2---Screening Process

It is the policy of CTB Mentor Program that each mentor and mentee applicant undergo a screening procedure as a condition for being accepted into the program. All staff members who are involved in screening activities must be trained on the screening procedures and required to carefully follow those procedures.

At minimum, the following screening procedures are required for mentor and mentee applicants. Program staff must ensure that each applicant completes these established minimum screening procedures.

Mentee Screening Procedures

- Complete parent/guardian written intake
- Complete parent/guardian in person intake

The decision to accept an applicant into the program will be based upon a final assessment done by program staff at the completion of the mentor or mentee screening procedure. The program executive staff has final approval for an applicant's acceptance into the program. The administration of CTB reserves the right to reject mentor applicants for any reason or concern, including those not listed in the eligibility requirements, without detailing those reasons.

All mentors are expected to meet the eligibility criteria. However, under extenuating circumstances, these criteria may be relaxed at the discretion of the program executive staff and acceptance may then be allowed with the written approval of the executive director.

Documentation of the screening process must be maintained for each applicant and placed in confidential files.

Recruitment Policy

It is the policy of CTB Mentor Program that there will be ongoing recruitment of new mentors. The number of mentors needed will be directly related to the number of mentees waiting to be matched.

At the end of each year, the mentoring staff will collect and review data of current mentors to explore the retention and/or attrition of volunteers. Attrition may be the result of changes in mentor availability due to employment, relocation, or schedule conflicts; mentor burnout and unwillingness to continue; or removal of mentors for violations or for ineffectiveness. The staff will use this information to guide further recruitment efforts.

2.3---Training Policy

It is the policy of CTB Mentor Program to ensure that safety measures, which include trained staff and the provision of safety equipment, are in place for all program-sponsored functions. All CTB staff are required to undergo 2 ½ Tedi Bear training for child sexual trauma and abuse. A certificate of training is required to be placed in the staff's folder upon completion. All training requires must be completed before the mentor is matched.

It is the responsibility of the Program Coordinate to plan, develop, and deliver all training sessions with assistance from other CTB staff, board members, and volunteers.

2.4---Matching Policy

It is the policy of CTB Mentor Program that the program executive staff will follow the guidelines outlined in the match procedure prior to creating a mentor/mentee match. Matches will be based on match suitability criteria as stated in the Match Procedure. Mentees will be matched with prospective mentors when available. The program staff should use the matching procedure to determine the suitability of a mentor/mentee match.

2.5---Match Support and Supervision Policy

It is the policy of CTB Mentor Program that mentors will complete and submit monthly reports to CTB regardless of whether they met with the mentee. Mentoring staff will meet weekly via zoom conferences or personal contact with the mentors. In the case of match difficulties, discord, or concerns, appropriate discussion and intervention will be

undertaken to improve or rectify problem areas. Mentoring program staff must follow the steps outlined in the Match Support and Supervision Procedure.

2.6---Record Keeping

It is the policy of CTB Mentor Program that each step of the mentoring application and match process be documented for each potential mentor and mentee. All forms for managing mentor and mentee case files are included within the procedures section of this manual.

All records are to be kept confidential and are to be covered by the conditions outlined in the confidentiality policy. Archival records or those records of past applicants and participants will be maintained and kept confidential for a period of seven years after the close of their participation in the program. After five (5) years, the records will be shredded and discarded with approval from the executive director and destroyed only by approved individuals.

The program staff must keep stringent records of all program activities, utilizing approved forms. All files will be regularly maintained and updated within the electronic database by CTB staff.

The creation of new forms or the revision of existing forms must be documented and kept within the Policy and Procedure Manual.

2.7---Confidentiality Policy

It is the policy of CTB Mentor Program to protect the confidentiality of its participants and their families. With the exceptions of the limitations listed below, program staff will only share information about mentees, their families, and mentors, with other CTB professional staff. Further, all prospective mentors, mentees and parents/guardians should be informed of the scope and limitations of confidentiality by program staff. Additionally, mentors are required to keep information about their mentee and his/her family confidential from everyone except CTB staff.

For CTB Mentor Program to provide a responsible and professional service to participants, it is necessary to ask mentors, mentees, parents/guardians, and other outside sources not to divulge extensive personal information about the prospective participants and their families, including:

- Information gained from mentors and mentees, written or otherwise, about themselves, and/or their families, in application to and during program participation.
- Participant's names and images gained from participants themselves, program meetings, training sessions, and other events.
- Information gained about participants from outside sources including confidential establishments/references.

Limits of Confidentiality

Information from mentor and mentee records may be shared with individuals or organizations as specified below under the following conditions:

- Information may be gathered about program participants and shared with other participants, individuals, or organizations only upon receipt of signed "release" forms from mentors, mentees, or parents/guardians.
- Identifying information (including names, photographs, videos, etc.) of program participants may be used in agency publications or promotional materials only upon written consent of the mentor, mentee, and/or parent/guardian.
- Information may only be provided to law enforcement officials or the courts pursuant to a valid and enforceable subpoena.
- Information may be provided to legal counsel in the event of litigation or potential litigation involving CTB Mentor Program. Such information is considered privileged information, and its confidentiality is protected by law.
- Program staff are mandatory reporters and as such must disclose information indicating that a mentor or mentee may be dangerous to or intends to harm him/herself or others.
- If program staff receives information at any point in the match process that a volunteer is using illegal substances, there is current criminal activity of any kind, or is inappropriately using alcohol or other controlled substances, the information will be shared with the parent. The existing match will be closed.
- At the time a mentor and mentee are considered match candidates, information is shared between the prospective match parties. Each party shall have the right to refuse the proposed match based on the information provided to them. The information to be shared may include:
 - Mentor: age, sex, religious background, interests, hobbies, employment, marriage or family status and a summary of why the individual was chosen for the match.
 - Mentee: age, sex, religious background, interests, hobbies, family situation, living situation, a summary of the client's needs assessment and expectations for match participation

Safekeeping of Confidential Records

Each staff member will be provided with security access to confidential information based on their level of security or on a need-to-know basis. The Participants records will be destroyed following the mandatory retention period of five (5) years.

Requesting Confidential Information from Other Agencies

A mentees or volunteer's right to privacy shall be respected by CTB Mentor Program. Requests for confidential information from other organizations or persons shall be accompanied by a signed release from the mentor, mentee, and/or parent/guardian.

Violations of Confidentiality

A known violation of CTB Mentor Program policy on confidentiality by a program participant may result in a written warning or disciplinary action such as suspension or termination from the program.

2.8---Transportation Policy

It is the policy of CTB Mentor Program to allow mentors to transport mentees in their own private vehicles. It is the responsibility of CTB to ensure the safety, supervision, and appropriate treatment of the mentees during all program activities and transportation. The program coordinator must ensure that all mentors who will be driving their mentees meet the following criteria prior to transporting the mentee:

- All mentors must own a car or have access to reliable insured transportation.
- All mentors must possess a valid driver's license and present proof of auto insurance; a record of insurance will be maintained in the mentor's file and will be updated on an annual basis.
- All mentors must undergo a driving check and have a clean driving record for the last three years. If the mentor does not have a clean record the parents/guardians will be notified of any current infractions.
- CTB requires that mentors obey all traffic laws and require all occupant to always wear seat belts. Children under the age of 15 are mandated to sit in the back seat.
- Mentors must also avoid taking medications or using any other substances that might impair their ability to drive. If an accident occurs while the mentor is engaged in mentoring, it should be reported to the program coordinator promptly.
- The mentor must carry a copy of the mentee's health insurance information when transporting them at all times in case of emergency.
- If any of the above policy is not adhered to, the mentor will not be allowed to transport the mentee in a private automobile.

2.9---Use and Return of Company Equipment

Mentors and mentees are trusted to behave responsibly and use good judgment to conserve the program's resources. The program resources, including time, material, equipment, and information should be utilized for the program's mentoring use only. Occasional personal use is permissible as long as it does not result in an additional expense to the program.

In order to protect the interests of CTB Mentoring Program, we reserves the right to monitor or review all data and information contained on an mentee's program-issued

tablet, the use of the Internet, with or without notice. The use of CTB resources to create, access, store, print, solicit, or send any materials that are harassing, threatening, abusive, sexually explicit, or otherwise offensive or inappropriate will be grounds for retrieval of the equipment and dismissal from the program.

Mentees will be issued Samsung Tablets for the use of communication with their mentors and weekly meetings during the duration of their mentorship with CTB. Mentees are expected to take proper precautions to care for the tablets and other properties. The parents/guardians will be responsible for damaged equipment due to negligence. Upon completion from the program, mentees are expected to return signed equipment in proper working condition. Failure to return the equipment in working condition will result in the parents' being held liable.

2.10—Recruitment Policy

It is the policy of CTB Mentoring Program that there be ongoing recruitment activities for new mentors. As such, an Annual Recruitment Plan will be developed and will include recruitment goals, strategies to achieve those goals, an annual timeline, and budgetary implications. This plan will be kept current with any ongoing adjustments. The program coordinator assumes lead responsibility for the recruitment of new mentors. Other mentoring program staff, the executive director, and advisory board members will support the program coordinator in these activities as required.

2.11--Use of Alcohol, Drugs, and Firearms Policy

It is the policy of CTB Mentor Program to prohibit and discourage the use of drugs, alcohol, and firearms. Mentees and mentors are prohibited from using drugs or alcohol or possessing firearms while engaged in the mentoring relationship. Any suspected violations should be reported to the program coordinator.

Alcoholic Beverages: No participant of CTB Mentor Program will possess or consume beer, wine, tobacco, or other alcoholic beverages while actively engaged or prior to actively engaging in mentoring, nor shall any participant endorse the use of alcohol.

Drugs: No participant of CTB Mentor Program will manufacture, possess, distribute, or use any illegal substances while engaged in mentoring or otherwise.

Weapons, Firearms, and Other Dangerous Materials: The possession or use of firearms, firecrackers, explosives, toxic or dangerous chemicals, or other lethal weapons, equipment, or material while participating in mentoring activities is strictly prohibited. Firearms and weapons are prohibited on the premises of any service delivery sited or in any transportation vehicle. A parent/guardian and visitors shall not be allowed to bring firearms or other weapons to program activities.

Any violation of this policy will result in immediate suspension and/or termination of the mentoring relationship. In addition, violations of this policy may result in notification

being given to legal authorities that may result in arrest or legal action and may be punishable by fine and/or imprisonment.

2.12--Unacceptable Behavior Policy

It is the policy of CTB Mentor Program that unacceptable behaviors will not be tolerated on the part of mentors or mentees while participating in the program. This policy is in addition to behavioral requirements stipulated in other policies or procedures within this manual. This policy is in no way intended to replace or take precedence over other policies or procedures including, but not limited to, the following:

- Confidentiality Policy
- Transportation Policy
- Mandatory Reporting of Child Abuse and Neglect Policy
- Use of Alcohol and Drugs, Tobacco
- Firearms Policy

Several behaviors are regarded as incompatible with CTB Mentor Program goals, values, and programs standards and therefore are considered unacceptable and prohibited while participants are engaged in mentoring activities:

- Prohibited from treatment, programming, or activities that promote or result in humiliation, verbal abuse, physical intimidation, fear or physical pain toward the mentees and their families in the program.
- The Program will not make referrals to programs, service providers, or activities that are known to promote or result in humiliation, verbal abuse, physical intimidation, fear, or physical pain toward the mentees.
- Unwelcome physical contact, such as inappropriate touching, patting, pinching, punching and physical assault.
- Unwelcome verbal, visual, or behavioral mannerisms or conduct that denigrates, shows hostility, or aversion toward any individual.
- Demeaning or exploitive behavior of either sexual or nonsexual nature, including threats of such behavior.
- Display of demeaning, suggestive, or pornographic material
- Known sexual abuse or neglect of a child.
- Denigration, public or private, of any mentee parent/guardian or family member
- Denigration, public or private, of religious institutions or their leaders
- Intentional violation of any local, state, or federal law
- Drinking while driving under the influence of alcohol
- Possession of illegal substances
- Acting in a manner that is deemed dangerous to the public (e.g., getting out of the car in middle of traffic, walking away from mentor into the street, etc.)
- Dress Code: Dress appropriately and professionally.

- Shorts above the thigh and leggings are not acceptable clothing. Jeans and khakis preferred.
- Tops cannot show midriffs, bare shoulders, or be lowcut.
- No inappropriate advertisements or sayings on clothing.

Any unacceptable behavior, as specified but not limited to the above, will result in a warning and/or disciplinary action including suspension or termination from participation in the mentoring program.

2.13--Closure Policy

It is the policy of CTB Mentor Program that all mentors and mentees must participate in closure procedures when their match ends. Closure is defined as the ending of a formal match relationship regardless of the circumstances of the match ending or whether they intend to have future contact informally beyond the match duration. Closure can occur for any number of reasons including the contracted match duration has ended, one or both participants do not want to continue the match, there are changes in life circumstances in one or both match partners lives, and an individual no longer meets the requirements for program participation. Hence, the match may end at the discretion of the mentor, mentee, parent/guardian, and/or program coordinator. It is left to the discretion of the program director whether the individual will be reassigned to another match in the future based upon past participation performance and current goals and needs of the program.

2.14--No-Show Policy

It is the responsibility and desire of CTB to implement various strategies when dealing with challenging behaviors to redirect and/or correct the behaviors within the program in a concerted effort to avoid termination if possible. However, to accomplish the goals of and ensure the success of the program, Program Coordinator and parents will still be required to be accountable for their actions through maintaining certain responsibilities which are subject to consequences including but not limited to:

- attend all required sessions
- complete all assignments
- maintain a positive attitude
- demonstrate improvement in accordance with their service plan

Repeated "no-shows" and non-compliance may result in termination after, every corrective measure and technique has been employed and proven unsuccessful in deterring truancy from the program and non-compliance. As a general guide, students will be subject to the following consequences before termination becomes an alternative.

Consequences

- 1st infraction: Verbal warning
- 2nd infraction: Written Warning to Parent and Referral Agency
- 3rd infraction: Suspension
- Final Alternative: Termination

**The possession or use of any weapon/firearm is considered unacceptable and may warrant immediate termination.

2.15—Safety/Emergency Action Plan (EAP)

I. GENERAL INFORMATION

1. The safety of the Participants and staff members at CTB Mentoring Program is our highest priority. The purpose of this directive is to provide procedures to be followed by the staff members and our mentees to ensure the safety of both the staff members and participants in the event of an emergency.
2. In the event of an emergency the Program Coordinator, Pastor Coles, 252-717-9600 (or his/her designee) will be notified as soon as possible regarding the situation and the response on it.
3. In the event of an emergency, the Coordinator or designee, may require that all staff members on duty remain on site or return to the site until the situation is no longer deemed an emergency.

II. FIRE

- A. Evacuate the area of the fire (always stay low as smoke and heated gasses collect near the ceiling first) and evaluate the situation; determine quickly, if possible, the size, nature, and location of the fire within the facility.
- B. Activate the fire alarm.
- C. Call 911, indicating the need for assistance from the fire department and law enforcement. Other communication networks should be identified and utilized if the fire causes the telephone system to be out of order.
- D. The Program Coordinator, Pastor Coles, 252-717-9600, or designee, will designate a person, or persons, to go to the nearest intersection to direct the fire department vehicles to the scene.
- E. Upon the arrival of the fire department the facility Program Coordinator, or designee, shall establish contact with the senior fire department official and coordinate subsequent activities with him or her.
- F. Make certain that all Participants and staff members are accounted for and safe. Move to other locations as required. A fire, deemed in any way to be a

threat to the safety of the Participants or the staff members, calls for evacuation to the outside area, away from the building.

- G. All windows and doors in the facility should be closed, and all electrical switches and breakers turned off. However, do not waste time doing this if the condition is an emergency.
- H. Any of the steps above may be done simultaneously as the number of staff members on site permits. The decision not to follow any of these steps is justifiable only when there is certainty that there is imminent danger.
- I. If the fire is small, any of the facility's fire extinguishers may be used to put it out, if the staff member has received proper training. Although there should be no hesitation regarding the use of fire extinguishers, the fighting of any fire by staff members should be undertaken only if there is no imminent danger.
- J. Fire extinguishers are located throughout the Community Resource Center.
- K. Ensure that no re-entry is attempted until authorized by the fire department.
- L. DPS officials will be notified immediately of any incidents. Crossing The Bridge will call the after-hours DPS contact, _____ at _____.

III. Hurricane/Tornadoes/Severe Weather

A. The safe place designated by the Program Coordinator will be determined during face-to-face events.

- 1. All Participants will be moved to the safe location.
- 2. Always maintain flashlight and voice contact among staff members.
- 3. Direct all Participants to sit on the floor in the designated area, not in front of doors.
- 4. Advise all Participants to wear shoes.
- 5. Make sure to do a head count before moving to safe place, after arriving at safe place, and after leaving designated area.

B. After certain that the storm has passed, staff members should do a head count and check the complete building for any damages such as fire, water, or structural.

C. Notify the Program Coordinator as soon as possible with an update of conditions. Do not return to the building until authorized by the Program Coordinator.

Adverse Weather Policy

CTB Mentoring Program follows the same adverse weather policy as Pitt County School District. We will follow the decision made by Pitt County Schools' officials for any closings or delays due to inclement weather or emergencies. Crossing The Bridge will not provide transportation during inclement weather. In the event of inclement weather decisions made before or after work hours, please refer to WNCT, WITN, or the Pitt County Schools Announcement Board on their website at <http://www.pitt.k12.nc.us/site/default.aspx?PageID=1> for updates/notices of closings or delays.

2.16-- First Aid Policy and Health Care Concerns

Purpose

First Aid will be rendered by qualified staff to ensure the well-being of its mentees and staff. There are several support staff on site trained to deal with first aid related incidents. Accidents that occur in classrooms or the playground will be dealt with quickly and effectively. First Aid protects students and staff by creating a safe environment. It is CTB policy to provide a basic level of first aid to all those who come on to site.

Basic Level First Aid

The following areas are problems that constitute the need for basic level first aid by CTB's staff both on campus and away from campus in cases such as field trips or transportation to and from the program:

- Bleeding/cuts/grazes
- Burns
- Fainting
- Head injuries – (immediate parent or call ambulance)
- Epilepsy
- Asthma

Existing problems or previous accidents occurring outside of scope of our program are deemed the responsibility of the parents/guardians and should be taken care of by parent.

First Aid Provision

The Program Coordinator or designated representative will ensure that First Aid Kits are located at every event. A file cabinet (with locks) will be kept in a secure location for storage of medications for Participants who need to receive medication while in the care of CTB events/activities. Keys will be with the Program Coordinator or his designated representatives. All First Aid staff and some tutoring staff will be trained in aspects of First Aid as deemed necessary (e.g., asthma, epilepsy, the use of an EpiPen, etc.) to meet the individual needs of mentees.

For their own protection and the protection of the student, staff who administers first aid should take the following precautions:

- Exposed cuts and abrasions should be cleaned using water and a sterile antibacterial dressings/band-aid.
- Hands should be washed before and after administering first aid.
- Disposable gloves should be always worn when dealing with blood.
- All serious accidents should be reported to the Program Coordinator or First Aider who should call an ambulance and the child's parents ASAP.

2.17—Overnight Events or Field Trips

It is the policy of CTB Mentoring Program to encourage mentor/mentee visits within their own community and limit overnight visits. For any and all-day trips out-of-town travel, the parent/guardian must write and sign a permission slip stipulating:

- Their child is permitted to travel with the mentor to the predetermined destination, specifying names and the location(s) being traveled to.
- Permission for medical treatment in the case of a medical emergency.
- For all admissible out-of-town travel, the mentor must write out or type a detailed itinerary of the trip and provide this to the Program Coordinator and parent/guardian.
 - prior to leaving, and include the following:
 - The destination(s)
 - Phone numbers of their cell phone (optional), places being visited, and
 - lodging
 - Times and dates of departure and arrival at each location being visited
 - Expected time of return

Only group travel will be authorized for out-of-town trips, the mentors must check in with the Program Coordinator or designated representative and parent/guardian upon arrival and departure. It is expected during permissible out-of-town travel, the mentor and mentees should review and abide by all terms outlined in the transportation policy.

2.18—Notification of Abuse, Neglect or Dependency

It is the policy of CTB Mentoring Program that all staff, mentors, and other representatives of the program must report any suspected child abuse and/or neglect of program participants immediately to Department of Social Services (DSS) and Department of Safety (DPS). DPS will be notified with any progress made in the investigation as information becomes available. The following circumstances must be reported:

- All such suspected reports must be made to appropriate state and/or local authorities.
- Program staff must follow the mandatory reporting of child abuse and neglect procedure.
- All employees, volunteers, and mentors of CTB Mentoring Program are required to undergo TEDI Bear training as to what constitutes child abuse and neglect, what the state statutes are, and how to properly report such cases.

Any staff, volunteers, or mentors accused of child abuse or neglect will be investigated by the agency. Contact with program youth will be restricted or constrained and/or the person in question suspended from employment or program participation per the decision of the executive director and board of directors until such investigation is concluded.

2.19—Solicitation of Funds and Juvenile Publicity

CTB Mentoring Program does not require the following regarding solicitation of funds:

- The program does not require its mentees or families in the program to raise or solicit funds.
- The program does not use pictures or any other means of identifying its mentees in public relations or social media postings for or on behalf of the program unless a written statement of consent for publicity is obtained, signed by the mentee and the mentee's parent/legal guardian. A separate written statement of permission is required for each time that public relations are undertaken. Written statement(s) of permission must be maintained in agency files.
 - At a minimum, the written statement of permission includes:
 - The purpose of the picture and its intended use.
 - A disclaimer explaining that once information is posted to the internet, how it may be accessed by others in the future cannot be guaranteed by the program.
 - Approval signatures of mentee and parent(s)/guardian(s).
 - CTB does not coerce or pressure any mentee into acknowledging in public his/her treatment at the program or gratitude for the treatment.

2.20—Fees for Services

Crossing the Bridge Mentoring Program does not require program participants to pay fees for services.

2.21—Conflict of Interest

Crossing the Bridge Mentoring Program Conflict of Interest Policy is to protect the interests of CTB Mentor Program when it is contemplating entering a transaction or arrangement that might benefit the private interest of an officer or director of CTB, and certain other persons. This policy is intended to supplement but not replace any applicable state and federal laws governing conflicts of interest applicable to nonprofit and charitable organizations.

Define Relationships

Any director, administrator, principal officer, member of the Executive Committee, or other member of a committee with board of directors delegated powers, and any employee of CTB is an interested person and will not derive personal profit or gain directly or indirectly by reason of participation with the funded organization.

Family Member

A family member is a spouse, domestic partner, child, parent, or brother or sister of an interested person, or a spouse or domestic partner of a child, parent, or brother or sister of an interested person.

Financial Interest

A person has a financial interest if the person has, directly or indirectly, through business, investment, or family:

- An ownership or investment interest in any entity with which CTB has a transaction or arrangement,
- A compensation arrangement with ACE or with any entity or individual with which CTB has a transaction or arrangement, and which in view of all the circumstances, is substantial enough that it would, or reasonably could, affect an interested person's or family member's judgment with respect to transactions to which ACE or the entity is a party,
- A potential ownership or investment interest in, or compensation arrangement with, any entity or individual with which CTB is negotiating a transaction or arrangement, and which, in view of all the circumstances, is substantial enough that it would, or reasonably could, affect an interested

person's or family member's judgment with respect to transactions to which CTB or the entity is a party.

- Compensation includes direct and indirect remuneration as well as gifts or favors that are not insubstantial.
- A financial interest is not necessarily a conflict of interest. A person who has a financial interest may have a conflict of interest only if the Executive Committee decides that a conflict of interest exists.

2.22--Housekeeping and Maintenance Policy

CTB Mentoring Program understands the necessity of maintaining a safe and efficient facility for its mentees and staff. A clean environment reduces hazards and distractions, while clutter increases the likelihood of falls, spills, and other dangerous incidents.

The following are 10 effective housekeeping tips for maintaining a safe facility:

1. Prevent slips, trips, and falls.
Slips, trips, and falls are the third leading cause of injuries that take workers off the job. Quickly clean spills, clear walkways and use anti-slip flooring and grab bars where necessary.
2. Contain fire hazards.
According to OSHA's hazardous materials standard, combustibles should be stored in covered metal containers and disposed of daily.
3. Prevent cross-contamination.
Regularly clean cloth and sticky surfaces to avoid the spread of germs between departments, work sites, and employee's homes.
4. Train the staff in effective housekeeping.
Good housekeeping is a bottom-up endeavor. Make sure both the staff, volunteers, and mentees understand the small responsibilities that lead to big safety improvements.
5. Store materials in their proper places.
Accumulated materials can present hazards for tripping, fires, explosions and more. OSHA's Materials Handling, Storage, Use and Disposal Standard outlines procedures for safe storage.
6. Routinely inspect personal protective equipment.
Most head, eye, hand, and foot injuries are the result of not wearing proper PPE. Regularly inspect, repair, and replace equipment to ensure workers can do their jobs safely and efficiently.
7. Keep dust and debris under control.
Dust explosions can be catastrophic, and even a 1/32-inch-thick layer poses significant risk. For most places' industrial vacuums or wet cleaning methods are necessary.
8. Clear out clutter.
Clutter causes inefficiency and greater potential for slips, trips, and falls. Keep all aisles, stairways, and emergency exits clear, and ensure workers return tools and materials to storage as quickly as possible.

2.23 Social Media Policy

CTB Mentoring Program recognizes the role social media plays in modern communication. As such, we respect the right of our Staff, Volunteers, and Participants to use social networks for self-publishing and self-expression while adhering to our organizational guidelines. For the purposes of this policy, social media means any use of the Programs' facility for online interactions, including without limitation blogs, social networking sites such as Facebook, LinkedIn, Twitter, Flickr, and YouTube. This policy is in addition to and complements any existing or future policies regarding the use of technology, computers, e-mail, and the internet. All Social Media platforms are subject to this policy. Notwithstanding the previous section, this policy applies to all uses of social media, including personal, by its Staff, Volunteers, and Participants who are (describe Staff, Volunteers, and Participants who this applies to outside of work as well by title or job responsibilities), as their position with Program would be well known within the community. All uses of social media must adhere to ethical standards.

Statement of Nondiscrimination

Adopted by the Crossing the Bridge on [July 1, 2020]

Crossing the Bridge is committed to equal employment and volunteer opportunity without regard to race, color, religion (creed), gender, gender expression, age, ethnic origin, national origin (ancestry), disability, marital status, sexual orientation, or military status, or political beliefs in any of its activities or operations. These activities include, but are not limited to, hiring, and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, subcontractors, vendors, and clients.

Crossing the Bridge is an equal opportunity employer. We will not discriminate and will take affirmative action measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the bases of race, color, gender, national origin, age, religion, creed, disability, veteran's status, sexual orientation, gender identity or gender expression.

This policy applies to all areas of employment and volunteer participation, including recruitment, hiring, training and development, promotion, transfer, termination, layoff, compensation, benefits, social and recreational programs, all other conditions and privileges of employment in accordance with applicable federal, state, and local laws.