

Minds Matter of Bay Area, Inc.

Volunteer & Mentee Escalation Policies

General Volunteer Expectations

1. Uphold Minds Matter Bay Area's [core values and community agreements](#).
2. Comply with our Youth Protection Abuse Prevention and Reporting policies (shared separately).
3. Maintain active engagement and attend at least 80% of sessions.
4. Read and respond to email within 48 hours.
5. Discover what is best for your Student(s).
6. Maintain professionalism and respect for others at all times.
7. Ask for help.
8. Follow the Two-Adult Rule: Two Minds Matter Volunteers must always be present on any communications (Zoom, text, phone call, email, etc.) and in-person meetings.
9. Speak up if a Student has a drastic / sudden shift in behavior, seems withdrawn, mentions anything that indicates harm to themselves or others - or if anything changes with your Student at all that you think Minds Matter Bay Area needs to know about.
10. Fulfill your commitment to your Student(s): Mentors commit to seeing their Student through to high school graduation; Instructors commit to a full school year as a volunteer.
11. Show proof of COVID-19 vaccination: [Here](#) you will find current (as of Fall 2022) City of San Francisco's guidelines for students, faculty, and staff regarding COVID-19.

Attendance Expectations for Volunteers

In addition to helping Students achieve academic success, Minds Matter Bay Area strives to connect Students with strong Volunteers with whom they can build lasting relationships. The best way to build those relationships is to consistently communicate with their Student and show up to sessions. A Volunteer's commitment to the relationship with a Student often lives in how and when they show up in every kind of interaction.

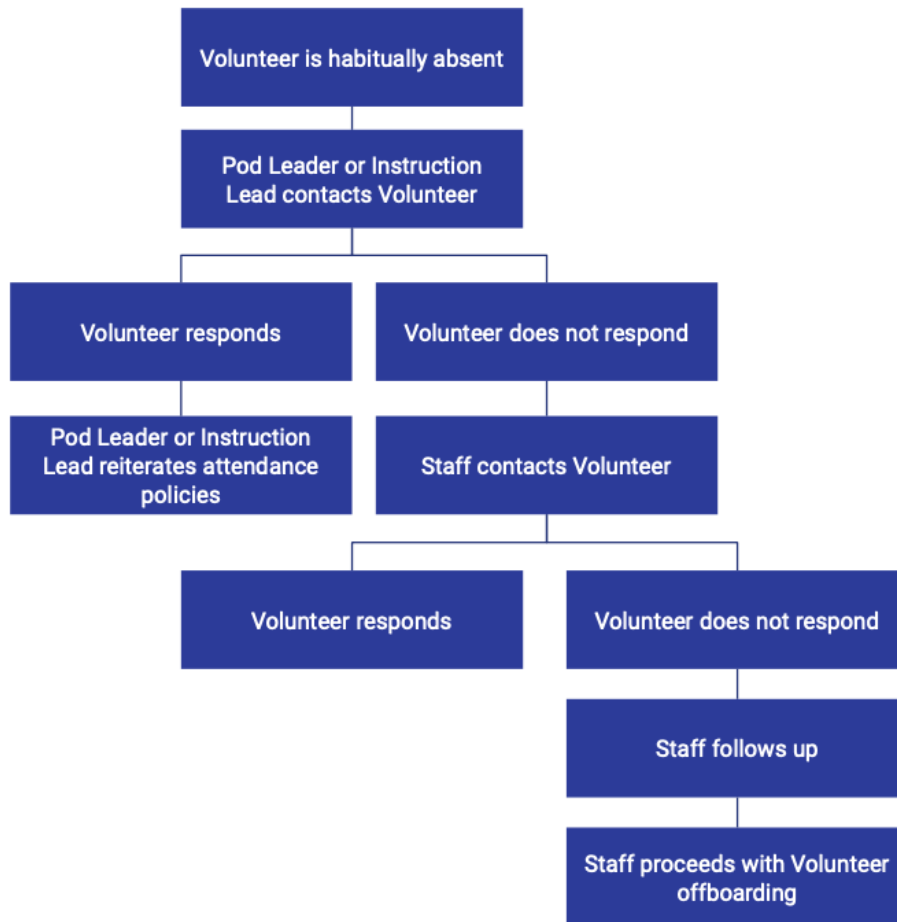
- **If you are not there, your Student cannot learn from you.**
- **Plan to attend every session.** Our expectation is that all Volunteers attend 80% or more sessions. We know emergencies come up, but do not plan to alternate sessions so only one Mentor or Adviser is present during Saturday sessions.
- Mentors should notify their Co-Mentor, Student, and Pod Leaders via email at least 48 hours in advance of an absence. Instructors should notify their Instruction Leads and Co-Chief Program Officers via email at least 48 hours in advance of an absence.
- Mentors and Instructors should reach out to their Pod Leaders or Instruction Leads for support if they feel that the attendance commitment has become challenging to fulfill.
- Mentors should ask for support from their Pod Leaders if they are concerned about their Co-Mentor's attendance during the year.

Absence Escalation Policies

For Volunteers:

The following escalation plan applies if a Volunteer does not:

- Update or communicate with Pod Leaders or Instruction leads on any issues or challenges with attending session.
- Respond to Pod Leaders or Instruction Leads in a timely manner (within 48 hours).
- Show up to sessions or appointments that were scheduled and / or does not give an excuse for absence.
- Update Pod Leaders or Instruction Leads on any issues or challenges with attending session.



Student Attendance Expectations

We also expect Students to attend 80% or more of sessions and notify their Mentors and Pod Leaders if they are going to miss session. There are many reasons Students may have to miss sessions and we try to be empathetic to their needs.

Volunteer Steps if Student is Not Attending Sessions

- Support Students with expectations for communication from the first session and continue to enforce those expectations throughout the year.
- Have honest and supportive conversations about the importance of attendance and communication in academic and professional contexts.
- If your Student has missed 2 or more sessions, please make sure your Pod Leaders or Instruction Leads know.

For Students:

Generally, Minds Matter Bay Area’s goal is to retain Students throughout their full 3-year arc in our high school program, and within our network as alumni. Therefore, we seek to start from a place of understanding the broader context of an absence before jumping to conclusions about motivation or commitment. We aim to set high expectations while being supportive, providing direct feedback, and asking questions that foster accountability.

The following escalation plan applies if a Student does not:

- Respond to your messages in a timely manner (within 48 hours).
- Show up to sessions or appointments that were scheduled and / or does not give an excuse for their absence.
- Update you on any issues or challenges with attending session.

