

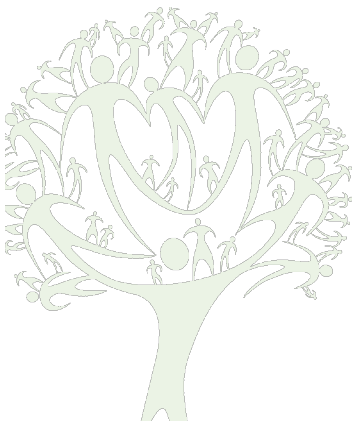
## Program Supervision Guidelines

**How often should we check in with our clients (mentors, mentees and parents/guardians/teachers)?**

### General guidelines:

These guidelines are structured around traditional one-to-one matches that meet in the community. They will need to be amended for group, peer and in-school mentoring.

- Determine for your program the specific frequency and type of supervision that will take place.
- Establish a consistent schedule for supervisions for each match and for your program. Ensure that all parties are aware of this schedule and that it is a foundational part of the program.
- Create supervisions templates for mentors, mentees and guardians selecting from the questions below. The templates should include the date, the mentee's name, the mentor's name and the supervisor's name.
- Every program supervision visit/check-in must be documented. The forms must be kept by the program coordinator. They are confidential.
- Contact the mentor within the first two weeks of the match. Use this contact to make sure the pair is meeting, to find out what activities they have done together and to assess how the mentor feels about the match thus far.
- During the next few months, continue to check in with the mentor every two weeks. These ongoing contacts will help ensure that the mentor and child/youth meet regularly and are also important for uncovering any start-up problems that require program staff's immediate assistance.
- For at least a year, continue to check in monthly with the mentor. The check-in discussion during this period should be focused on monitoring the quality of the mentoring relationship; assessing whether it has established goals and is making progress toward these goals; assessing the level of engagement between the mentor and child/youth; and, helping to address problems that may be arising between the pair. Your program should also make sure that mentors know how to contact staff, whenever necessary, for advice and support.



## Supervision Questions:

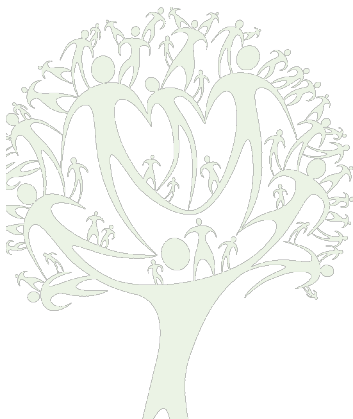
Below are basic guidelines for the kinds of questions that should be asked during supervision. Again, these will need to be adapted depending on the nature of your program

### Possible Questions for the Mentor:

- How is your match going?
- How do you feel about being a mentor?
- Do you and your mentee enjoy spending time together?
- What kinds of activities do you do when you are together?
- How do you decide what activities to do together?
- What strengths and common interests do you draw upon or could you draw upon with your mentee?
- Do you and your mentee have trouble thinking up things to do together?
- Do you spend much time talking?
- How often do you see your mentee? How much time do you spend together at each meeting?
- Does your mentee keep appointments with you? Does he or she show up on time?
- When was your last meeting? What did you do together?
- Do you talk to your mentee on the telephone? How often? (for community-based programs)
- Do you need help with anything? Is there anything interfering with your match?
- How would you describe your mentee's behavior? Does your mentee exhibit any behavior that you do not understand?
- How are things going with the parents and other family members? Is the parent of your mentee cooperative? (or, for school-based programs: How are things going with the teacher?)
- Are you satisfied with how things are going?
- Is there any training you think would be helpful for you?
- Is there anything else we should be aware of?
- Is there anything we can do to help?
- What goals have you and your mentee been working towards?

### Possible Questions for the Mentee:

- Do you enjoy spending time with your mentor?
- What do you enjoy most about having a mentor? What do you enjoy least?
- When was the last time you met with your mentor? What did you do together?
- How often do you see your mentor? How long do your meetings last?
- Does your mentor keep appointments? Does he or she show up on time?
- Who decides what activities you are going to do together?
- Do you like talking to your mentor?
- Is there anything you would like to change about the visits?
- Is there anything you would like me to talk to your mentor about?



### Possible Questions for Parents/Guardians/Teachers:

- Is your child/student happy with his or her mentor?
- Does your child/student look forward to seeing his or her mentor?
- Do they seem to enjoy being together?
- Is there anything you would like me to discuss with either your child/student or the mentor?
- How often does your child/student see his or her mentor? How long do the meetings last?
- Does the mentor usually keep appointments and show up on time?
- Is there anything that concerns you about the relationship?
- How do you think they feel about the mentor?
- What do you think of their weekly activities with the mentor?
- Would you like to see the activities change? How?
- How are they doing in school?
- Have you observed any positive or negative changes?
- Is there anything else we should be aware of?

