

**Carbon County Veterans Treatment Court**  
**Veteran Mentor Policy/Procedures Manual**

**Mentoring Contacts**

It is the policy of the Carbon County Veterans Treatment Court (VTC) program that each contact between mentor and participant be tracked by the mentor making contact. Information concerning the contact between mentor and participant will be recorded in the contact log, without the inclusion of any information that should be kept confidential, as there is no confidentiality linked to these contact logs. After the participant has completed his/her time in the court system and is no longer seeing the mentor, this log will be added to the individual's electronic case file.

**Confidentiality Policy**

Mentors must sign a confidentiality waiver form prior to working with a participant (Attachment 26). Information obtained by a mentor as a result of interacting with the participant during individual meetings or as a result of their participation in the Veterans Treatment Court shall remain confidential. Any violation of the confidentiality policy will result in immediate removal from the Veterans Mentor program. Items that should remain confidential will be reviewed during the Volunteer Veteran Mentor training.

**Unacceptable Behavior Policy**

Behaviors that do not match with mission, vision, goals, or values of the VTC will be considered unacceptable and are prohibited during court proceedings and mentoring sessions.

These behaviors include:

- Unwelcomed physical contact including inappropriate touching, patting, pinching, punching or physical assault
- Unwelcomed physical, verbal, visual, or behaviors that degrade, shows hostility, or aversion toward an individual
- Any actions or behaviors that would be considered beyond the role of the mentor
- Being under the influence of alcohol or any illicit substance while attending court proceedings and/or mentoring sessions

Any unacceptable behavior, as specified but not limited to the above stated behaviors, will result in the possibility of suspension or termination from the program.

## **Evaluation Policy**

It is the policy of the VTC that evaluations will be an important aspect of determining the effectiveness of the mentoring program and for making continuous improvements to the program. Evaluations will be completed every six months from both participants and mentors concerning the effectiveness of the services provided to them and the mentors will be evaluating the supports provided for them, including trainings and supervision.

## **Mentoring Procedures**

### **Role of Mentor**

The role of a mentor is to act as a coach, guide, role model, and an advocate for the individuals he/she is working with. A mentor is intended to encourage, guide, and support the participant as he/she progresses through the court process. The will include listening to the concerns of the individual making general suggestions, and assisting the participant to determine what their needs are, and supporting the participant at the time when they feel alone in a way only another veteran can understand.

Mentors are not intended to take the role of a parent, professional counselor, social worker, or a doctor. Although a mentor will be expected to use some of the skills used by these professions – listening, supporting, and advising – the level of involvement will be significantly less as the mentors are not trained professionals. It will be the responsibility of the mentor and the coordinator to ensure this boundary through individual and group training and supervision when necessary.

Concerns around suicide or other self-harm, homicide or harm to others, non-compliance with medication, physical or mental health concerns that have not been shared with a health professional, or anything that the mentor is uncomfortable discussing should be seen as outside of the mentoring role.

When concerns are brought up that fall into any of these categories, the mentor should encourage the veteran to share the information with an appropriate health care professional. The mentor can suggest that if the health care professional is present that the mentor will accompany the veteran and support him/her during the conversation. If the health care professional is not present, the information should be shared with the case manager through the court or with another member of the court staff, either by the veteran or by the mentor, prior to the veteran leaving court.

The volunteer must be mindful of the separation of church and state.

### **Mentoring Sessions**

Mentoring sessions consist of one-on-one meetings between a mentor and the participant. Mentoring sessions are typically short, less than 30 minutes, but could be extended depending on the needs of the participant. Mentoring sessions usually consist of questions related to the well-being of the participant, any needs identified by the participant or the courts, and any work that is being done by the participant, the mentor or the court to satisfy the identified need of the veteran.

Mentoring sessions should begin with introductions, if necessary, and then move into questions about how the veteran is progressing, how things are with the family members that are involved, and about the concerns that were brought up in previous sessions. The majority of the mentoring sessions should consist of the mentor supporting the positive changes that the participant has made and empathizing with the difficulties that the participant is experiencing. Sessions should close with asking if the participant needs anything or if the mentor or the court can do anything to be helpful to the individual.

**Supervision Procedure**

Periodically, the Mentor Coordinator will hold group supervision. This group supervision will serve as an opportunity for all of the mentors to come together to discuss their concerns, their successes, and their ideas. Group supervision will last 60-90 minutes, and follow a general structure created by the Mentor Coordinator. Topics to be addressed during supervision are questions about what to do for program participants, how to address a particular question or situation with a participant, etc. The group meeting will allow all of the mentors to benefit from the discussion as well as increasing the number of ideas and strategies provided around a specific concern or question. The group setting will also allow for mentors to praise and support each other.

**Release/Waiver Policy**

I have received and reviewed a copy of this CCVTC Veteran Mentor Policy/Procedures Manual and understand that my compliance with that manual is essential to my continued mentoring of the veteran.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Veteran Mentor

**Contact 911 or the assigned Probation Officer if the program participant is in immediate danger to others or him/herself. If you have a concern about the health and safety of the participant, please contact 570-325-4226 or 570-325-9111.**