

Mentor + Resident Expectations

- The expectation is that you meet with your resident at least 2x/month.
- We understand that sometimes there will be scheduling conflicts, but it is best to make the effort for a phone or in-person conversation every week to maintain a beneficial relationship. Use a phone call to check-in with the resident on current successes or opportunities, ask for prayer requests, and schedule a time to get together.
- The residents love to get out of the house with their mentors and do positive activities (i.e., Take them to lunch, coffee, for a walk, do an outdoor activity, etc.) Be creative!
- Residents are required to participate in the career training program, daily Bible studies, classes, and church Wednesdays and Sundays. They are not able to schedule their mentor appointments during this time.
- Some residents will want to meet more than others. Set a plan up in the beginning that you are both comfortable with and stick to it! Share it with the house supervisors so they can understand your agreed time commitment and hold you both accountable.
- If something comes up and you are not able to make the set meeting, please call at least 24 hours in advance. If the resident does not have access to a phone yet, it is your responsibility to leave a message with the house staff so they can inform the resident in a timely manner. It is the resident's responsibility to communicate with you if they need to miss a meeting. If they fail to do so, please communicate with the house supervisor so that they can address the situation with the resident.
- When your resident gets their phone privileges back in Phase 3 (typically after 4 months in the program), we ask that they text/call you at least 1-2x/week.
- If you or the resident have any scheduling conflicts at any time that make it challenging to have an effective relationship moving forward, please communicate that with the house supervisors so that they can make necessary adjustments to ensure that each mentoring relationship is reaching its full potential.

Characteristics of a Good Mentor

We are all ever growing and expanding our skills and knowledge. No one has arrived! Here is a list of desired characteristics that Mentors should have or develop. These characteristics can be developed through study, yielding to the Holy Spirit, and through some training from other skilled mentors.

- Patience
- Passion
- Sensitivity
- Spirituality
- Communicate clearly
- Kindness
- Honest
- Compassion
- Good listener
- Knowledgeable
- Able to devote time to Mentee

If you are going to do something, then do it with all your heart. Become skilled as a mentor through focused efforts. Pour into your Mentee that which you have cultivated and have received from the Lord.

Mentoring Guidelines

“Tell me and I’ll remember for a while; show me and I’ll remember for a lifetime.”

- Residents come from diverse backgrounds and want to be known for who they are, beyond their addiction history. Put yourself in their shoes and get to know them as unique individuals, without judgment.
- Mentoring is a relational journey, not a program. Share your personal story, struggles, and growth with your mentee, and provide feedback from your experiences and insights.
- Meet your mentee where they are, spiritually and mentally, without expectations. Recognize that God is in control of their growth, and your role is to support and encourage them.
- It's okay to not have all the answers or be a Bible expert. Use this opportunity to explore Scripture and pray with your mentee and commit to praying for them regularly.
- Making mistakes is a natural part of the mentoring journey. Use them as teaching moments to demonstrate humility, accountability, and conflict resolution.
- Effective communication involves listening actively (70%) and speaking thoughtfully (30%). Focus on your mentee, use active listening skills, and ask open-ended questions to explore their emotions and struggles.

- Remember, you're doing God's work, even in challenging times. Trust in His plan and remain encouraged, knowing that your impact may be greater than you realize, even if your mentee leaves or faces setbacks in the program.

Staff Involvement and Communication

- **Maintain a unified team with the residents and staff.** Be aware of teaming up with a resident against staff. There might be times that a resident is upset about something going on with their program, phasing up, consequences, etc. Always remember that the staff is always working in the best interest of the resident even if the resident does not feel like it.
- Be aware of gossip and other negative discussions. support but don't engage. Be aware that you may not be getting the entire story. **When you have questions or concerns ... Don't wait to ask! Reach out to a staff member right away!**
- We encourage you to come alongside staff members when tough conversations need to be had with residents. Work together to provide support, feedback and accountability to empower the resident to navigate through difficult times and scenarios.
- **An email including a quick questionnaire form will be sent out to you each Friday. IF you meet with your resident, you must return the evaluation to the house staff that week. Please include any additional information, feedback, questions, and concerns in the space provided on this form.**
 - **Evaluation Questions:**
 - **Please rate how engaged the resident was in the meeting- 1-5**
 - **Were you (the mentor) able to support the mentees' spiritual growth and exploration? Yes/No**
 - **What recovery capital goal did you pursue this week? (Please see recovery capital information)**

What if my resident leaves the program?

- The house staff and volunteer manager will inform you via text or phone call when someone relapses, is talking about leaving, decides to leave, or is asked to leave the program.
- Having your resident leave is one of the most difficult parts of volunteering at One Eighty. Please contact staff if you need additional information and reach out to other mentors for support and encouragement when you are challenged here through a tough situation.
- Regardless of the circumstances, whether someone chooses to leave on their own or is asked to leave due to rule violations, their decision to depart is ultimately their own. While others may not be able to influence this choice, they can focus on maintaining a positive and supportive environment for the time we have with everyone.
- We trust in God and His Will. We know there are seeds planted in everyone who leaves early. We know that many come to believing saving faith in Jesus and this does not go away just because they relapse or leave the program.
- We encourage you to use wisdom during this time and not invite residents to live with you or support them financially.

Phone/Media Policy

- All phone calls may be monitored during Assessment Phase. Resident's phone time may be limited if the amount interferes with their program. All callers must be on the pre-approved caller list attached to the application.
- No personal cell phones are allowed in Assessment Phase—Phase 2. A cell phone is allowed beginning in Phase 3 if the resident has the means to pay for it. The phones will still be monitored by One Eighty staff and residents must adhere to all rules.
- Residents may be allowed to have a TV in their room in phase 3 to be used only during free time. All rules regarding media must be followed. This privilege can be taken away if excessive TV watching or gaming becomes an issue. Residents may not use TV during work program hours if they call off for sickness.
- Residents are not allowed on any social media or dating sites, including but not limited to Facebook, Twitter, Instagram, Tiktok Snapchat, WhatsApp, TextNow, and any other app considered to be social media. You need to disclose passwords to email accounts to supervisors for accountability.
- Also, residents are required to be added to our GPS (Life360) and keep the app on at all times so that we can see where individuals are at for safety and accountability.
- Residents cannot use other resident's cell phones at any time. 📱 Cell phone use is not allowed during program time (except on breaks), meal times, or career training program, unless it's an emergency (to be determined by staff). This includes listening to music on cell phone during career training program.
- No 411 or information calls may be made from the house phones.
- A lack of cooperation or violation of these guidelines could result in phone privileges being revoked.

Career Training Program:

This aspect of our program has been designed and developed to assist our residents in closing the “job gaps” that may appear in their work history. We also desire to give opportunities and teach them skills that will broaden their scope when looking for gainful employment later in their program. The career training program also helps assist the ministry in becoming and remaining financially self-sustaining.

The first 8-10 weeks of participation in the career training program will be considered community service time in order to give back to the ministry. As the residents progress into Phase 2, they could potentially earn a small stipend check from the career training program which will be based on percentages of time spent and work accomplished.

Residents are enrolled in our Career Training Program working with the One Eighty Enterprises from assessment phase through Phase 3. The Career Training Program will be approximately 30-32 hours a week and residents must be physically able to work that number of hours. In Phase 3, they begin looking for work and continue to work in the career training program. Beginning in Phase 4, they are allowed to have outside work.