



What MENTors should and shouldn't do

MENTors should:

- always show up prepared, punctual & focused.
- always communicate on the dedicated WhatsApp groups.
- be aware of changes in weather and prepare alternative arrangements – have an option B.
- have a first aid kit with and necessary emergency contact numbers.
- reinforce the 5 values at every opportunity.
- treat everyone the same and as special.
- remember to treat our activity and event partners with respect and kindness and encourage the boys to do the same – we are their guests after all.
- always encourage participation.
- always maintain discipline.
- take photos during afternoon sessions and activities.
- complete and submit their weekly Attendance & Feedback Form (M&E) within 24 hours to ch@racter.co.za.
- complete and submit any incidents (see incident tab on the Feedback & Attendance Form) that occurred during the session within 24 hours to loraine.ch@racter.co.za.
- complete and submit visitor feedback (see visitor tab on the Feedback & Attendance Form) for any and all visitors who attend the session within 24 hours to thando.ch@racter.co.za.

MENTors shouldn't:

- act without thinking – especially when representing The Character Company.
- make statements to the media on behalf of TCC unless authorised in writing to do so.
- break the law – including in traffic, i.e.: texting while driving or speaking on a cell phone while driving.
- speak to a mom in private before consulting our head office social worker (first choice would be to always communicate via your dedicated WhatsApp group)
- ignore the Character Company's policy and code of conduct.
- offend, ignore or insult any of the boys.
- take decisions on serious matters, without consulting their Regional Character.
- compare boys to anybody else.
- pick up boys that are not in their group (in other words, do not pick up boys that were not allocated to you by TCC)