

## **CODE OF CONDUCT AND AGREEMENT**

### **Who Must Follow Our Code?**

Keystone expects all of our mentors and core leadership team members to know and follow the Code of Conduct. Violating the code can result in temporary suspension, or in termination of his or her relationship with Keystone.

### **What If I Have a Code-Related Question or Concern?**

If you have a question or concern, please feel free to contact any of the members on the core leadership team and we will get back to you as soon as possible. You can also submit a question or raise a concern of suspected violation of our code through our provided feedback forms or by contacting us directly through email.

### **1) General Expectations for Mentors**

- To mentor students through the online video conferencing platform Zoom in the areas requested by students and assigned by Keystone.
- To schedule mentoring sessions with students and/or parents and attend sessions punctually.
- To be flexible to any changes (within reason) needed by the student that occur outside of Keystone's control.
- To reschedule Zoom meetings/compensate in another way for the mentoring in missed meetings
- To speak (no use of profanity, slurs, etc.) and act appropriately during all contact with mentees and their parents.
- To act in a respectful manner towards the mentee and their parents at all times.
- To record all mentoring sessions through Zoom for Keystone's record keeping purposes and to ensure no misconduct or inappropriate activity occurs.
- To direct all offers of financial compensation from mentees or their parents to Keystone's leadership team, who will then redirect the money towards buying books and supplies for students who cannot afford it.
- To immediately and directly contact the Keystone leadership team should any technical, interpersonal, or logistical issues arise.
- To assist Keystone in maintaining a safe and supportive environment for all mentees.

### **2) Conduct**

Keystone's Code of Conduct and Agreement Policy outlines our expectations of mentor's behaviors towards their mentees and their parents, colleagues, supervisors, and the overall organization. We expect every mentor to maintain the highest level of conduct while representing Keystone in any setting, including during sessions and outside of sessions.

### **3) Absence and Tardiness Policy**

Mentors are responsible for notifying both the mentee and their parents, as well as Keystone regarding any changes to set schedules. Mentors must notify both Keystone and their mentee at least 24 hours in advance if you need to miss a session that has already been scheduled. Repeated absences and/or last-minute cancellations will result in dismissal from the Keystone Mentorship Program. If you would like to discontinue or opt out of your position with Keystone, please notify the core leadership team at least 4 days in advance so we can find a replacement mentor for your mentee.

#### **4) Confidentiality of Mentor and Mentee Information**

Keystone's Confidentiality Policy explains how we treat confidential information and how we expect our mentors to treat confidential information. Keystone and mentors will unavoidably receive and handle personal and private information about the mentees (full name, grade, email address, phone number, etc.). We want to ensure that this information is well protected. Thus, it is imperative that mentors do not access, use, or distribute this information with anyone, for any reason, outside of the Keystone team.

#### **5) Interacting with Students Outside of Keystone**

We encourage all mentors to actively interact with and mentor students during sessions and maintain contact with students and parents to schedule sessions. However, you MAY NOT interact with the mentee or their parents outside of Keystone for any reason to ensure safety for both parties. All contact with the student must be online for mentoring purposes only, and all mentoring sessions will be recorded through Zoom. Deny any and all requests from the student or their parent to meet in person and never make such requests.

#### **6) Reporting Unusual Behaviors and/or Concerns for Student Well Being**

Keystone enforces a Mandated Reporter Policy for all of our mentors. It is our goal to do everything we can in order to prevent physical, emotional, or sexual abuse against all those who are involved with Keystone. As a mentor with Keystone, you may receive information or have concerns about your mentee's well being. If you receive information that the student is being abused by an adult, notify the Keystone team IMMEDIATELY so we can contact Child Protective Services within 48 hours of receiving this information.

Mentors understand and vow to immediately and directly report the following to a Keystone core leadership team member:

**a) Incidents of physical harm, verbal threats of harm, and racial or other intolerances:**

Incidents that involve physical harm, verbal threats of harm, racial or other incidents that occur between students, mentors, and/or staff during Keystone sessions must be reported and documented. If you witness such an incident, inform Keystone leadership immediately. Keystone leadership will follow through with appropriate actions and the proper authorities.

**b) Suspicion of Physical, Emotional, or Verbal Abuse and Neglect:** All mentors are legally required to report any suspicion of child abuse or neglect. Common red flags to keep in mind and pay attention to include sleeping and/or crying during sessions, physical discomfort, tardy or truant behavior, self-deprecating or suicidal comments, and self-medication or substance abuse. If you have any suspicion that a student is being physically, emotionally, or verbally abused or neglected, report it immediately to Keystone core leadership.

**c) Other Unusual Incidents or Concern for Student Well-Being:** If you observe or suspect any activity involving Keystone mentees, mentors, or staff that appears abnormal or alarming, immediately report this to Keystone core leadership. If you have doubts or qualms about whether it should be reported, feel free to consult a member of the Keystone core leadership team.

#### **7) Harassment, Discrimination, and Bullying**

Keystone will strive to provide a healthy and safe environment by enacting a policy for harassment, discrimination, and bullying. Keystone will not tolerate any form of harassment based upon race, color, creed, religion, national origin, sex, sexual preference and orientation, disability, age, marital status, or status with regard to public assistance. We may take disciplinary action up to and including dismissal

against any members who participates in harassing, discriminatory or bullying behavior; or victimizes or retaliates against someone who has lodged a complaint about harassment, discrimination, or bullying.

#### **8) General Release and Waiver of Liability**

You acknowledge that you are voluntarily mentoring with Keystone. YOU VOLUNTARILY, KNOWINGLY, AND FREELY ACCEPT AND ASSUME ALL RISK, BOTH KNOWN AND UNKNOWN, EVEN IF ARISING FROM THE NEGLIGENCE OF Keystone STAFF, arising from your participating in the mentoring activity and from damage that may be sustained while participating in the mentoring activity and thus assume full responsibility for your participation.

In consideration of being permitted to mentor students, you agree that you and your heirs, personal representatives, executors and assigns will not make a claim of any type against or sue Keystone, its predecessors, successors, parents, subsidiaries, affiliates, any present and former officers, directors, employees, insurers, agents, assigns and representatives (these are collectively referred to in this agreement as the "Released Parties") for any injury or damage arising from the negligence or other acts, however caused, of the Released Parties or anyone else related to or in any way connected to the mentoring activity.

In addition, you release, waive and discharge the Released Parties from all actions, claims or demands that you, your heirs, and personal representatives, or assigns now have or may hereafter have for injuries, including permanent disability and death, property damages, or theft resulting from your participation in the mentoring activity. This release includes injury or damage caused by negligence, active or passive, of the Released Parties.

YOU HAVE CAREFULLY READ THIS RELEASE OF LIABILITY AND ASSUMPTION OF RISK AGREEMENT AND UNDERSTAND ITS TERMS. YOU UNDERSTAND THAT THIS IS A COMPLETE RELEASE OF LIABILITY AND A SWORN STATEMENT NOT TO SUE OR MAKE A CLAIM, AND YOU SIGN IT FREELY AND VOLUNTARILY.

This release shall be governed by applicable state law.

#### **9) Enforcement of Keystone Code of Conduct and Agreement**

Any breach of the Keystone Code of Conduct and Agreement may result in your immediate termination or expulsion from the Keystone Mentorship Program. If Keystone has any reason to believe that you are not adhering to this agreement, we may place you on temporary suspension pending a full investigation. Should any part of this agreement be deemed unenforceable, the remainder of the agreement shall remain in effect.

#### **10) Parent Agreement and Acknowledgement**

When you agree to this document, you agree to your child joining the program and acknowledging that you are solely responsible for determining your child's suitability for the program, evaluating the qualifications and session of the tutor, and determining whether or not your child should continue with our program. You should feel free to attend any mentoring session your child is enrolled in and contact Keystone via email at [keystonementorship@gmail.com](mailto:keystonementorship@gmail.com) if there are any questions or concerns. You may terminate the mentoring relationship set up by Keystone at any time for any reason.