



SMILES PROGRAM

FACILITATOR/MENTOR GUIDELINES

The following guidelines are designed to outline our responsibilities, therefore assisting us to successfully fulfill our role as Facilitator or Mentor.

- ♥ We encourage an atmosphere of education, support and self-awareness.
- ♥ We model respect for others. We respect others' feelings, thoughts, and attitudes, and we do not expect everyone to share the same beliefs or opinions.
- ♥ We encourage the children to participate at their own pace; not everyone may be ready to share personal information.
- ♥ We maintain confidentiality within the group and model this to the children. The **exception** to this will be if we believe that a child or anyone else may be in danger. Before disclosing any information, we will discuss a strategy between our team and then discuss with the child.
- ♥ We are familiar with the principles of Child Protection Policies/Legislation and adhere to these.
- ♥ Any disclosure of any form of child abuse (physical, sexual, emotional, neglect) must be reported to the Facilitator to take appropriate action.
- ♥ We demonstrate safe physical contact with the children (hand on arm, between shoulder & elbow). We are also mindful of keeping a balance between safety and responding naturally.
- ♥ We ensure we are always in view of other people when with a child.
- ♥ Behaviour Management: 'time-out' is the preferred option for any child disrupting the group. Where appropriate, an adult will accompany the child during 'time-out'.
- ♥ At all times we communicate with the children in a manner that enhances their self-esteem, independence, self-regulation and development of acceptable socialisation skills.
- ♥ We demonstrate good hygiene practice, always washing our hands before handling food and after using the bathroom.
- ♥ We dress in neat, tidy, casual clothing allowing us to comfortably participate in activities.
- ♥ If any personal issues arise during the program, we 'contain' these while working with the children. We take the opportunity to share and discuss such matters during de-briefing time, at the end of the day.
- ♥ Children wishing to maintain contact with a Mentor, direct their request through the Facilitator who will co-ordinate this in the most appropriate manner.
- ♥ We are committed to being on time and taking part fully throughout the program.