



New MENTOR Membership

Welcome & Orientation Packet

Congratulations on becoming a MENTOR LEVEL member of MentorCONNECT, the first global online eating disorders mentoring community!

Your MentorCONNECT Leadership Team has compiled some helpful information to get you off to the right start and help you make the most of your mentoring experience.

This information packet is brief, but it is very important for you to review ALL of the information here before beginning to work with your mentee(s)!

Included you will find:

1. What it Means to Join at the Mentor Level on MentorCONNECT
2. Overview of your **MENTOR** level membership benefits.
3. The “Mentor Model” as Outlined in “Beating Ana”
4. About the MentorCONNECT Forums
5. Receiving Mentoring Match Requests from Mentees
6. New Mentoring Team “Immediate Action Plan”
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It is great to have you as a part of our growing community!

With all our best,

Your MentorCONNECT Leadership Team



Overview of Your MENTOR Level Membership Benefits

As a Mentor level member of MentorCONNECT, your membership benefits can be accessed within the member Forums at www.mentorconnect-edforums.org.

Your benefits are focused on offering our mentee members extra one-to-one recovery support. You are also warmly encouraged to participate in the group recovery activities taking place within the Forums!

Your individual membership benefits include the following:

- You may accept up to four (4) mentee match requests at one time in your service as a caring, volunteer mentor.
- You will be matched with a senior mentor through MentorCONNECT's Mentor Guide program for extra service-related mentoring and support.
- You may apply for additional leadership-level volunteer opportunities as they become available.
- You have the option to request a mentoring match for yourself for extra individual recovery support.

Your group membership benefits include the following:

- Your Mentor badge gains you access to the Mentors-Only Forums.
- You can create and update your own personal recovery blog.
- You can participate in online group discussions as available.
- You can join in (or apply to co-lead) the Monday Night Chat Support Group discussions.
- You can meet and connect with new recovery friends.
- You can offer your support to recovering members through participating in online dialogs.
- You can learn about upcoming free events (like our monthly teleconferences).
- You can access past teleconference podcasts for additional recovery support.
- You can take part in periodic special events (instructions will be posted inside the Forums).



What it Means to Join at the MENTOR Level on MentorCONNECT

As a MENTOR Level member, you embody to our many Mentee and General Support level members that recovery truly IS possible.

As such, it is important to be **ready, willing, and able** to model the pro-recovery guidelines and rules that make MentorCONNECT the uniquely supportive community that we are.

Mentor Level members are encouraged to enter into their volunteer service with outside sources for ongoing personal recovery support already in place.

We ask that all of our mentors commit to taking on a leadership role in the community rather than using the group mentoring resources we offer as a primary source of recovery support.

→ *If you feel you still need a great deal of personal recovery support and wish to use MentorCONNECT in that way, then we ask you to re-evaluate whether now is the right time to serve as one of our caring volunteer mentors!*

However, it is always acceptable for Mentor Level members to also match privately with a mentor themselves for extra one-on-one support. If you are interested in this option, please contact our Mentoring Match Coordinator: mentormatch@mentorconnect-ed.org

BEFORE YOU BEGIN YOUR SERVICE: If you have any questions about what it means to serve as a Mentor Level member, please don't hesitate to contact us: shan@mentorconnect-ed.org

Thank you again for the priceless gift of hope you offer by serving as one of MentorCONNECT's caring volunteer mentors!



The “Mentor Model” as Outlined in “Beating Ana”

Beating Ana is our community’s recommended mentoring “how-to” text.

To date, **Beating Ana** is the only book written specifically to outline how mentoring can work in an eating disorders recovery setting and its potential positive impact.

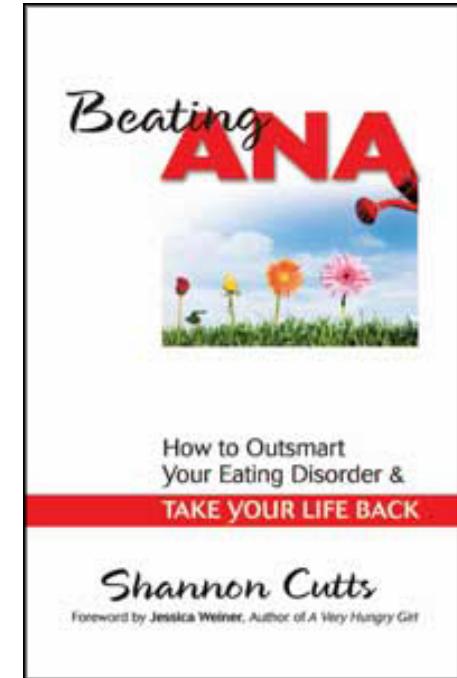
The book also offers a history of our founder’s heart for mentoring and how MentorCONNECT itself began.

The book also contains an overview of the basic mentoring principles used on MentorCONNECT.

Finally, our founder shares 27 chapters of recovery toolkit tips – the same tips she used during her own recovery!

Important definitions from “Beating Ana”:

- **Mentor:** *a trusted guide who has knowledge and experience in a certain area, and is willing and able to share it.*
- **Mentee:** *a person in need of guidance and instruction, and is willing to receive it.*
- **The Mentor Model:** *the voluntary, ongoing, interactive relationship between mentor and mentee (giver and receiver), for the sole purpose of facilitating progress in recovery.*





About the MentorCONNECT Forums

The MentorCONNECT Forums is the place where your mentees will gather regularly for extra peer and group support. You can find the Forums at www.mentorconnect-edforums.org.

Please consult the packet that came with your welcome materials for a thorough overview of your forums membership benefits and how to access them.

All of our caring volunteer mentors are asked to accept and activate their Forums membership right away so you can use the private Dialogs email system to communicate quickly and safely with your mentee(s).

As well, our mentee members are still in the midst of their recovery journey, and will still often struggle on a daily basis with issues like distinguishing the voice of recovery from the voice of their eating disorder. For this reason, we invite all of our mentors to take an active leadership role on the Forums in addition to your individual mentoring match communications (read on for some great opportunities!)

Here is why: Our members join to meet YOU. They want to hear your recovery story, they want to know you, they want as much exposure to you as possible, and they want to connect with you regularly so that they always remember that recovery is possible.

Questions:

If you did not receive your **invitation to join** the Forums, or you are having **trouble logging in for the first time**, please send an email to shan@mentorconnect-ed.org

If you have any questions about the **Forums once you have successfully logged in for the first time**, please send an email to: abbey@mentorconnect-ed.org



Receiving Mentoring Match Requests from Mentees

Once you are approved to serve as a mentor member, you will begin to receive match requests from mentee members. All inquiries will come to you via email from our Mentoring Match Coordinator.

Your biography and recovery background (taken from the application you submitted to us) is posted inside the Forums in a private forum called **Find A Mentor** that only our Mentee Level members can access. Mentee members view this information to select the mentor they want to request a match with.

What to Do When You Receive an Inquiry:

1. Respond back to all inquiries within three (3) business days – *preferably sooner*.
2. Accept no more than four mentees at one time
3. Accept a match request only with a mentee of your same gender

If you need help deciding which mentee request(s) to accept, you can request assistance by sending an email to: mentormatch@mentorconnect-ed.org



New Mentoring Team “Immediate Action Plan”

Dear MentorCONNECT Mentor-Mentee Team,

You have embarked upon a very exciting adventure in your new mentoring matchup!

To ensure that your partnership gets off to a great start, take the following steps right away.

1. Decide when, where, how, and how often you will talk. In particular, discuss these questions:
 - *What days/times are you available for mentoring work?*
 - *How often can I contact you?*
 - *How often can I expect to hear back from you?*
 - *Do you prefer to work by email, phone, text, or other communication method?*
2. Thoroughly review this **Mentor Orientation Packet** together to ensure you have a good working knowledge of each partner’s role and responsibilities in a mentoring context
3. Ensure you both have an active **Community Forums** profiles set up so that you can both use the private, secure, confidential Dialogs email system and participate in group mentoring activities as a team (if you did not receive an invitation to join please let us know by submitting a request to shan@mentorconnect-ed.org)
4. Discuss the procedure you will both for communicating with each other use should either of you decide to pause or end the partnership



Mentoring Team Assessment Plan

Dear MentorCONNECT Mentor-Mentee Team,

As you progress in your partnership, we suggest that you schedule periodic times to reconvene as a team and assess the efficacy of the matchup.

You can create your own assessment plan or use the established MentorCONNECT plan as follows:

1. Pick a regular recurring assessment time. This could be every quarter, every half year, three times per year, once per year, or another schedule as you best see fit
2. Mark your recurring assessment time on your mutual calendars, and agree to convene regularly on that date to discuss openly, honestly, and without judgment your mutual degree of satisfaction with the partnership
3. You may also wish to use the Assessment Questionnaire below to assist you with the conversation

Mentoring Team Assessment Questionnaire

Directions: For each team member, mark your individual satisfaction level from 1 to 10, with 1=very dissatisfied and 10=very satisfied. Then discuss your answers with your teammate.

- *How satisfied are you with the frequency of your communications?*
- *How satisfied are you with the method (phone, email, in person, text, etc.) of your communications?*
- *How satisfied are you with the content of your communications?*
- *How beneficial mentorship is to helping you achieve your recovery/service goals?*
- *What (if anything) could help to improve your satisfaction with the partnership?*



MentorCONNECT's Abuse Reporting Requirements (*legal stuff you need to know*)

From time to time, you may decide you wish to report past or ongoing abuse to a peer, mentor, or senior member of the MentorCONNECT team.

Abuse can be neglect, physical, sexual, or emotional.

In all things here on MentorCONNECT we strive to maintain the strictest of confidentiality.

However, please be aware that if you are a minor* now, or you were a minor at the time the abuse occurred, should you choose to disclose abuse to a peer, your mentor or any other person on MentorCONNECT's Leadership Team, we may be legally required to report it to the appropriate authorities in your place of residence.**

We strongly urge you to think carefully about the best person to disclose abuse to. For general purposes, reporting abuse to someone closer to home, and preferably a member of your professional treatment team, is the best and fastest route to obtain help and protection.

MentorCONNECT is not designed to handle matters of abuse, nor is the organization set up to provide referrals or act as a crisis care service. Please be aware we will report cases of abuse of a minor if they are disclosed and we are legally required to do so**, but we are not chartered nor equipped to provide additional support beyond our legal reporting obligations.

* For general purposes, a "minor" is an individual who has not yet turned 18.

** Abuse reporting requirements can vary by country.



A Word on Boundaries from Advisory Board Member Thom Rutledge

Like Shannon and the other members of the MentorConnect Leadership & Advisory Board, I am very grateful to you for your willingness to become a part of this important work by serving as a caring volunteer MentorCONNECT mentor.

We want you to feel free to develop your mentoring relationships in the ways that are comfortable and effective for you and your mentee(s). One thing that 30 years experience with helping people recover has taught me is that **establishing clear and reasonable expectations** at the beginning of any relationship intended to provide guidance and support is **essential**.

First Steps for Setting Boundaries:

- In introducing yourself as a Mentor, be direct and assertive in communicating a structure for your mentoring relationship
- In other words, do not hesitate to be the **leader** in this relationship
- Think about how you prefer to do your mentoring:
 - Do you prefer communicating via telephone, email, forums email/chat, in person? Of course, you may do any or all of the above, but there is nothing wrong with saying on the front end how you prefer to communicate
 - Think about how often you want to be available for contact with your mentee, and communicate your availability clearly at the start of your mentoring relationship. If you can respond within 48 hours, say so. If you set a guideline but are unable to respond in depth by the timeline for any reason, be sure to send a short note to your mentee letting them know you received their communication and will be back in touch very soon
 - As you know from reading our guidelines, you are not volunteering to be constantly accessible to your mentee. In fact, establishing limits to your availability is part of what makes for an effective helping relationship
 - MentorCONNECT is not intended to function as a crisis hotline. If your mentee(s) need immediate support, please tell them to call 9-1-1

The Importance of Setting Clear Boundaries:

- Knowing the boundaries for the relationship helps to encourage mentees to make the most of their time in communication with you.
- You will choose where to place your own boundaries, but here is an example that might help you in your own team boundary-setting meeting:

The way that I work as a mentor is that we will choose a time to talk on the phone, for 30 minutes to an hour, once or twice a week. We can be flexible about exactly when we do this, but let's start by setting specific day(s) and time(s) to do this weekly, so we can both put it on our schedules and know we have guaranteed time to connect each week. We will use the time of the call(s) to check in generally with how you are doing, but we will also focus on some exercises that I will suggest for you. Beyond our weekly phone conversations, if you want to check in with me via email or text once per day, you can do that. I won't necessarily respond in detail to each check in, but the information you will be giving me will help direct us for our weekly phone calls.



A Word on Boundaries from Advisory Board Member Thom Rutledge, cont.

- As you know, we require our Mentors to set aside one hour per week minimum per mentee, but you are welcome to set aside more time for your mentee(s) as your schedule permits --- again, clear communication about your availability is key to building trust
- You may also consider doing a question and answer email exchange that is more open ended. If you do something like this, it is important that you let your mentee know that you may not be responding to every question she asks immediately
- Once again, we do strongly recommend that you be clear that your relationship is not about responding to emergencies, that your mentee needs to be sure that s/he has professional resources and/or others in her support system for responding to crises
- If s/he does not have this, then you can offer your support and encouragement to her to do this early on as you build your mentoring relationship
- It is very important that you not inadvertently get into a relationship with your mentee in which you are perceived as her one and only support

Managing Exceptions to Your Agreed-Upon Structure:

- We want to emphasize that we want you to consider what will feel best for you, and all of the guidelines provided by MentorCONNECT for your use in structuring your mentoring relationship(s) are just that – guidelines
- It is also smart to let your mentee know that there may from time to time be exceptions to the structure you establish. For instance, when you have unexpected circumstances in your life, that you may be less available for short periods of time

It is important to establish with your mentee(s) that you have a life of your own, and that you practice what you teach: self-care.

A Final Word of Encouragement:

How you structure your mentoring relationships will no doubt change over time, as you learn more about yourself and the people you are mentoring. I do not want you to misunderstand any of what I am saying to be about establishing rigid, inflexible boundaries. Of course, we want you to be flexible. We also want you to remember that being a mentor is as much a learning experience as is being a mentee is. The same is true for me, even as I write this to you. We are all in this together; we are all classmates in The University of Recovery. Corny, but true.



Thom Rutledge



Mentoring Team “Getting to Know You” Basics (Communications & Listening Skills 101)

Communications Basics

The rules of good communications are simple. Learning and practicing these communications basics will support you well in all of your experiences here within MentorCONNECT.

NOTE: Since MentorCONNECT mentoring is primarily conducted online, these basics are even more important to ensure the effectiveness of your partnership!

1. Listening skills: Listen to what the other person is saying. It is often helpful to repeat back what you have heard from the other person before responding to make sure you have understood correctly
2. Speaking skills: Email and phone communications cut out 90% of how we “hear” each other – nonverbally through visual and body language cues. So spend time considering what you say, or type, to ensure clarity and minimize miscommunication
3. Conflict resolution skills: From time to time, miscommunication may occur. Stay calm. Backtrack to discover where the misunderstanding first began. Using your listening and speaking skills, work from that point forward to clear up any confusion

Getting To Know You

It is important to spend time getting to know your mentee(s). You may wish to share some time just chatting about favorite books, movies, or personal recovery milestones as a precursor to deeper conversations.

You can use the questions below as ice-breakers:

- *What are your favorite recovery books or movies and why?*
- *Can you share a bit more about your personal recovery story and goals?*
- *Who are your personal recovery heroes or role models and why?*
- *What are your favorite recovery websites and why?*
- *What is your current support system?*
- *Why did you want to seek a mentor?*

Communications Parameters & Boundaries:

It is also important to outline parameters and boundaries so you both feel safe and secure in communicating with each other.

You can use the questions below to set parameters and boundaries:

- *What days/times are you available for mentoring work?*
- *How often would you like to make contact?*
- *How often can I expect to hear back from you?*
- *Do you prefer to work by email, phone, text, or some combination thereof?*



Mentoring FAQ

This may be the first time you have ever served as an eating disorders mentor to someone who is struggling and needs to know that recovery is possible. Below are some frequently asked questions from other mentors that may be helpful to you.

MentorCONNECT has both male and female mentor and mentee members. Can I accept a mentee who is not of my same gender?

We only offer same-gender mentor-mentee matching opportunities. If you are contacted by a prospective mentee who is not your same gender for any reason, please redirect them to the Mentoring Match Coordinator for assistance with making a mentoring match.

How often do mentors and mentees communicate each week?

It really depends on the team. You will set up those expectations in your initial Communications Parameters & Boundaries discussion. If your availability changes, be sure to let your mentee(s) know!

What types of communications do mentoring teams use?

It depends on the team. You and your mentee(s) will decide what form of contact is best.

How can I help my mentee?

We have heard all kinds of wonderful stories from our mentee members, who mention how helpful it is to have their mentor's accountability, to have someone to talk to, to receive positive encouragement and inspiration, to have additional support in between therapy and treatment sessions, to have someone who knows what it is like to be in recovery and understands....and the list just goes on and on.

I have questions about my mentoring partnership. Who should I ask?

Through the Mentor Guide Program, you will be matched with a more experienced mentor who is there to help and guide you, answer questions, brainstorm for troubleshooting issues, and share personal experiences of mentoring. You are welcome to contact your Mentor Guide as needed.

My mentee hasn't contacted me. Should I keep waiting?

We do encourage our mentors to wait for their mentee(s) to make contact. However, if it has been more than a week, definitely try to make contact. If you try twice to make contact and get no response, be sure to tell your Mentor Guide or the Mentoring Match Coordinator.



Mentoring FAQ, continued

My mentee contacts me often but progress doesn't seem to be made. Am I doing something wrong?

It is unlikely. Sometimes a mentee just needs more help and support than mentoring can offer. If you are feeling frustrated or concerned, please let your Mentor Guide know so you can brainstorm about the best way to proceed with or end the match.

My mentee has asked me for money or other personal assistance beyond the scope of our mentoring partnership – what should I do?

MentorCONNECT does not support or condone these types of requests. Members who solicit money from other members in any context will be banned from further participation in the community. Please be advised that you offer assistance at your own risk and MentorCONNECT cannot be held liable for any transactions you voluntarily enter into.

I feel like my mentee is not a good match for me and I'd like to switch mentees. How can I do that?

Mentoring is not an exact science. The partnership between you and your mentee is just like every other relationship, requiring a certain “chemistry” to grow and thrive. If you feel like you would benefit from switching mentees, the first thing you need to do is inform the Mentoring Match Coordinator of your decision and wait for approval to proceed. Next, you should inform your current mentee. Here, it is important for closure to share that you feel the mentee would benefit from matching with a different mentor, and that you are ending the match only because you believe it is in the best interests of your mentee. Only after you have informed your current mentee may you accept a new match.

I have experienced a change in situation and need to take a break from mentoring.

We understand that sometimes life happens. For the sake of closure, we ask that our mentoring teams to speak directly when one or both parties wish to end the partnership. If you need any assistance in ending your mentoring match, please let the Mentoring Match Coordinator or your Mentor Guide know.



Mentor Guidelines

It is important for you to be aware of what mentoring is, and what it isn't. We have included the Mentor Guidelines from **Beating Ana** here as well for your review.

- **Refrain** from volunteering to serve as a mentor until you are in strong recovery (at least one year largely free from symptoms of disordered eating behaviors and attendant unhealthy coping patterns)
- **Before beginning to serve as a mentor**, be clear and honest with yourself about your motivations for doing so. Do not rush yourself through your own recovery because you wish to help others!
- **The wise and effective mentor will first and always be a mentee as well.** Find your balance between giving out of the fullness of what you have learned and earned through your own recovery, and continuing to receive centering guidance and instruction from those ahead of you on the recovery path
- Safeguard your own recovery and **DO NOT TAKE ON MORE THAN YOU CAN HANDLE!** If the mentor-mentee relationship requires more time and/or energy than you are able to offer, redirect your mentee(s) to find a more appropriate match
- **Be very clear** with your mentee(s) about the time commitment you can make. If you are only available via email or phone, say so. If you are only available on certain days, say so. If certain topics fall outside your area of experience, refrain from offering feedback in those areas
- **Be willing to halt or end the relationship** if at any time it appears that your mentee is no longer willing to actively work towards recovery, or if the relationship itself becomes a detriment to the mentee's progress in recovery, or to your own continued strong recovery
- **Require** all mentee(s) who are minors to obtain parental permission before entering into a mentoring relationship
- **Do not attempt** to supersede or replace other treatment options or team members – seek to be a complement to any structure already in place and encourage mentee(s) to build a full support network
- **Use caution** when making recommendations outside of any training or expertise you may have. Partner with other treatment professionals or guide mentee(s) to seek additional assistance
- **Clearly communicate** to mentee(s) that any insight/feedback you offer as a mentor is NOT meant to replace the advice and care of a medical professional
- **Focus on troubleshooting** for daily living and recovery-related issues as they arise
- **Share your personal story only as one example** - remember that each person's story is unique
- **Strive above all** to awaken the wise and confident healer within your mentee(s)
- **Be** committed, available, open and honest, patient, kind, and willing to be wrong
- **Remember what it was like** for you during your own recovery, and adjust recommendations/expectations accordingly
- Remember that the **#1 healer** is unconditional love
- Faithful, consistent, positive feedback is **key**
- **De-personalize the process** - focus on achieving desired results more than on adoption of specific suggestions
- **In the presence of triggers, proceed with caution** - instead of becoming overly involved in discussions of numbers, weight, etc., pinpoint what those topics may represent and how to address those underlying issues successfully
- Remember the mentor-mentee relationship is **voluntary** and that it is the mentee's job to make good use of the opportunity
- **Avoid** any attempt to coerce mentee(s) into wanting to heal or doing the work. Instead, emphasize the benefits of recovery as you have experienced them



Required Mentor Surveys

Periodically you may receive a short survey* to assess your experience of serving as a MentorCONNECT mentor. This survey gives the Leadership Team valuable information about how your mentoring partnership is proceeding, what is working well, where your team may need extra support, and how we might be able to improve our programs and services.

The survey will be sent to you via email. It will ask basic questions and should not take more than 3-5 minutes to complete.

Your survey will come via email. It will be sent to the email address you submitted when you applied to join MentorCONNECT. If your email address has changed it is your responsibility to let us know.

Survey questions may include but are not limited to the following:

- *Requests to update contact information*
- *The name(s) of your mentee(s)*
- *Which mentee(s) you heard from within the previous 30 days*
- *What is going well*
- *What is not going well*
- *Any concerns or questions that you have*
- *How can we help and support you more effectively*
- *Are you available to take on new mentee(s)*
- *Are you interested in other leadership-level volunteer opportunities on MentorCONNECT*

***NOTE:** The survey is your opportunity to tell us what your experience of being a mentor has been like, what is working well, what is not working well and how we can help.



Mentor Guide Program

As a new MentorCONNECT mentor, you will be matched with a Mentor Guide, a more experienced mentor member who will support you along your path of serving as a mentor.

Your Mentor Guide will contact you once your mentor status has been activated. Together you will work to establish a mutually agreeable plan for ongoing communication. The overall intention is for you to know you are never alone as you serve and support your mentees. Your Guide is always standing by, ready to answer your questions, brainstorm and troubleshoot as needed and encourage you in your role as one of our caring, volunteer mentors.

How to Benefit Most from the Mentor Guide Program:

Once you begin mentoring, you may find yourself questioning the suggestions you may want to offer to your mentee(s). Don't worry! This is completely normal and to be expected! Although you have now achieved sustained recovery yourself, your mentees may surprise you with questions you are not sure how to answer or recovery issues that are different from what you may have personally experienced.

This is precisely why the Mentor Guide program was established, offering you individual support and guidance even as you support your mentees in turn.

You will benefit from the gentle wisdom, experience and insight of your Mentor Guide as you begin to form sustainable, healthy connections with your mentees. In addition, if for any reason you have any personal concerns relating to your ability to serve as a mentor, your Guide can be a resource for you here as well. Don't be surprised if you learn that your Guide had many similar doubts or questions in their own early days as a mentor. No matter how ready or experienced you are, there is always more to learn about recovery, mentoring and life!

Working with a Mentor Guide is a requirement for all incoming MentorCONNECT mentor members, so please express any concerns you may have about your ability to participate in the Mentor Guide Program before beginning your volunteer service.

If you have a questions about the Mentor Guide program, please send an email to: alison@mentorconnect-ed.org



Additional Leadership-Level Volunteer Opportunities on MentorCONNECT

In addition to your service as one of our MentorCONNECT caring volunteer mentors, there are several other rewarding leadership-level volunteer opportunities that contribute to making MentorCONNECT the unique pro-recovery support community that we have become.

Our Mentee and General Support Level members joined MentorCONNECT for one reason – **YOU**.

They want to hear from you.

Whether it is through writing a weekly blog inside the Forums, helping to moderate the blogs or groups, co-leading one of the weekly chat support groups, facilitating an online study group, or becoming a Mentor Guide yourself once you have some mentoring experience under your belt, what makes MentorCONNECT work is the strong recovered presence **YOU** bring to the community!

We do ask that all new Mentor Level members take time to get oriented and acclimated to your new community and establish your mentoring partnerships **before** taking on additional volunteer responsibilities.

However, once you are ready to volunteer, please know your service is much needed and appreciated by all!

For more information about current leadership-level volunteer opportunities on MentorCONNECT, please indicate your interest on your next Mentor Survey form or send us an email at alison@mentorconnect-ed.org

Thank you! ☺