

How do I keep mentors engaged when young people don't respond to their efforts to make contact and meet?

- Ensure that mentors have realistic expectations from the start and communicate with them some of the reasons that young people won't initiate contact: they might not have phone credit, other issues take priority in their life. Most of all ensure your mentors are patient!
- Ensure you have regular mentor support meetings.
- Ensure that the mentees know they can contact the coordinator if issues arise. This way they are able to let you know if they have a lot of issues going on at the time.
- Let the mentor know that you will follow up with case workers (if the young person has these supports).
- Ensure the mentees are also aware of their role and responsibilities in the match. This may include responding to the mentor's phone calls or e-mails in a timely manner, and to inform the coordinator or mentor of changes in their availability.
- Celebrate the achievements in matches - even if they are small.
- Ensure that the young person is still committed to being involved in the program. Try and uncover the reason for their lack of motivation and/or contact with the mentor.
- Invite all mentors and mentees to group activities even if their direct match is unable to attend.
- Ensure that the matches you make are the best fit for both the mentors and mentee. If issues arise within the match try and address these sooner rather than later.