



MENTORSHIP MANUAL

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1. ACKNOWLEDGEMENTS

We extend our sincere gratitude to the Divel ConneXion Inc. Executive Team for their continued support and leadership. Their contributions have been essential in shaping the structure, values, and impact of this mentorship program.

2. INTRODUCTION

Welcome to the DIVEL CONNEXION Mentorship Program (DCMP)! We are thrilled to have you join us in this impactful journey. This manual is designed to provide you with everything you need to know to ensure a successful mentoring experience.

3. MISSION & MANDATE

Mission: The mission of Divel ConneXion Inc. organization is to support Haitian women newcomers and other women newcomers through mentorship, ensuring their successful integration in Canada. The organization also aims to establish a resilient community of empowered women, enabling them to pursue their aspirations and inspiring them to shape their ideal futures in Canada.

Mandate: The mandate of Divel ConneXion Inc. organization is to work with and support Haitian women newcomers, as well as other women newcomers, in acclimating to their new surroundings so they can thrive and integrate successfully in Canadian society.

To achieve this, we have established the Divel ConneXion Mentorship Program (DCMP), which offers a nurturing environment where these women can connect with mentors who provide guidance, resources, encouragement for personal growth through self-building exercises and collaborative dialogues. DCMP strives to create a safe space for these women to share their experiences, learn from diverse perspectives, and make meaningful connections.

Program Goals:

- Encourage skill development and goal setting.
- Support personal and professional growth for mentees.
- Provide personalized guidance and support.
- Empower mentors to make a difference.
- Empower mentees to take control of their futures.
- Inspire mentees to pursue their aspirations.
- Build lasting, impactful connections in our community.

4. ROLES AND RESPONSIBILITIES

For Mentors:

- Lead and provide guidance.
- Help mentees set and achieve goals.
- Maintain regular communication and foster trust.

For Mentees:

- Be open to feedback and actively participate.
- Communicate goals and expectations clearly.
- Respect the mentor's time and advice.

5. MENTORSHIP PROCESS OVERVIEW

1. Matching Process

The Program Director will review the profiles of prospective mentors and mentees to identify the most suitable matches.

Mentees are matched with mentors who best align with the expertise, interests, and goals they wish to develop and achieve.

Mentors are paired with mentees whose needs and objectives closely align with their skills and areas of experience, ensuring compatibility and effective support.

2. Program Duration:

The Divel ConneXion Mentorship spans over a six-month period, providing a structured yet flexible framework for growth and development. This timeline is designed to ensure participants have sufficient time to build meaningful connections, achieve their goals, and reflect on their progress.

Throughout the six months, mentors and mentees will engage in regular meetings, scheduled weekly, bi-weekly, or monthly based on mutual agreement. These sessions will focus on skill development, addressing challenges, celebrating milestones, and fostering both personal and professional growth.

The six-month duration offers a balance between structure and adaptability, ensuring participants leave the program with valuable insights, strengthened relationships, and practical tools for continued success.

- **Meeting Frequency**

Schedule:

Sessions are scheduled flexibly to meet participants' needs, occurring weekly, bi-weekly, or monthly, based on mutual agreement.

- **Key Milestones**

1. The Divel ConneXion Mentorship Program will establish clear and measurable objectives for both the mentee and mentor. During the first meeting, the mentor will conduct a goal-setting session using the SMART framework to outline and structure achievable goals collaboratively with the mentee. These goals will be documented by

the mentor to ensure clarity, accountability, and ongoing progress tracking throughout the mentorship journey.

2. The Divel ConneXion Mentorship Program will ensure that mentors and mentees engage in mid-point check-ins to review progress, address challenges, and make necessary adjustments to facilitate meaningful participation and successful program completion. A formal check-in, scheduled by the Program team halfway through the program, will provide an opportunity to evaluate goal progress, identify barriers, and revise objectives as needed to keep the mentorship on track.

3. The Divel ConneXion Mentorship Program will provide mentors and mentees with an opportunity to evaluate the program, celebrate their achievements, and reflect on their relationship and rapport. The Program team will organize a final meeting to review successes and learning experiences. Upon completion, mentees will receive a gift card as a token of encouragement for their participation and commitment to shaping their futures. Mentors, through our program, will gain valuable professional experience and a deeper understanding of the unique challenges and opportunities women newcomers face while settling in Ontario, Canada.

6. COMMUNICATION AND MEETING GUIDELINES FOR MENTORS AND MENTEES

1. Communication Etiquette

- Always communicate with respect, professionalism, and an open mind.
- Respond to messages, emails, or calls promptly to maintain motivation in the mentorship relationship.
- Set clear agendas for each meeting and follow up on action items between sessions.

- Be clear and concise in your communications to avoid misunderstandings.

2. Setting Expectations

- At the beginning of the program, mentors and mentees should establish clear expectations, including preferred communication methods (e.g., email, phone, video calls) and frequency of interactions.
- All shared information should be treated as confidential unless explicitly agreed otherwise.

3. Meeting Guidelines

- Meetings should be scheduled weekly, bi-weekly, or monthly, based on mutual agreement, and should last 30–60 minutes.
- Both participants should come prepared with discussion topics, updates, or questions to make the most of each session.
- Respect each other's time by being punctual for all meetings. If rescheduling is necessary, communicate changes as early as possible.
- Conclude each meeting with clear points, next steps, or goals to work on before the next session.

4. Feedback and Reflection

- Mentors and mentees should create space for honest, constructive feedback to enhance the mentorship experience.
- Use meetings as an opportunity to reflect on progress, challenges, and achievements.

5. Preferred Communication Methods:

To ensure effective and seamless communication throughout the Dive! ConneXion Mentorship, participants are encouraged to establish their preferred methods of interaction at the outset. Below is a list of commonly used communication platforms:

1. Email

Participants may use email to share updates, schedule meetings, and provide written documentation or follow-ups. Please use clear subject lines and concise messages for effective communication.

2. Phone Calls

Participants may use phone communication for quick check-ins, in depth discussions, clarifying information, or discussing time-sensitive matters. Please ensure a mutually agreed-upon time for calls to respect each other's schedules.

3. Video Conferencing

Participants may use Google Meet for in-depth discussions and Google Chat for brief interactions. Please test your connection and equipment beforehand to minimize disruptions.

4. In-Person Meetings (optional)

When appropriate, and if feasible, participants may schedule in-person meetings to provide a more personal touch to the mentorship experience. Please ensure meetings adhere to health and safety guidelines.

5. Establishing Preferences

At the start of the program, mentors and mentees should agree on:

- Primary and secondary communication methods.
- Frequency and timing of check-ins or meetings.
- Expected response times for messages and emails.

Caution: In-person meetings are not mandatory. They should only occur at the discretion of both the mentor and the mentee, if mutually agreed upon. Both parties share equal responsibility, as participants, for initiating and maintaining communication through the agreed-upon method.

7. CODE OF CONDUCT

The Divel ConneXion Mentorship Program is dedicated to creating a supportive, inclusive, and professional environment where participants can succeed. All mentors and mentees are expected to uphold the following principles to ensure a positive and productive experience:

1. Respect and Professionalism

- Treat all participants with respect, courtesy, and professionalism.
- Embrace diverse perspectives, experiences, and backgrounds.
- Avoid discriminatory, offensive, or inappropriate language and behaviour.

2. Commitment and Accountability

- Honor commitments to meetings, tasks, and agreed-upon goals.
- Arrive on time and come prepared for all sessions.
- Notify your mentorship partner promptly if adjustments or rescheduling are necessary.

3. Confidentiality

- Respect the privacy of your mentorship partner.
- Maintain confidentiality of all shared information unless explicit consent is provided to share.

4. Constructive Communication

- Engage in open, honest, and constructive dialogue.
- Provide and receive feedback respectfully, with a focus on growth and learning.

5. Professional Boundaries

- Always maintain appropriate professional boundaries.
- Avoid conflicts of interest or any conduct that may compromise the mentorship relationship.

6. Commitment to Growth

- Actively participate in mentorship sessions and demonstrate a willingness to learn.

- Support your mentorship partner in achieving their goals while seeking guidance or helping as needed.

7. Program Integrity

- Follow all program guidelines and uphold the values of the Divel ConneXion Mentorship.
- Report any concerns, misconduct, or violations of this Code of Conduct to the Program team promptly.

Caution: By participating in the Divel ConneXion Mentorship, all mentors and mentees agree to adhere to this Code of Conduct. Violations may result in removal from the program to maintain a positive and supportive environment for all participants.

8. RESOURCES AND TOOLS

- **Goal-Setting Worksheet:** [SMART-Goals-Worksheet-DCMP.pdf](#)
- **Meeting Agenda Form:**
[DCMP Mentoring Meeting Agenda- \(1\) -1.pdf](#)
[DCMP Mentoring Meeting Agenda \(2\) -1.pdf](#)
- **Check-In Form:** [PDFs/Mentor Meeting Record Form-1.pdf](#)

9. FEEDBACK AND EVALUATION

To continuously improve the Divel ConneXion Mentorship and ensure a meaningful experience for all participants, feedback and evaluation are integral to the program. This process helps to identify areas of success and opportunities for growth, ensuring the program remains impactful and aligned with participants' needs.

1. Ongoing Feedback

- Participants are encouraged to provide feedback after each session to assess the effectiveness of the meeting and identify any immediate concerns.

- Feedback should be honest, constructive, and solution-focused to foster improvement and growth for both mentors and mentees.

2. Mid-Program Check-In

- A structured check-in will be conducted at the program's midpoint to evaluate progress, address challenges, and gather insights to enhance the experience.
- Adjustments to meeting schedules, goals, or approaches can be made based on feedback from this check-in.

3. End-of-Program Evaluation

- At the conclusion of the six-month period, participants will complete a formal evaluation to reflect on their experiences and outcomes.
- **Evaluations will include:**
 - The overall effectiveness of the mentorship relationship.
 - Achievement of personal and professional goals.
 - Suggestions for improving the program structure, resources, or support.

4. Confidentiality and Use of Feedback

- Feedback will be treated confidentially and used solely for program improvement.
- Cumulated insights may be shared with participants and other entities to demonstrate the program's impact and guide future enhancements.

5. Celebrating Success

- The program will conclude with an opportunity to celebrate participants' achievements and reflect on growth during the mentorship journey.

- Both mentors and mentees will have the opportunity to provide a brief testimonial about their experience in the program.
- Testimonials may be shared on the program's website to inspire future participants and highlight the program's success.

10. CONTACT INFORMATION

For any questions or support, please contact:

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dina@divelconnexion.org

647-313-0924 ext.101

11. APPENDIX

- Detailed FAQs: [PDFs/Frequently asked Questions \(Divel ConneXion Mentorship\) -2.pdf](#)
- Example scenarios and how to handle them: [PDFs/Example Scenarios -1.pdf](#)
- Additional community resources: [PDFs/Additional Community Resources-1.pdf](#)