

# STANDARD OPERATING GUIDELINE

## BVA Mentor Program



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**Department:** Operations

SOP#144

**Applicable to:** All Staff

**Effective Date:** 09/01/2023

2 Pages

**Authority:** Chief Of Operations

**Applicable CAAS Standard:**

**Revised Effective Date:**

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### **Purpose:**

To provide guidance on the Brighton Vol Ambulance mentor program.

### **Qualifications:**

Must be a full or part time Brighton Vol Ambulance employee for at least one year with BVA, no discipline issues for one year or Quality Control issues. Must be approved by the Chief of Operations, Training Assistant Chief and Clinical Care Captain. Any employee requesting to be a BVA mentor must have worked 288 hours the previous year and must work at least 288 hours every year after being appointed as a mentor.

### **Compensation:**

All approved Brighton Vol Ambulance mentors will receive a \$0.50 pay stipend.

### **Procedure:**

At hiring all new employees will be assigned a single BVA Mentor. This mentor will be the first point of contact for all questions or concerns regarding BVA policies or issues during the training process. BVA mentors may only Mentor one employee at a time unless approved by the Chief of Operations and Assistant Chief of Training.

### **Duties:**

- Review all the Brighton Vol Ambulance policies, procedures and Bylaws with all new employees.
- Review all SOP, SOG and SOC with all new Employees.
- Be available during their shift to answer any and all questions the new employee might have.
- Go over and review the procedure for accident reporting.
- Go over and review the procedure for reporting for work related injuries.
- Go over the schedule and how to put in for shifts and PTO time.

- Make introductions to the management team, including Chief of Operations, Training Assistant Chief, Clinical Care team. Explaining the duties of all.
- Make introductions to the BVA Board of Director when possible.
- When possible New employees should attend one Board of Directors monthly meeting before being clear.
- New employees must be signed off by their mentor before clearing the FTO process.
- Mentors must attend 4 BOD meetings per year.

Mentors who fail to meet the requirements may be removed from the mentoring program at the discretion of the Training Asst Chief, Clinical Care Captain and Chief of Operations.