

ORIENTATION MANUAL



Big Brothers Big Sisters
of Waterloo Region

Administration Office:

151 Savage Drive, Unit 5A
Cambridge, ON N1T 1S6
519.629.0180 (2) fax: 519.624.7656
www.bbbswr.org



United Way
Partner Agency

Program Office:

451 Ottawa Street South
Kitchener, ON N2M 3P6
519.629.0180 (1) fax: 519.570.0562
www.bbbswr.org



Big Brothers Big Sisters of Waterloo Region

Introduction

Making the right match between a Big Brother/Sister volunteer and a Little Brother/Sister is a very important part of this friendship and mentoring process. All prospective volunteers are carefully interviewed, and a thorough inquiry is done to ensure that they are reliable, caring adults. We get to know the Little's and the Big's likes and dislikes, interests, age and personality we can therefore make the best choice possible in developing a positive, encouraging match between the *Big* and the *Little*.

After the match is made, a caseworker at Big Brothers Big Sisters will stay in touch to provide any help they can while the *Big* and *Little* establishes their friendship.

In just a few hours a week, for a minimum of one year, you may create a friendship that lasts a lifetime! And the rewards are something that money just can't buy. A smile, a laugh, a fun afternoon at the park, all because you choose to become a friend. Our studies have shown that a Big can even increase a *Little's* chance of doing well in school. That's something you can both take pride in. You see, being a Big is simply about being a friend to a *Little*. It's about laughing, playing, dreaming and just plain old being there when they need a helping hand.



Mentoring 101

Wondering what mentoring is all about? This page will give you an idea about what it means to be a mentor with Big Brothers Big Sisters

MENTORING IS BEING A FRIEND TO A CHILD OR YOUTH.

Simple, yet so powerful! Providing friendship, gentle guidance and support to a child or youth can make a big difference.

MENTORING IS A COMMITMENT.

Whether you have committed to a short term program or a longer term match, it is important to follow through on your commitment. Experience shows that if a match ends prematurely, or if there is not a formal 'closure' to the match, there can be a negative impact on the child or youth. But we know that lives change! In cases where matches must end early, mentors work with their caseworker to ensure a smooth transition for everyone.

MENTORING IS A PARTNERSHIP.

Mentors are not alone! Quite the opposite, mentoring is a partnership between the mentor, the Little Brother or Little Sister, the caseworker and the parent or guardian. For school-based programs, the parent or guardian may be less involved, but there is a school liaison to help things go smoothly. Each person plays an active and important role in building a meaningful friendship!

MENTORING INVOLVES TRUST.

A strong mentoring relationship starts with the development of trust between the mentor and the Little Brother or Little Sister. As you can imagine, learning to trust, especially for children and youth who may have been let down in the past, can take time. Mentors who build trust gradually often find that they are able to provide support and guidance in ways they never expected at the beginning of the relationship!

MENTORING IS INEXPENSIVE.

You may think that mentoring costs a lot of money, but this couldn't be further from the truth! Big Brothers Big Sisters encourages no-cost and low-cost activities, and it is not the responsibility of the mentor to pay for the child or youth.

MENTORING IS NOT TIME CONSUMING.

Have a busy schedule? No problem! While some programs encourage a commitment of a few hours per week, you can be a mentor with many Big Brothers Big Sisters programs with a commitment of just one hour per week.

MENTORING IS FUN!

It's really pretty simple – be a reliable, trusting, caring, fun and positive friend to your Little Brother or Little Sister, and let the good times roll!

MENTORING IS REWARDING.

We talk a lot about how mentoring helps children and youth, but what's in it for you? Lots! Here are just a few of the many benefits that you can get from mentoring with Big Brothers Big Sisters:

- Develop a long lasting friendship
- Get a sense of personal fulfillment from helping a child or youth
- Contribute positively to a child's development and self-esteem
- Build up your self-confidence and self-esteem
- Feel more involved in the community
- Make new contacts with volunteers and agency staff
- Feel young again!



Mission and Goals

Mission: Big Brothers Big Sisters is a volunteer-driven community leader in creating opportunities for children and youth to maximize their potential through adult and youth based mentoring services and programs that foster caring, self esteem, life skills and friendships.

Purpose Statement: To help children reach their potential.

History

1964 – Big Brothers of Kitchener-Waterloo was formed

1969 – Big Sisters Delphi-Y Club was formed as a project of the YWCA

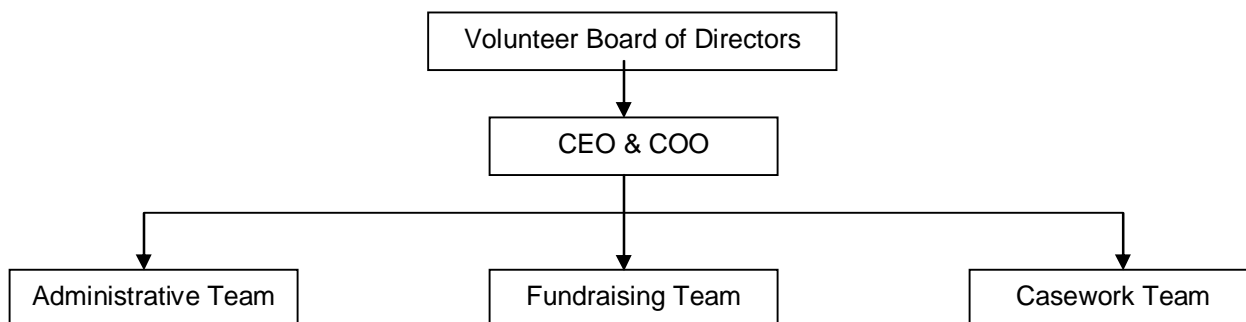
1972 – Big Sisters became an independent organization

2001 – Big Brothers and Big Sisters amalgamated at the national level

2002 - Big Brothers of Kitchener-Waterloo and Big Sisters of Kitchener-Waterloo amalgamated

2010 - Big Brothers Big Sisters of Kitchener-Waterloo and Area and Big Brothers Big Sisters of Cambridge amalgamated

Agency Structure



FUNDING

Big Brothers Big Sisters is a registered charity and a member of Big Brothers Big Sisters of Canada. Our program receives no government funding. Big Brothers Big Sisters is a United Way member agency and we are partially funded by through their donations. The remainder of our operating budget is acquired through our fundraising efforts in the community. These include Bowl for Kids Sake, Golf Tournaments and events such as the Garden Tour and others run by the Best Friends of Big Brothers Big Sisters. We are also appreciative of the many private donations we receive as well as the many partnerships we have with local business, whose dollars to support our programs.

Who are the Little Brothers and Little Sisters?



The Little Brothers and Little Sisters are children aged 6-16 (at the time of application), who would greatly benefit from having the support, guidance, and positive influence of an additional adult mentor. *Little's* for the most part are just regular kids, some may have specific needs, but one thing is for sure, each *Little* wants to have *Big* so they can have fun together.

Who are the Bigs?

Our Bigs are caring adults, 18 years of age or older (one-to-one program) and 18 years of age or older (all other programs), who are looking for a rewarding volunteer experience. Bigs commit to sharing regular time with their *Little*, by doing things the *Little* may not necessarily have the opportunity to do and by supporting them through challenges they may face. Mostly though, they just have fun!



Screening and Matching



The primary goal of screening volunteers is to confirm that the individuals applying are clearly suitable candidates to mentor children. The secondary goal is to assess the candidate's skills and personality in order to make a compatible match with a child.

The primary goal of screening families and children is to confirm that Big Brothers Big Sisters will be able to provide the child with a mentor. The secondary goal is to assess the family situation and child's personality in order to make a compatible match with an adult volunteer.

Please Note

Not all volunteers or children are found to be suitable candidates for the programs we offer.

Our Programs



A Big and Little Brother or Sister Match is about having fun and sharing time together. They come from all walks of life - studying, working, retired, single, married, with or without children. A *Big* is able to make a regular commitment of approximately 3 to 4 hours a week for a minimum of a year to mentor a child. Time together is planned by the Big with approval from the Littles parent, it is important to remember that time is the best gift you have to offer (activities with a fee should be kept to a minimum).



Big Bunch is a recreational based group program. There are 2 different styles we run:

- A) Consists of 4 volunteers who are each paired with 2 children. The group meets every other week (6:30-8) for 3 months. This group runs 3 times a year: September, January and June. BBBS plans and pays for the activities the group participates in such as swimming, mini putt, rock climbing etc.
- B) A drop in style held the last Saturday of each month. Volunteers and children meet at a central location for a few hours. Together you will participate in various activities, games and sports.



In Schools Bigs are 18 years or older and provide academic and social support to children in grades 1 through 8. The program is ideal for anyone who can spare an hour a week during the child's school day. Big mentors are required to make a commitment for the school year (June/April). The purpose is to build a positive new friendship aimed at boosting self-esteem and school performance.



A mentoring program for girls, ages 12-14, promoting active living, balanced eating, and feeling good. Two *Bigs*, ages 18 – 25, will facilitate a group of up to 8 girls at a local school. A *Big in Go Girls!* is able to make a commitment of approximately 2 hours a week (during the school day) for a period of 7 - 8 weeks. Thorough training and materials are provided. Training is held in September and January for fall and winter sessions.



Developed for male adolescents, Game On ! uses a mentor approach to provide boys and young men with information and support to make informed choices about a range of healthy lifestyle practices. Through non-traditional physical activities, complemented with healthy eating support, participants are engaged in life skills, communication, and emotional health discussions designed to engage participants in the pursuit of life-long healthy lifestyles.

Summer Programs



Join us each summer for this academic and recreational program held at local community centers (Kitchener and Waterloo locations available). Summer Discovery is an opportunity to assist our program facilitators with implementing children's activities while having fun and building friendships. It's what summer is all about! This opportunity is well suited for volunteers that are available for a minimum of 2 hours a week, during the day. The program runs for 6-8 weeks through July and August.

Kids N KOPS

Kids 'N' Kops is a unique collaborative between Big Brothers Big Sisters and the Waterloo Regional Police. This one-week day camp was developed to promote trust between law enforcement and children, in a positive fun-filled environment.



Match Support

Scholarship Programs



The Dixon Scholarship Fund, Peter McGhee Promise Scholarship Award, and the Westmount Oktoberfest Golf Sponsorship have provided *Little*s with over \$110,000 in scholarships to further their education.

Recreation Events



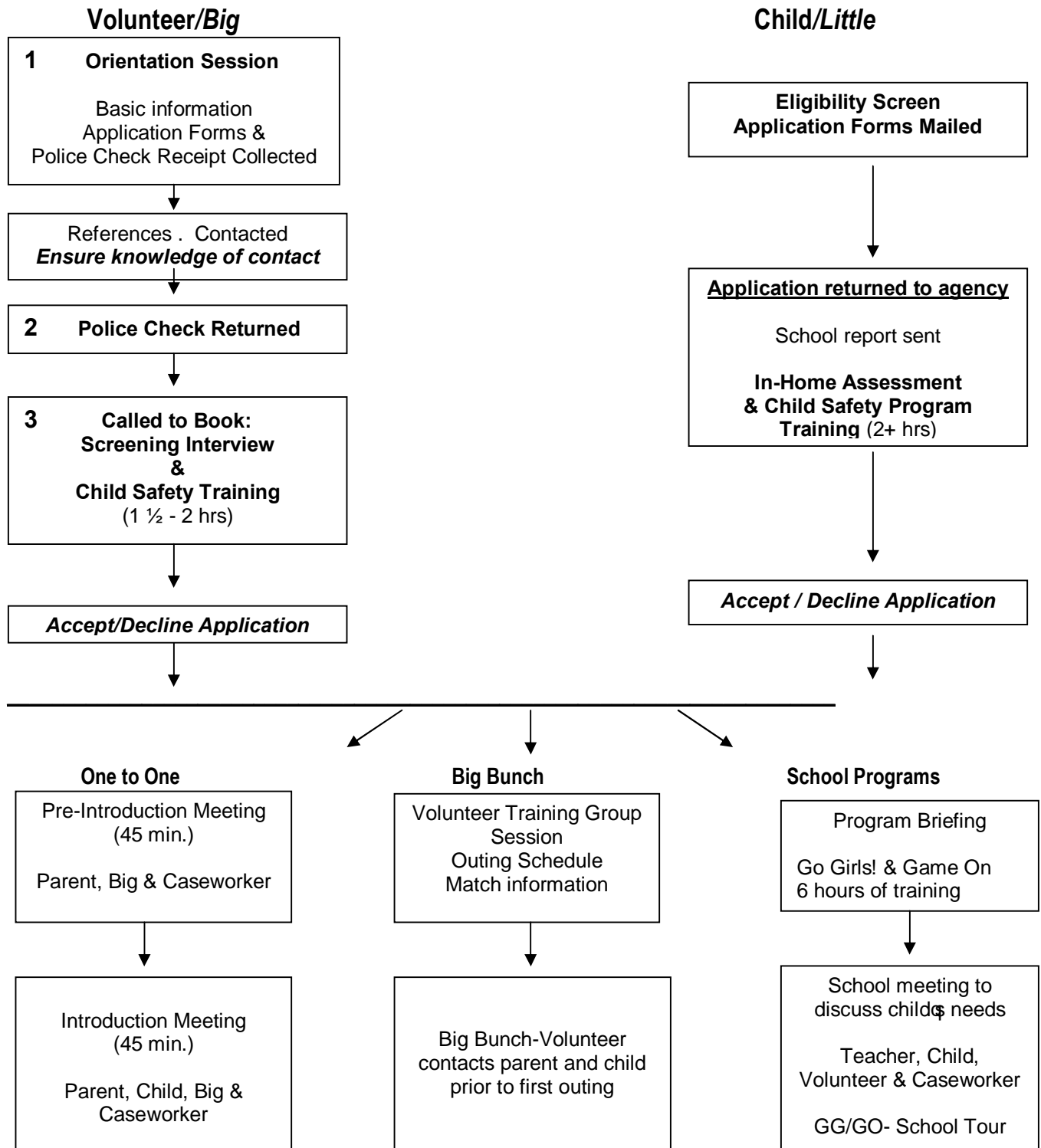
Big Brothers Big Sisters organizes fun events for all members. These events are voluntary and include: picnics, BBQs, Halloween party, and Holiday party. Many of these events are free of charge and open to all matches. To find out times and details for all events contact your caseworker or read about them in our newsletter.



Special Events

Speak with your caseworker about available tickets and if you can't pick them up during office hours we will set them aside for you for in the rec. center for after-hours pick-up.

Application Process



Please Note the length of the match process is dependent on a number of outside factors that include:

- return of the application form (volunteer and parent)
- police check submission and reference responses (volunteer only)
- completion of Child Safety Program
- availability of a suitable match candidate (volunteer and child)

****Not all volunteers or children are found to be suitable candidates for the programs we offer.****

Monitoring Schedule

One-to-One

TIMEFRAME	TYPE OF CONTACT	PERSONS INVOLVED
One Month	Telephone	Volunteer, Parent
Two Month	Telephone	Volunteer, Parent, and Child
Three Month	Telephone	Volunteer, Parent
Four Month	In-person interviews	Volunteer, Parent, and Child
Six Month	Telephone	Volunteer, Parent and Child
Eight Month	Telephone	Volunteer, Parent and Child
Ten Month	Telephone	Volunteer, Parent and Child
12 Month	In-person interviews	Volunteer, Parent, and Child.
After 12 months – quarterly contact	Telephone	Volunteer, Parent, and Child
Annually	In-person interview	Volunteer, Parent, and Child
At the time of closing	In-person interview	Volunteer, Parent, and Child

Big Bunch Program

TIMEFRAME	TYPE OF CONTACT	PERSONS INVOLVED
WHERE GROUP SESSION IS LESS THAN SIX MONTHS		
Beginning of each session	Group meeting	With all Group leaders
After each activity/outing	Written report	Group leader(s)
At completion of session	In-person interview	With Group leader

In-School Mentoring Program

TIMEFRAME	TYPE OF CONTACT	PERSONS INVOLVED
Beginning, middle, and end of school term	Telephone or in-person	Mentor
On-going	General availability	Mentor, Mentee

Self Assessment Checklist

Are you interested in volunteering with Big Brothers Big Sisters? To help you make your decision, evaluate yourself against the following characteristics of successful mentors:

- I enjoy spending time with children and youth
- I have the desire to build a friendship with a child or youth
- I have time, am willing to commit to meeting regularly with my Little
- I am willing to commit for up to three months or more
- I am a responsible, trustworthy and stable individual
- I am caring and compassionate
- I can be energetic
- I am a good listener
- I respect the values and beliefs of others, even if they are very different from my own
- I am comfortable with the idea of communicating openly with the child's guardian and the BBBS caseworker
- I have strong interpersonal communication skills
- I have strong problem solving skills
- I am able to set realistic expectations and be prepared for unexpected changes
- I enjoy some or many of the activities that children and youth enjoy
- I take my own safety and the safety of others seriously
- I am comfortable with assuming responsibility for the safety and security of the child or youth during outings

Of course, most people will not answer 'yes' to all of the characteristics mentioned above. But if you answered 'no' to many of them, it may be worth re-considering whether mentoring with Big Brothers Big Sisters is something that is for you.

“It’s difficult to explain adequately how one person can have such a huge impact on your life. I have a really busy schedule right now, but the In-School Mentoring program is perfect for me. My mentee is so much like I was, too much energy and a short attention span, and I understand his frustration. Last week we made Nanaimo bars which made him very popular with his teachers. It’s an amazing experience.”

Chad, In-School Mentor & former Little



Volunteer Job Description

As a Big Brother/Big Sister, you share with each member of this Agency, a valued reputation. We symbolize friendship, responsibility, trust, and a concern for the protection and well being of children. As an integral part of our team, we expect that you will comply with the following:

General Description:

Big mentors will:

- Be a friend to the child, and maintain contact on a regular and consistent basis
- Be a consistent and positive role model by modeling responsible behaviours, such as reliability, respect, honesty, appropriate manners etc., along with a concern for the protection and well-being of children
- Be supervised by the Agency Caseworker and will remain accountable to her/him

Qualifications and Requirements:

Big mentors will:

- Have the ability to relate to children and adults, to adapt to change, and to work with the BB/BS Agency as a team member
- Make a commitment to see the child on a regular and consistent basis
- Be personally suitable and mature, and exhibiting mental and emotional competence
- Make use of the casework service to support a positive relationship
- Be reliable and of good character, dependable, punctual, honest, fun-loving and committed to open communication
- Have the ability and willingness to support the mission of the organization
- Successfully complete each phase of the Agency's screening process
- Participate in the Child Safety Program as administered by the agency
- Review the match with agency staff at regularly scheduled times
- Agree to function within the guidelines of the agency
- Meet the agency's minimum age requirements

Roles and Responsibilities:

- Be clear in communication with the parent involved, particularly around contacts, timing, planned activities and other issues of concern
- Take initiative in arranging outings with the Little
- Always let the Little know when s/he can expect to see you next
- Keep every appointment with the Little unless it is absolutely impossible
- Allow the Little to develop the friendship at her/his own pace
- Respect the role of the parent
- Notify the Agency of any address or phone number change, or any personal change that could impact the match
- Promptly report any concerns about the match to the Agency
- Respect the privacy and comfort level of the Little and his/her family
- Maintain contact and work with the Caseworker to clarify and resolve issues
- Follow Agency protocol; abide by child abuse reporting protocol and legislation
- Comply with agency standards regarding code of conduct for Big Brothers/Big Sisters
- In the event of match closure, be sensitive to the Little's concerns and needs, and work with the Agency to facilitate a positive end to the match

Expectations:

A Big is a volunteer who has a sincere interest in developing a friendship with a child. S/he is responsible, mature, and capable of acting as a role model for a child. S/he must support the parent's rules. S/he is not a parent replacement, or a disciplinarian, and must accept the values and lifestyles of a single parent family, even if they are different from their own.

Responsibilities and Expectations:

BBBS AGENCY to:

The Volunteer

- To provide adequate screening of the parents/guardians and children
- To offer a variety of programs to suit the needs and interests of the volunteer
- To treat the volunteer with respect
- To provide our primary services free of charge
- To focus on the safety of both volunteer and child
- To provide training to the volunteer regarding child safety issues
- To maintain monitoring standards, in order to ascertain the satisfaction and progress of the match
- To provide an open-door policy with which to encourage open communication between the volunteer and the Agency

The Parent(s) & Child

- To provide adequate screening of the volunteers
- To offer a variety of programs to suit the needs of the child
- To treat both parent/guardian and child with respect
- To focus our attention on the needs of the child
- To provide our primary services free of charge
- To focus on child safety
- To provide training to both child and parent/guardian, regarding child safety issues
- To respect the role of the parent/guardian in the child's life
- To maintain monitoring standards, in order to ascertain the satisfaction and progress of the match

The Volunteer

- To fulfill the specific program time commitment to this Agency.
- To complete the **Child Safety Program** before being introduced to a child.
- To decide and agree upon these outings in prior discussions with the child and parent.
- To engage in activities that are of mutual interest.
- To focus on the child, being sensitive to his/her needs, behaviors, and expressed desires as (s)he is the person for whom the match has been established.
- To have telephone conversations with the child between the actual meetings.
- To inform the child/parent if appointments cannot be kept.
- To concentrate on having good quality, low-cost outings with the child and also working against the tendency and/or expectation to spend large sums of money.
- To have phone contact with the child's parents to discuss scheduling and activities.
- To establish good communication and rapport with the parent.
- To facilitate discussions with the child/parent after the outings.
- To maintain communications by phone and in person with the match Casework Counselor as per the supervisory schedule.
- To provide ongoing input about changes (e.g., address, phone number, etc.), and/or concerns (e.g., your Little Brother / Little Sister is not phoning you, (s)he appears to be too busy to spend weekly time with you, (s)he is interested only when you are spending money.)
- To depend upon the support and guidance of this agency as you fulfill your volunteer role in a caring, concerned, and sensitive manner with a child who needs the stability and consistency of a positive adult role model.

The Parent(s)

- To attend the **Child Safety Program**, before your child's introduction takes place.
- To establish good communication and rapport with your Big Brother / Big Sister.
- To have regular phone contact with your Big Brother / Big Sister, to discuss scheduling and activities.
- To inform your Big Brother / Big Sister if appointments cannot be kept.
- To have discussion with your child around their outings with their Big Brother / Big Sister.
- (i.e., what they did; where they went; and how (s)he enjoyed the outing.)
- To encourage your child to have phone contact with their Big Brother / Big Sister.

- To maintain communication by phone, and in person, with your casework counselor as per the supervisory schedule.
- To provide ongoing input regarding changes in your situation.
- (e.g., address, phone number, employment, etc.)
- To transmit any concerns to your caseworker as they occur. (e.g., your Big Brother / Big Sister is not phoning your child; (s)he is too busy to see your child on a weekly basis; the outings always seem to involve spending money, etc.)
- To depend upon, and make use of, the support and guidance of this Agency, in order to facilitate the maximum return for your child, in terms of what the program has to offer.

The Child

- Always be ready for your Big Brother / Big Sister when (s)he comes to pick you up.
- Tell him/her about the kinds of things you like to do when you go out, but don't always suggest things that cost a lot of money.
- If you have to cancel your outing, make sure you let your Big Brother / Big Sister know ahead of time.
- Behave yourself and be polite when you are out with your Big Brother / Big Sister.
- Find ways to thank your Big Brother / Big Sister, and let him/her know that you enjoyed the time you spent with them.
- Call your Big Brother / Big Sister once in a while, just to say "Hi" and chat about how their day was.
- Remember not to ask your Big Brother / Big Sister for money, or to buy you things when you're out with them.
- Don't ask your friends, brothers, or sisters to go along on outings with your Big Brother / Big Sister -- It's YOUR time with your Big Brother / Big Sister and his/her time to spend with you.
- Make sure to talk with your casework counselor regularly, and let them know how your friendship is going -- Be honest about how you feel.
- If you and your Big Brother / Big Sister have a problem while you're out, (s)he will probably want to talk to your parents about it when you get back -- It's important that you are a part of the discussion.

MOST OF ALL ---- HAVE LOTS OF FUN!



Misc Information

General Guidelines:

- The volunteer is always to respect the privacy of their Little Brother or Sister
- Overnights are only permitted after the match has been in place for one year. Overnights can then take place up to **four times per year for a maximum of two nights in a row**. Caseworker and parental permission is required for any overnight visit.
- Formal discussions on sexuality require parental consent; your Caseworker must also be informed of this. Sexually explicit conversations are unacceptable, as are written, photographic, and visual materials. Films listed beyond General or Family viewing require parental consent.
- No nudity. Exceptions to this are public locker room settings and swimming pool change areas.
- A volunteer should never embrace, kiss, or behave with their Little in any excessively physical way. Any behaviour causing the child to express or shows signs of discomfort should be strictly avoided. The child sets the boundaries.
- A volunteer should always respect the Little's privacy and comfort level when wrestling and roughhousing.
- A volunteer should provide a balance between private and community activities. The child should be able to see their Big Brother or Sister as a social role model, as well as an individual.
- No more than the weekly contact of 3-4 hours is expected. **Bigs and Littles should not become primary playmates.**
- Regular contact with your Caseworker is mandatory.
- The volunteer should never ask their Little to keep a secret within the relationship. Littles are aware that secrets are not to be kept from their parent or Caseworker.
- The role of the volunteer is not that of a counsellor, babysitter, entertainer, taxi driver, handyman, parent, childcare worker, rescuer, financier, or disciplinarian.

Relationship with Parent(s):

This relationship, while secondary to your relationship with your Little Brother or Sister, can greatly dictate the success of your match. It is essential that you maintain clear and consistent communication with your Little's parent.

- Speak to the parent when setting up the visit
- Communicate with the parent prior to taking your Little on an outing, and when returning him/her home
- Communication is everyone's responsibility. If something occurs during the week that may impact upon your match, it is expected that the parent with discuss this with you; if something occurs during your outing, it is your responsibility to relay this information to the parent.

Note

Report any difficulties that you experience with the parent, to your caseworker.

Child Safety Program

Overview:

Every child and parent who is accepted into Big Brothers Big Sisters attends a Child Safety Program. This includes discussion of general safety measures, street proofing and the completion of a safety workbook, in an interactive setting. The children are encouraged to respect themselves and others.

In the program we encourage children to:

- No, Go, Tell
- Trust their own feelings of comfort in situations
- Tell someone that they trust, until someone believes them and helps them
- Understand that abuse is never the fault of the child

Big Brothers Big Sisters believes messages about respect and anti-violence need to be prominent:

- Reinforce messages about safety from parents, school, and the media
- Build safety teaching into your relationship as much as possible
- Assist in teaching children to assess dangers and risks associated with daily experiences

Big Brothers Big Sisters encourages all volunteers to teach, promote and model personal safety, respect and anti-violence.

- Be a positive role model
- Create an environment that promotes trust, caring and justice
- Develop an atmosphere of open communication
- Take advantage of opportunities to address life skills, communication, problem-solving, development of values, decision-making, and assertiveness

REMEMBER:

Do not re-enforce negative images and messages about violence, abuse of power, gender inequality, etc. Instead try to:

- Identify examples of above
- Promote equality and understanding
- Value everyone's differences and uniqueness
- Promote that hurting is always wrong

All actions can provide safety lessons for Little Brothers and Sisters (e.g., being careful as a pedestrian, wearing a helmet while riding a bike, wearing a seat belt or life jacket, etc.) This can be accomplished by role modeling, providing instructions while doing the activity, pointing out when someone is doing the right thing, etc.



F.A.Q – Frequently Asked Questions

Q: How long of a commitment do I need to make?

A: Depending on program this changes from one hour a week, three months to one year.

Q. I don't know much about children and youth, is that okay?

A. Yes! It doesn't take much knowledge or experience to be a friend and positive role model, and the caseworker is always there to support you.

Q: Do we have to meet on a specific day and time each week?

A: No, we expect that you, the parent and the *Little* will determine a schedule that works best for each of you. Flexibility is important because everyone's schedules can and will change.

Q: Can I spend more than the required time per week with my Little?

A: Yes but not on a regular basis. We encourage you not to become the primary playmate of your Little. The little needs to nurture all of the other aspects of his/her life.

Q. What kinds of activities do Mentors and Mentees do together?

A. We encourage Bigs and Littles to choose activities they both enjoy. Caseworkers do their best to match mentors with a Little Brother or Little Sister who has interests similar to theirs. Many agencies organize group activities for matches, and are sometimes given tickets to movies, sporting events, and cultural events which they offer to their matches.

Q. What can I do if I need support with an issue in my match?

A. You will be assigned a caseworker, a trained professional who is there to support you in your match with your Little Brother or Little Sister. You will be required to have regular contact with your caseworker, and we also encourage you to contact your Caseworker at any time to discuss how the match is going, what activities you are enjoying together, and any issues that you may be having.

Q. What if I can't see my Little Sister or Little Brother for a week or two because I'm on vacation, going through exams, or away on a business trip?

A. Occasional absences are to be expected, whether for vacations, work responsibilities or illness. If you are going to miss an outing, discuss your plans with your caseworker, your Little Brother or Little Sister and his or her parent or guardian prior to your absence.

Q: Can my partner be involved with the match?

A: The relationship is a One-to-One mentoring relationship between the *Big* and the *Little*. However the occasional outing is acceptable, but shouldn't be done on a regular basis.

Common Match Issues & Solutions

1. *Communication gaps*: The *Little* may not be reporting correctly to the parent about pick-up and drop-off times/dates. One way to resolve this issue is to talk with the parent directly to re-confirm arrangements. Don't always rely on the messages getting through to the parent by the child.
2. *Money issues*: It is crucial that you refrain from always spending your personal money for your little brother or sister. That is why we encourage matches to participate in "low cost no cost" activities. Communicate with the parent regarding these issues.
3. *The volunteer feels unappreciated*: Some children do not know how to express their emotions or feelings adequately; you can model this positive behaviour for them if they have not learned it at home and from parents. Let them know how you feel, be honest and give clear expectations.
4. *Difficulty in connecting with each other*: If you have problems reaching each other by telephone or they never seem to be home you can resolve this issue by setting a time each week that you will call or they can call you. Explain that you want to get in touch to make arrangements, and it is difficult to follow through when no plans are set.

Remember, your caseworker is there to help you deal with any issues that may arise during the match - all you need to do is call.