



# Global Outreach Alliance (GOA) Salt Lake City, UT

Mentor Code of Conduct  
for volunteer mentors traveling to international countries

## **Mentor Code of Conduct**

Please read this information carefully as you are responsible for all of the following content. Mentors should carefully review the following Mentor Code of Conduct to understand appropriate behavior and all herein contained policies and guidelines. Each mentor must determine whether or not he or she will be willing to live according to them. Each mentor will be responsible to know and follow all of the following guidelines and policies, and will indicate he or she knows and agrees to follow these policies and guidelines by signing below.

A mentor's obligation to abide by the Mentor Code of Conduct found in this document is in force during all pre-departure training sessions, as well as from his or her departure for the country of service until his or her return home.

The Mentor Code of Conduct found below has been established for reasons both practical and moral in order to protect mentors, maintain local and cultural sensitivity and respect, and protect all parties involved due to the potentially dangerous nature of participating in development activities in foreign countries and cultures.

Any mentor found in violation of any of the Mentor Code of Conduct will be subject to dismissal at his or her own expense from any of Global Outreach Alliance or affiliated partner programs in which they are currently participating. By signing the below document, a mentor agrees that it is within the discretion of the country facilitator(s) or director(s), in conjunction with Global Outreach Alliance to determine if he or she fails to comply with any aspect of the Mentor Code of Conduct.

---

### **Alcohol**

Global Outreach Alliance mentors are not to ingest alcohol beverages, including wine, beer, whiskey, and other spirits for the duration of their in-country experience. Alcohol consumption adds additional safety hazards and is potentially damaging to Global Outreach Alliance's relations with locals.

### **Anti-Violence Policy**

Global Outreach Alliance wants to provide the safest possible experiences for all of its mentors and employees. As such, Global Outreach Alliance strictly prohibits the following kinds of conduct:

- Engaging in intentional, negligent, or careless acts that endanger the life or safety or another person
- Engaging in criminal conduct
- Engaging in acts of violence or making threats of violence; fighting, provoking a fight during a Global Outreach Alliance program
- Threatening, intimidating, or coercing fellow mentors or employees on or off Global Outreach Alliance or partner premises at any time for any purpose.

This is not a complete list of conduct that may subject a mentor to dismissed or reprimanded but only contains examples. Any participant engaging in violent conduct, as determined by Global Outreach Alliance's sole discretion, will be subject to disciplinary action up to and including termination.

### **Attendance**

Mentors are required to arrive promptly at and attend in full all trainings, meetings, appointments, and gatherings scheduled by Global Outreach Alliance and its personnel. Absences, other than emergencies, must be cleared beforehand with in-country facilitators or directors. Also, please show respect for others by being alert and attentive.

### **Attitude**

Global Outreach Alliance mentors are expected to maintain the highest standards of integrity, optimism, and positive working attitudes so as to be a benefit to locals and enhance project implementation. Mentors are expected to demonstrate positive attitudes, reverence, and respect for people, customs, culture, history, traditions, practices, religion, faith, politics, and ideologies. All mentors have demonstrated their positive attitudes upon acceptance to one or more of Global Outreach Alliance, and we expect parallel behavior throughout the duration of all mentors' in-country experiences.

### **Buddy System**

There is always strength in numbers. For safety reasons, Global Outreach Alliance encourages and supports the buddy system. In some instances, it may be appropriate for mentors to work alone in a given area on a given project. This is at the discretion of Global Outreach Alliance and its personnel. If not approved prior to program start date, all mentors are required to always be in the presence of another mentor or Global Outreach Alliance personnel (e.g. in-country facilitator, or in-country director). In the event that another mentor is not available, Global Outreach Alliance may approve a trusted native volunteer to serve as a "buddy."

### **Communication**

Global Outreach Alliance mentors are to maintain close contact with their homes as often as possible. Communication with the home front is important to reassure mentors' loved ones that they are safe and well cared for. Also, the experiences mentors have will be life changing and inspiring—choose to share your lessons with the home front for their benefit. Mentors are to notify their parents or guardians when they arrive in their country of service and when they are going out of their set/given area for travel excursions.

### **Curfew**

It is within the discretion of Global Outreach Alliance or the country facilitator/director to set a curfew by which all mentors will be inside their residences. Global Outreach Alliance reserves the right to alter the conditions of the curfew as deemed necessary and according to safety precautions.

### **Dating/Sexual Relationships**

Global Outreach Alliance mentors are encouraged to refrain from all conduct of a romantic or sexual nature or any conduct that could be construed as such. This applies to a mentor's relationships with other Global Outreach Foundation mentors as well as the local citizens of the host country or anyone else with whom they have contact. Global Outreach Alliance mentors must maintain an observance and caution as to not show public display of affection or inappropriate interactions of any kind. Throughout the world, dating practices, intimate relationships, traditions, practices and expectations vary dramatically between cultures. **To promote safety and protection for all parties involved, all Global Outreach Alliance mentors are expected to maintain courteous, moral, appropriate, and respectful relationships with locals and fellow mentors; therefore, Global Outreach Alliance encourages mentors to refrain from all forms of dating, and strictly prohibits mentors from all/any forms of inappropriate interactions or any conduct that could be construed as such.** This policy has been formulated to protect mentors, local citizens and communities in which we operate, and Global Outreach Alliance as the sponsoring organization. Additionally, this policy is a matter of propriety or liability which has been set up for the overall welfare and respect for the people and cultures in which we are visitors. Please always remember the sole purpose of being a mentor and participating in any of Global Outreach Alliance programs..."A mentor is a friend entrusted with the education and long term development of another."

### **Dress and Grooming**

Global Outreach Alliance wishes to maintain high standard of integrity and respect. Global Outreach Alliance mentors are expected to dress modestly, present a professional, businesslike image and keep themselves clean and well groomed. The appearance of mentors must not distract others. It is within the discretion of Global Outreach Alliance and local country facilitators or directors to determine whether or not a mentor's dress and grooming are appropriate. If a mentor violates dress and/or grooming code standards, he or she may be asked to change or fix the problem. Consistent violation of the standards will result in further disciplinary action up to and including termination at the expense of the mentor. Interpretation of the standards is at the discretion of Global Outreach Alliance and its personnel.

Remember, mentors live, work, and travel in host countries. It is always the concern of Global Outreach Alliance to maintain respect and high standards of dress/grooming and cleanliness as to not jeopardize our relationships with host country partners. For instance, in Israel, extra stress should be placed on modest clothing that does not reveal skin that could be deemed inappropriate by local citizens.

- Clothing should be conservative in fabric, style and fit (flashy, expensive clothing is never good to bring to any of Global Outreach Alliance's programs and should be left at home).
- Clothing should not display profane language, extreme political agendas, controversial ideologies, drug or alcohol paraphernalia, or pornography (patriotic clothing displaying flags from countries of mentor's origin (e.g. United States' flag) should not be worn either, as mentors can become targets for terrorism, theft, hate crimes or violence).
- Excessive body piercings should not be visible.
- Thin strapped tank tops and midriff shirts are not acceptable outside of the living quarters.
- Short shorts and short skirts are not acceptable outside of the living quarters.
- See-through or sheer clothing is not acceptable.
- Shirts should cover the entire torso.

### **Drugs**

Global Outreach Alliance mentors are not to use any form of illegal drugs whatsoever, nor are they to participate in any transaction involving the sale or transfer of illegal drugs for the duration of their in-country experience.

### **Early Departure**

Except only for emergencies or early dismissal (approved by Global Outreach Alliance personnel), mentors are expected to remain in country for the agreed period of time. In the event that a mentor does return home prior to his or her anticipated return date, he or she will be responsible to repay the unused portion of his or her per diem stipend within one week of return (if applicable). Mentors returning early from service are not eligible to receive a refund of any kind, and are responsible for paying any costs incurred by an early departure. With the approval of Global Outreach Alliance personnel and subject to the mentor(s) paying all fees levied by travel agencies or airlines, mentors may delay their return to the United States in order to travel.

### **Harassment**

Global Outreach Alliance wants to provide its mentors with a workplace and atmosphere free of tensions involving matters that are not related to the services we provide/offer. Global Outreach Alliance will not tolerate harassment of any kind because of race, color, sex, pregnancy, childbirth or pregnancy-related conditions, age, religion, faith, national origin, disability or handicap in the workplace, and such conduct may result in disciplinary action up to and including termination. Further, such harassment may be a violation of state or federal law. Mentors should also be vigilant guarding against harassment from others, as well as locals. Harassment of any type from any party should not be tolerated. Harassment includes unwanted comments, sounds, hand signals, touching, or any other behavior that puts you in an uncomfortable situation. Even though locals may not consider this harassment, Global Outreach Alliance does.

If you are harassed, please be bold in your disapproval of the behavior. Please report all cases of harassment to Global Outreach Alliance personnel immediately.

### **Immersion**

Mentors are encouraged to learn and speak the native language of the host country as much as possible. Mentors should learn important phrases and key words that could help in emergency situations or communicating to those who cannot speak any English. In addition to gaining trust and respect from the locals, attempting to speak will greatly facilitate the language learning process and will enable mentors to become better acquainted with the people of their host country. Please be aware that even in countries where English is the official language, native dialects and languages are often spoken, especially in rural areas where many people do not speak English. Also, be daring. Try local foods! You do not want to eat or drink things that are unclean, jeopardize your personal standards, or put your health at risk. Other than that, have fun with immersion and local foods. Always be courteous and respectful when you are offered new things.

### **Language**

Global Outreach Alliance mentors are expected to maintain appropriate standards of conversation, refraining from vulgarity, swearing, sexually explicit conversation, and any other language that could be deemed offensive for the duration of their in-country experience.

### **Laws**

Global Outreach Alliance mentors are to obey the laws of the host country. In the event that a participant violates the law and is found guilty of said violation, a mentor can expect no assistance from Global Outreach Alliance, its facilitators, directors or trustees. The participant will be returned home as soon as the authorities release him or her.

### **Pornography**

Global Outreach Alliance mentors are forbidden from possessing or viewing pornographic material of any nature in any form during their tenure.

### **Project Expenses for Global Outreach Alliance Programs**

All requests for reimbursements MUST be approved PRIOR to making those expenditures. If there are any costs associated with any particular program in addition to standardized expenses (i.e. flight, deposit, or program fee), mentors are to be prepared to keep detailed accounting of all funds and expenditures if they wish to seek reimbursement. However, all expenditures must be itemized and have a valid receipt. Global Outreach Alliance reserves the right to accept or decline any project or association with any potential partner. Use of personal funds for Global Outreach Alliance's related expenses that have not been approved in advance will not be reimbursed. A valid receipt for all approved expenditures must be presented in order to obtain reimbursement.

### **Safety**

Global Outreach Alliance works hard to provide the safest possible experiences for mentors. Additional notes and information on safety is found in the Mentoring Handbook. All participants should:

- Carry small denominations of cash at all times.
- Carry important contact information at all times (i.e. family, insurance providers, embassy, etc.)
- Memorize important emergency phone numbers and addresses and/or carry a card with address and phone information.
- Drink plenty of water. Carry a water bottle at all times
- Save sufficient cash to pay the return airport tax, if applicable (usually \$25-\$50)

### **Stipend**

Some of Global Outreach Alliance programs use and issue stipends or allowance (mainly for food). The per diem stipend may be spent at the mentor's discretion. No reporting of these expenditures is required. Mentors are encouraged to track their spending and be wise and prudent in their spending. The adherence to a careful budget will ensure that mentors do not encounter any financial problems.

### **Tobacco**

Global Outreach Alliance mentors are not to use any form of tobacco drugs for the duration of their in-country experience.

### **Travel**

Mentors are not to leave their assigned area or country without the prior permission of Global Outreach Alliance personnel or in-country facilitators/directors. Mentors are not to let personal travel interfere with program responsibilities. Mentors are advised to avoid travel at night. If possible, the buddy system should be observed when traveling.

### **Volunteer Work Schedule**

Mentors' volunteer work schedules vary from mentor to mentor, program to program and country to country. Before departure to in-country programs, mentors are to work with Global Outreach Alliance personnel to fill in their work schedule for the duration of their program (unless it does not apply to a specific mentor/program/country or otherwise directed by Global Outreach Alliance personnel). Typically, most mentors will work five days per week—ideally Monday through Friday—from the hours of 9 AM to 5 PM. This is not mandatory, and modifications can be made to the work schedules once in country given Global Outreach Alliance's approval. Mentors are to remain flexible and willing to serve in the manner that is best for all parties involved. If events occur out of the control of Global Outreach Alliance or its partners, or if decisions are made in the interest of mentors, Global Outreach Alliance or its partner organizations to otherwise offset or change work schedules or assignments, mentors should maintain a positive attitude, flexible mindset, and the willingness to comply. Please remember that due to the nature of working in developing countries, it is oftentimes difficult to plan for all facets of mentor programs without some form of change occurring. A portion of each mentoring program or team expedition will be devoted to learning excursions (i.e. Masai Mara, Angkor Wat, and other cultural experiences to help elevate mentors' understanding and appreciation of the country, culture, history, landscape, beauty, or development initiatives, ). Depending on area and makeup of volunteer teams, Sundays will typically not be workdays. Remember our motto: "Serve. Discover. Enhance." Your weeks/months as a mentor should be spent doing things that help strengthen communities through service, allow you to discover exotic culture, and enhance your life through meaningful self-discovery and learning experiences.

---

I have carefully read the Mentor Code of Conduct for Global Outreach Alliance. I hereby represent that I will follow and abide by all of the rules and guidelines in the Mentor Code of Conduct and agree to all terms therein.

The undersigned has read, understands, and agrees to abide by the foregoing Mentor Code of Conduct:

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

**If the above named individual is under 18 years of age, a parent or legal guardian must also read and sign this form.**

As the parent or legal guardian for the above named individual, I have read the foregoing Mentor Code of Conduct and will be legally responsible for the obligations and acts of the individual as described in the Mentor Code of Conduct and agree for myself and for the individual to be bound by its terms.

Parent/Legal Guardian Name: \_\_\_\_\_  
*Last, First, Middle*

Parent/Legal Guardian Signature: \_\_\_\_\_  
Date: \_\_\_\_\_