T.R.A.C.*life* Standards
for Phone Calls & Electronic Video Communication

After a mentor/mentee relationship has been established for six months, the requirement for two in-person visits per month can be met through one in-person visit and a second "virtual" visit through a phone call or other form of electronic communication. Safety is of utmost concern, so the following standards are expected of all participants in T.R.A.C.*life*.

1. All phone calls, texts and electronic video communication:
    - Caregiver must give approval prior to the arranged phone call, text, or electronic video communication. If the mentee initiates an unanticipated contact, the mentor will report this to the caregiver within 24 hours.
    - Communication is between mentee and mentor.
    - No communication before 8 a.m. or after 8 p.m. unless there is an emergency. The caregiver and T.R.A.C.*life* director should be immediately notified in any emergency situation.
    - Appropriate language is expected between mentee and mentor.
    - Should focus on one of the five goals of T.R.A.C.*life* mentoring: emotional/character growth, educational/academic growth, social growth, athletic/physical growth or spiritual growth.
    - Visit report forms must be filled out documenting the phone call, text, or electronic video communication. For accountability, document who was present at home.

2. Phone calls:
    - Length of time for phone conversations should be limited to 30 minutes at most.
    - If the mentee needs support for an issue, a follow-up phone conversation is acceptable if it is also documented. No more than two conversations in one day per week.

3. Texting:
    - Limited to 30 minutes one day per week, not a conversation strung out over the length several days.

4. Video communication:
    - Length should be no more than an hour.
    - Appropriate dress is expected. No pajamas, swimwear, or other clothing not typically worn in public.
    - Occur in open public place for both mentor and mentee with others present for accountability. No closed doors. No bedrooms.
    - Mentors need to be mindful of what is visible on their screens. For example: no firearms/gun cases or extravagant displays of wealth.
    - The mentor should turn his/her screen toward the wall to give more privacy to the mentee.
    - The mentee can also turn his/her screen toward the wall as long as someone is present for accountability.
    - Electronic/video communication should include an activity to be done together. For example: virtual board games or working virtually together on an art or cooking project.
    - Recording of any electronic/video communications is not allowed.