


LEESBURG POLICE DEPARTMENT REGULATIONS AND GENERAL ORDERS MANUAL

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| General Order Number: 503 | Section: TRAINING AND CAREER DEVELOPMENT | Effective Date: JULY 2022 |
| Title: MENTOR PROGRAM | | |
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I. Purpose

This general order establishes guidelines for a mentoring program for new employees of the Leesburg Police Department.

II. Policy

The Leesburg Police Department shall maintain a mentor program designed to assist newly hired employees with a successful transition to their new positions and continued career growth.

III. Procedure

A. GENERAL

1. Mentoring is an assimilation system that encourages and supports new employees by:
 - a. Addressing the needs of new employees not otherwise met,
 - b. Assisting new employees in the transition to their new work environment,
 - c. Providing tools to assist the employee with the successful completion of their training and initial employment period, and
 - d. Encouraging employee retention and development.
2. Mentoring is a team effort between the mentor, Academy Instructor, Recruitment and Training Unit supervisor, Field or Communications Training Officer, and field supervisors. Effective communication and coordination between these individuals to support new employees is key to the success of the mentor program.
3. Terminology
 - a. Sworn and civilian personnel trained to serve as mentors will be referred to as “mentors.”
 - b. New employees who are assigned to mentors will be referred to as “protégés.”
5. The formal mentor–protégé relationship is designed to last from the time an offer of employment is accepted through the end of the protégé’s probationary period.

B. MENTOR COORDINATOR

1. The Administration and Support Services Division Commander or designee will select the Mentor Program coordinator.
2. The mentor coordinator or designee will be responsible for the following:
 - a. Maintaining the mentor program database of current and past participants,
 - b. Scheduling meetings with mentors as necessary,
 - c. Recruiting mentors,
 - d. Assigning mentors to protégés,
 - e. Meeting with the protégés to explain the mentor program and the expectations for the protégé,
 - f. Ensuring mentors are identifying any areas where their protégés are experiencing difficulties and giving them appropriate coaching, training, and resources to address those challenges, and
 - f. Continually assessing the program’s effectiveness through communication with the participants, training officers, and field supervisors.

C. MENTOR SELECTION AND TRAINING

1. Eligibility

- a. To be eligible for selection as a mentor, the employee must have the following qualifications:
 - (1) Be below the rank of Sergeant or Communications Technician Supervisor
 - (2) Not currently under a Performance Improvement Plan
 - (3) Have no disciplinary actions (written reprimand or higher) within the last twelve months

Preferred

- b. (1) Have at least two years of experience with the Leesburg Police Department
- (2) Not currently serving as an assistant shift supervisor, Field Training Officer, or Communications Training Officer

2. Mentor Pool

- a. A mentor pool of ten to fifteen trained employees is desired to ensure adequate mentors are available for new hires.
- b. The mentor coordinator or designee will determine when it is necessary to recruit and train additional mentors.
- c. The mentor coordinator or designee will identify potential mentors through supervisory input and expressed interest by eligible employees.

3. Training

- a. Employees selected to serve as mentors will attend training as deemed appropriate by the mentor coordinator or designee.
- b. Mentor training will include, but not be limited to, the following:
 - (1) Overview of the mentor program,
 - (2) Overview of the police department hiring and initial training process,
 - (3) Mentor responsibilities and expectations, and
 - (4) Protégé responsibilities and expectations.

D. MENTOR ASSIGNMENT

1. The following procedure will be used for assigning mentors to protégés:

- a. All new employees will complete a Form 226 Protégé Data Form
- b. The mentor coordinator or designee will review the form and identify those available mentors that would be compatible with the applicant by reviewing the completed Form 225 Mentor Data Forms on hand for active mentors, and
- c. The mentor coordinator or designee will review the protégé form with the selected mentor for any possible conflict:
 - (1) If no conflict exists, the mentor will be assigned, or
 - (2) If a conflict exists, the mentor coordinator will select another mentor and proceed as outlined above.

2. Once the mentor is selected, the mentor coordinator or designee will prepare an assignment letter for both the mentor and the protégé. The letter will include the background data and contact information for each party.

E. EXPECTATIONS OF MENTORS

1. The mentor, upon being assigned any protégé, shall:

- a. Contact the protégé to:
 - (1) Introduce themselves to the protégé,
 - (2) Set a meeting date and time at the earliest possible convenience, and
 - (3) Explain the mentoring function.
- b. Provide information and assistance as needed with personal needs such as:
 - (1) Housing information,
 - (2) Vehicle inspection and registration information, and
 - (3) Family needs such as school, pediatrician, etc.
- c. Review the "New Hire Checklist" with the protégé to acclimate the new employee to Leesburg,
- d. Help identify, coach, train, and provide resources in areas where the protégé is experiencing difficulty, and
- e. Serve as a resource to the protégé as needed and appropriate.

2. In the case of being assigned a police recruit or an experienced officer attending the police academy, the mentor is also encouraged to do the following:

- a. Orient the protégé to the general expectations of the police academy, and
 - b. Assist the protégé with questions or concerns that should not otherwise be directed to the Recruitment and Training Unit supervisor, academy staff, or a police supervisor.
3. Mentors will complete a monthly contact log to document all contact between the mentor and protégé. This form is not designed to document the nature of the contact between the mentor and the protégé.
 4. Mentors are encouraged to attend the following events that their protégé is involved in whenever possible:
 - a. Police academy or basic dispatchers course graduation
 - b. Police swearing-in ceremony
 5. Mentors will notify the mentor coordinator or designee of any conflict that arises between the mentor and protégé or between the mentor or the protégé and any other person as it relates to the mentor-protégé relationship.

F. PROTÉGÉ RESPONSIBILITIES

1. The protégé will be responsible for actively seeking to make use of the skills and experience of their mentor as needed and appropriate.
2. The protégé will be expected to maintain flexibility in their personal schedule to allow for regular contact with their mentor.
3. The protégé will be responsible for keeping their mentor informed of their professional progress, especially while attending the police academy.
4. The protégé will be responsible for notifying the mentor coordinator or designee of any conflict that arises between the protégé and their mentor.