

STUDENT VETERAN PEER MENTOR PROGRAM

MENTOR HANDBOOK

Table of Contents

Letter to our Mentors 2

Program Expectations 3

Mentee Survey 5

On Campus Resources 7

Off Campus Resources 12

Dear Mentors,

Thank you for your commitment to be a mentor in the MDC Student Veteran Peer Mentor Program. As you are aware, transitioning into the role of college student while serving or after separating from the military, regardless of how much time has passed, is an ever changing and challenging task.

Many Veterans have mention to me, they wish they knew *then* what they know *now.* You learned so much as a new student transitioning out of the military into the civilian world. You have learned the process of certifying your classes, helpful ways to stay on track so your grades remain intact, helpful ways to coordinate school, work and family time. Now, as a Student Veteran mentor you can give back and bring someone up with the valuable lessons you have learned.

The peer mentor program is a way for you to connect with incoming student Veterans to help them navigate student life, identify challenges they may encounter, provide appropriate resources on and off campus, and offer ongoing support toward academic success.

Becoming an MDC Student Veteran Peer Mentor provides an opportunity to serve as a trusted friend and leader in the development and support of a fellow Service Member or Veteran. Your continued service will undoubtedly make a positive impact on your mentee's success here at MDC.

It is my hope that this handbook will be a resource and starting point as you take on the fulfilling role of a mentor.

Thank you for your continued service! We are grateful to you for all that you have done and will continue to do.

It is my honor to serve those that have served. Please reach out when you need additional guidance within this amazing opportunity.

Thank you,

Donna Zazanis-Burke

Donna Zazanis-Burke

Director, Veteran and Military Services

Miami Dade College

Office: (305) 237-2841

Email: dzazanis@mdc.edu

Program Expectations

The Student Veteran Peer Mentor Program is designed to connect newly enrolled MDC Student Veterans with current Student Veterans to provide support, resources, and increase campus and community engagement. Student Veteran Peer Mentors will use their leadership skills to guide Mentees towards academic success; providing comradery and a supportive environment during the transition to college life.

As a mentor, you are about to begin a very rewarding and fulfilling experiences. Your commitment indicates that you recognize the responsibility that you accepted and agree to interact appropriately with your mentee according to the highest ethical standards at all times. Please read the following guidelines carefully.

Your continued academic success is as important as your mentee's. Please maintain your cumulative GPA at a 2.5 or above. If you feel, at any time, that you need to step back from your role, please communicate with the MDC Peer Mentoring staff so that we may arrange for your mentee to continue being mentored until you are able to return.

The mentorship program is a commitment. Please maintain communication with your mentee. It is recommended you spend at least four hours a month meeting with your mentee in person. If you are unable to meet in person for the recommended time, please communicate by other means that you and your mentee are comfortable with. Zoom and/or Microsoft TEAMS meetings are other viable mediums. Please use a portion of your meeting times to discuss topics such as overcoming transition challenges, resources, study skills, and academic goals. Discussions should be guided towards positive outcomes. The training you receive will help you facilitate these discussions.

Mentorship is only successful if it is collaborative. Please review the below guidelines that may help you to develop your mentor-mentee relationship.

- Trust is of utmost importance, always follow-through with what you commit to do.
- Remain engaged during meetings, actively listen and ask questions.
- Give frank and kind feedback whenever appropriate.
- Encourage your mentee by giving them genuine positive reinforcement.
- Serve as a positive role model adhering to the values engrained in you by your military service.
- Respect your mentee's time and resources.
- Openly and honestly share lessons you have learned from your own experiences.
- Seek assistance if a situation or question is brought to you that you are unfamiliar with.
- Be patient, developing the mentor-mentee relationship takes time.
- Integrity, respect, courage and an exceptional attitude will help you succeed.

Your health and safety and that of your mentee is priority. If you feel uncomfortable in a situation, please excuse yourself and notify the MDC Peer Mentor staff if you feel that this will become a recurring issue. Resources are also listed that you may contact in case of an urgent issue.

You are not expected to spend money on your mentee. If the mentee is in need of financial assistance, please refer them to one of the appropriate resources available on and off campus.

You should avoid any action that may be considered as academically dishonest. You should not and are not expected to help with coursework. Please do not do the work for your mentee and especially do not help with exams. MDC has an excellent tutoring program found in the list of resources.

Discussions between you and your mentee are considered confidential. Be careful about sensitive personal issues. The mentee's personal or family life may be difficult to discuss, particularly early in the relationship. It is important not to measure the success of the relationship by the extent of the mentee's disclosure.

Process and Records

Each mentor is assigned two mentees per semester. A maximum of two mentees allows the mentor to manage their own class obligations and allows time for monthly reporting of activity.

Mentors receive $75 per mentee per semester.

Mentee Survey

During your first meeting, you should complete this survey for you to reference as needed.

1. **Name** _____
2. **Preferred method of contact**: [ ] Text [ ] Call [ ] Email [ ] Other _____
3. **Preferred Phone Number**: _____
4. **Preferred Email**: _____
5. **Classes Currently Taking**:

_____
_____
_____

6. What are your academic goals?

_____
_____
_____

7. What are your professional goals?

_____
_____
_____

8. Do you have Children? _____
9. Do you have a job? _____
10. Are you from Miami? _____
11. What branch did you serve in? _____
12. When can we schedule meetings? _____

_____

13. What would you like to gain from this program? _____

_____

14. Are there are concerns you have or resources you need? _____

_____

Notes:

On Campus Resources

MDC Veteran & Military Services, District office

Located at Kendall campus, Building 2, room 2141, 305-237-2841 –

Houses district employees to include Director of Veteran & Military Services, Veteran Upward Bound Grant Director, Office Specialist, VA School Certifying Officials, VA Clerks/Liaisons, Military Services Specialist and VA work-study students.

MDC Veteran Center, West Campus

Houses West Campus VA Clerk/Liaison. Contains community resource information, computers, study area, coffee, donated textbooks. Walk-in.

MDC Veteran Center, Wolfson Campus. Ribbon cutting ceremony Summer 2021

Houses Wolfson Campus VA Clerk/Liaison, Student Success Coach, VA Veteran Services Officer (VSO), Veteran Advisor, and VA work-study students.

Contains community resource information, computers, study area, private advisement area, board games, donated school supplies, kitchen, and coffee. Walk-in.

Learning Resources

https://www.mdc.edu/learning-resources/tutoring-labs-technology/

Research Tools and Services

https://www.mdc.edu/learning-resources/research-tools-services/

Tutoring, Labs, and Technology

https://www.mdc.edu/learning-resources/tutoring-labs-technology/

Single Stop, https://www.mdc.edu/singlestop/services/

Single Stop is a college-wide one-stop source for students and their immediate family members to be connected to public benefits and local resources. Single Stop aims to connect students with valuable resources, so they can concentrate on what matters most: their coursework, their families, and their futures.

All the services offered at Single Stop are **free**!

Services offered by Single Stop:

- Benefits Screening (e.g., SNAP (Food Stamps), Medicaid/Medicare, Temporary Cash Assistance)
- Bus Passes
- FAFSA Completion
- Financial Coaching
- Food Assistance
- Legal Aid Referrals
- Mental Health Counseling
- Student Emergency Aid
- Tax Preparation
- Additional Resource Referrals Available
- MDC Food Pantry
- Student Emergency Aid

Miami Dade College

MDCWORKS
NEXT GENERATION CAREER STUDIO

https://www.mdc.edu/mdcworks/

KICK-START YOUR CAREER

MDC WORKS Career Studio is a professional development resource giving MDC students the skills they need to successfully launch their careers and create meaningful futures.

Student Wellness, MDC Services and Resources

https://www.mdc.edu/student-wellness/resources/default.aspx

ACCESS

Provides note takers, assistive technologies, interpreters, tutoring, testing accommodations. Proper documentation is needed for services.

Counseling Services for Miami Dade College Students

Counselors are available at each campus on a rotating schedule throughout the week. Students can receive up to six free hour-long sessions where they can speak confidentiality to a licensed counselor.

Students have the opportunity to meet with a licensed mental health professional to assist with life situations. Sessions are 50-minutes long and confidential. If you would like to meet with one of our counseling professionals see the counseling schedule for your campus.

HIV and Substance use/abuse prevention

The "I Live Informed, I am Involved, I Care," web-space promotes a healthy lifestyle among young adults by providing our visitors with information and resources regarding HIV and Substance use/abuse prevention.

LiveSafe

LiveSafe enables direct and discreet two-way communication with your community safety officials using text, picture, video, and audio. It also lets you virtually walk your friends and family home with SafeWalk.

Download "LiveSafe" from Google Play or the Apple App Store.

MDC H.E.L.P.S. (Helping Everyone Learn to Prevent Suicide)

The MDC H.E.L.P.S. program brings suicide prevention training, mental health self-assessments, and mental health awareness and outreach to all campuses and outreach centers at Miami Dade College.

The training uses the "Question, Persuade, Refer" or "QPR" curriculum and is a 90-minute face-to-face training. Participants learn the warning signs of suicide, how to ask the question, how to persuade, and refer someone to get help.

For more information about the MDC H.E.L.P.s program and QPR training, please contact:

- Margaret M. Di Gennaro, Program Manager, MDC H.E.L.P.S.
  MDCHelps@mdc.edu
  305-237-7536

This program is grant funded by the US Department of Health and Human Services, Substance Abuse and Mental Health Services Administration (SAMHSA).

Mental Health First Aid Training

This eight hour, face-to-face training program is offered free at Miami Dade College in partnership with Jewish Community Services, through a SAMHSA grant. The Mental Health First Aid workshop teaches action plans to help those experiencing a mental health, emotional, or substance abuse crisis. Participants receive a three-year national certification as a Mental Health First Aider. For more information about registering for upcoming trainings, please contact of of the following:

- Demian Laudisio
  Jewish Community Services of South Florida Training Instructor
  dlaudisio@jcsfl.org
- Sheila Plana
  Part-Time Coordinator for Mental Health First Aid training at MDC
  splana@mdc.edu
  305-237-7519

Public Safety
https://www.mdc.edu/main/safety/

Provides patrol, safety escort, jump-starting vehicles, air for tires, and lost and found services.

To make it as convenient as possible for students, faculty/staff and visitors to report criminal incidents and other emergencies to the campus Department of Public Safety office extension. In addition, **emergency phones** are located throughout the campus grounds and parking facilities. Appropriate services are dispatched immediately to all calls.

Public Safety Numbers

- **Carrie P. Meek Entrepreneurial Center**
  305-237-1910
- **Hialeah Campus**
  305-237-8701
- **Homestead Campus**
  305-237-5100
- **Kendall Campus**
  305-237-2100
- **Medical Campus**
  305-237-4100

- **North Campus**
  305-237-1100
- **Padrón Campus**
  305-237-6100
- **West Campus**
  305-237-8100
- **Wolfson Campus**
  305-237-3100
- **TDD**
  800-955-8771

Sexual Assault Prevention

The College provides information for new students on sexual assault awareness and prevention through the online 360 Stay Safe Building Community Program. The training provides information on prevention of sexual violence, stalking, dating violence, and domestic violence. The training provides prevention resources to create a safer campus environment. The first module of the training includes information about the different forms of sexual misconduct, the legal consequences, the importance of understanding the definition of consent, and how to communicate consent, and intervening on behalf of someone in need.

Silent Witness Form

MDC college community can report suspicious behavior anonymously.

Off Campus Resources

Veterans Crisis Line – Call: 1-800-273-8255, Text: 838255, Chat Online: veteranscrisisline.net

The crisis line connects Veterans in crisis and their families and friends with confidential and qualified responders.

Mission United – https://unitedwaymiami.org/what-we-do/mission-united/

We're Mission United in Miami – a single point of entry for veterans to access the help they need, at no cost. Mission United helps ease the transition to civilian life and address the unique needs of veterans. By connecting them to a coordinated network of community partners, we empower veterans and their families to lead productive lives in our community. Services include job training and opportunities, affordable housing, legal resources and more.

Operation Sacred Trust:
Services provided: Public-private partnership for homelessness prevention and rapid rehousing.
Telephone: (855) 778-3411
Address: 1400 NW 54th Street, Miami, FL. 33142
Website: https://www.411veterans.com

Miami-Dade County Dept. Transportation & Public Works:

Services provided: Bus passes to ride the Metrorail and Metrobus free of charge or reduced fare.
Eligibility criteria: Miami-Dade Veterans who is a permanent resident of the County with a service-connected disabled (free); Veterans, based on their military discharge, who are permanent residents of Miami-Dade and whose annual income is $29,454.00 or less (i.e. Honorable Discharge, General Discharge - under honorable conditions, Other than Honorable Discharge, Inability to Adjust, Voluntary Discharge)
Telephone: (305) 545-2224 Please call for information
Address: 111 NW 1st Street, Miami, FL. 33128
Website: www.miamidade.gov/transit/library/patriot-passport-application.pdf

Tri-Rail:

Services provided: Free Tri-Rail passes.
Eligibility criteria: Presenting their Service Connected Veteran's Identification Card issued by the US Department of Veterans Affairs (VA). Alternate eligibility forms provided by the VA may be accepted.
Telephone: Direct: (954)788-7939 Fax: (954)788-7961
Address: 801 NW 33rd Street, Pompano Beach, FL. 33064
Website: www.tri-rail.com

Miami Vet Center:

Services provided: Counseling for Veterans and their families, Outreach and Education Programs, Employment referrals, Benefits Assistance, Medical Screenings, Must be a Combat Zone Veteran.
Eligibility criteria: Veteran must have served in a combat zone.
Telephone: 305-718-3712
Address: 8280 NW 27th Street, Suite 511, Doral, FL. 33122
Website: www.vetcenter.va.gov

Women's Clinic VA Miami

Services provided: medical evaluation and treatment, including the following preventive, education and treatment services, Primary Care, General health examinations, Osteoporosis risk assessment, Colorectal cancer screening, Cardiovascular risk assessment, Hypertension evaluation Smoking cessation counseling, Nutrition counseling, Breast cancer evaluation and treatment, Mental Health and sexual trauma referrals, Maternity care referrals (Non-VA Care and Coordination) First seven days of newborn care is covered), Social Work referrals, Vaccinations, Specialty Care. Additionally, specialty clinics provide Gynecology and Breast Clinic.
Eligibility criteria: Veteran
Telephone: (305) 575-7000
Address: 1201 NW 16th St, Miami, FL 33125

Volunteers of America – Transitional Housing for Veterans - Miami:

Services provided: Grant Per Diem Transitional Housing: provides supportive services to Veterans to transition them into permanent housing, case management, peer support and Employment
Eligibility criteria: Must be a Veteran
Telephone: (305) 644-0335
Address: 1492 West Flagler Street, Miami FL 33135

Community Action and Human Services Department (CAHSD) Family & Community Services Division (Continue):
Services provided: Energy assistance through FPL's Care to Share Program, Li-heap and E-heap program. Emergency rental and mortgage payment assistance, Emergency Food and Shelter Program. Income restrictions apply
Eligibility criteria: Must be a Miami-Dade County residence, must have a delinquent bill, final notice or disconnect notice. Must show proof of family crisis (priority given to seniors, Families with children under 10, and people with disabilities), emergency rental and mortgage payment assistance (Income Restrictions Apply).

Website: www.miamidade.gov

Northern Offices:
Accion
Telephone: (305) 545-2224
Address: 970 SW 1st Street, 4th Floor, MIAMI FL. 33130

Caleb/Liberty City
Telephone: (305) 756-2830
Address: 2301 NW 54th Street, Miami, FL. 33147

Edison
Telephone: (305) 756-4147
Address: 150 NW 79th Street, Miami, FL. 33130

Miami Garden
Telephone: (305) 623-6500
Address: 16405 NW 25th Avenue, Miami, FL. 33054

Central Offices:

Coconut Grove
Telephone: (305) 446-3311
Address: 3750 South Dixie Highway, Miami, FL. 33133

Culmer
Telephone: (305) 438-4161
Address: 1600 NW 3rd Avenue, Miami. FL. 33136

Overtown
Telephone: (305) 579-2820
Address: 833 Sixth Street, Miami Beach, FL. 33139

South Beach
Telephone: (305) 672-1705
Address: 2905 NW 2nd Avenue, Miami, FL. 33127
Wynwood
Telephone: (305) 547-7661
Address: 2905 NW 2nd Avenue, Miami, FL. 33127

Hialeah
Telephone: (305) 884-4801
Address: 2905 NW 2nd Avenue, Miami, FL. 33127

Southern Offices:
Florida City
Telephone: (305) 247-2068

Address: 1600 NW 6th Court, Florida City, FL. 33034

Naranja
Telephone: (305) 258-5471
Address: 13955 SW 264th Street, Naranja, FL. 33032 14

Perrine
Telephone: (305) 254-5804
Address: 17801 Homestead Avenue, Miami, FL. 33157

Miami Vet Center:
Services provided: Readjustment, Employment Assessment, Counseling and Referrals.
Eligibility criteria: Must be a Combat Zone Veteran
Telephone: (305) 718-3712
Address: 8280 NW 27th Street, Suite 511th, Miami, FL, 33122

Suicide Prevention Team:
Services provided: Crisis intervention via telephone.
Eligibility criteria:
Telephone: Miami: (305) 573-4200 Please call for information
Intake hotline: (800) 728-7825
Address: 1201 NW 16th Street, Miami, FL. 33125

Rebuilding Together Miami-Dade:
Services provided: Minor home repairs.
Eligibility criteria: Veteran
Telephone: (305) 200-5711
Address: 1390 South Dixie Highway, Suite 2123, Miami, FL. 33146

Website: www.rebuildingtogethermiami.org

Wounded Warrior Project:
Services provided: Every warrior has unique challenges and goals. That's why we provide a variety of veteran programs and services to help you take the steps that are right for you.
Eligibility criteria: Veterans and service members who incurred a physical or mental injury, illness, or wound while serving in the military on or after September 11, 2001.
Telephone: (305) 348-1546

Address: 11220 SW 14th Street, Miami, FL. 33165

Wounded Warrior Project Resource Center – Call: 1-888-997-2586
Email: resourcecenter@woundedwarriorproject.org

Website: woundedwarriorproject.org/programs/wwp-resource-center

The WWP resource center will connect prior and current Service Members of the Post 9/11 era and family support members with resources such as benefits and claims, emergency financial assistance, employment services, and mental health services.



We thank you for your continued service! Please remain in contact with your Mentor Program Staff and remember, your success should remain a priority. If ever you need anything, we are here for you!

We look forward to seeing the results of the positive impact you are going to make for your mentee. Understand that your mentee may not know the questions to ask, may not come to you with the skills you now possess, and are not always going to be as committed as you are, remain consistent and you will succeed.

“Our chief want in life is somebody who will make us do what we can.” — *Ralph Waldo Emerson*