

# ***Touch Point Connection***

## ***Coaching Office Procedures***

Office Hours: 11:40-3:45 Tues, Wed and Non-Early Thur. First Appointment time is at 11:56. (see Bell schedule) Coaching sessions are ~30 minutes long. Actual coaching will be about 20 minutes.

### **First session of the day**

Coach arrives 15 minutes for set up. Identify yourself to Librarian and retrieve supplies from room behind Librarian's Desk. They will be marked Touch Point.

Coach sets up appointment desk:

- Set out pens, Appt. Binder and fliers. (what is a coach? and Info)
- Puts "OPEN" Sign out
- Remainder of supplies stay in Office with Coach
- Check for scheduled appointments for the day. If the coach does not have a session, they should stay at the appointment table for visibility and be available to answer any questions.

## **Initial Visit**

Coach greets student, takes to coaching room and asks if they have been coached by TPC in the past.

### **Teens who are new to Coaching and do not have permission**

**slips on file:** Whether by appointment or not, **ALL** teens that are new to coaching **MUST** have Parental Permission. This first visit outlines what coaching is about and a permission slip is issued.\*

Coach will:

1. fill out INTAKE Card (white) Fill in everything up to Permission slip signed. If you can't clearly distinguish whether they are a male or female, then leave it blank and we can get that info from the office.
2. read What is a Coach? to teen. Ask if there are questions.
3. ~~play video of a coaching session~~ (available soon)
4. hand teen a copy of Confidentiality vs. Mandatory Reporting card and then read the statement to them and ask for understanding or questions.
5. A. If they do not have previous permission, issue a parental permission slip (have teen bring it back to next appointment or turn in to Counseling Office ASAP)
6. make a follow-up appointment and

7. fill out 4 Part Form : top copy to Student for Hall Pass if needed, 2<sup>nd</sup> copy to Coach for filling out reports. Remaining copies will get attached to teen cards with a paperclip.

### **Teens who have previously worked with TPC or show up with**

**signed permission slip:** All teens who have previously worked with TPC have permission slips on file. Coach will verify this from a list provided in the binder. Some teens will show up to their first appointment with their signed permission slip that was issued at a marketing event or appointment table.

Coach will:

1. fill out INTAKE card (white)
2. IF this is their **1<sup>st</sup> time** with a coach, read “What is a Coach?” and ask if there are questions. If it’s not the first time, proceed to # 3.
3. hand teen a copy of Confidentiality vs. Mandatory Reporting and then read the statement to them and ask for understanding or questions. Check off box on INTAKE Form.
4. In Permission Slip space mark “yes” and write “on file” in space provided
5. start a TEEN HISTORY card (blue)
6. commence coaching session (watch the clock)
7. fill out 4 Part Form : top copy to Student for Hall Pass if needed, 2<sup>nd</sup> copy to Coach for filling out reports. Remaining copies will get attached to teen cards with a paperclip.
8. After Coaching session: Fill in appointment Data on TEEN HISTORY card. (date/start/stop/etc) For Appt? put a “y” or “n” where ‘N’ means Drop-in. Present means if they had an appointment, did they show up? “y” or “n”. We are keeping track of no-shows. (see example below)

### **Subsequent Visits**

**Teens who are new to Coaching:** Teen MUST turn in their signed

Permission Slip (PS) to their coaching session in order to be coached.

If PS was turned into (name), a copy will be in the Appointment Binder, otherwise they will bring it with them to the CO.

Coach will:

1. retrieve INTAKE card and fill in permission slip date
2. start a TEEN HISTORY card (see example, Page 2)
3. commence coaching session (watch the clock)
4. fill out 4 Part Form : top copy to Student for Hall Pass if needed, 2<sup>nd</sup> copy to Coach for filling out monthly reports. Remaining copies will get attached to teen cards with a paperclip.
5. Give Teen a gift card as a Thank You for keeping their first appointment.

6. Fill out TEEN HISTORY Card (see example page 2)
7. Return cards to Index Card Box
8. Put signed Permission Slip in designated folder

Teen is welcome to book another session at the appointment desk

### **Teens who have previously worked with TPC:**

Coach will:

1. retrieve Teen Cards (ensure PS is on file)
2. commence coaching session (watch the clock)
3. fill out 4 Part Form : top copy to Student for Hall Pass if needed, 2<sup>nd</sup> copy to Coach for filling out monthly reports. Remaining copies will get attached to teen cards with a paperclip.
4. Give Teen a gift Card as A “Thank You” for attending their first session
5. Fill Out TEEN HISTORY Card (see example, Page 2)
6. Return cards to Index Card Box

Teen is welcome to book another session at the appointment desk.

### **Aides/Volunteers**

TPC Volunteers are sometimes available to help at the Appt desk.

Coaches resume responsibility for instructing aides what/how to do their part and for maintaining CO Appt Binder when Aides are not present.

Aides will:

- issue promotional materials for those who come asking questions
- Schedule appointments and fill out Reminder. See example.
- Either Aide or the coach on duty will fill out Hall Passes for appointments for the **next coaching day** and take to Office.

### **Appointments in Advance**

- Where there is an opening, fill-in student name and teacher/room # of the class designated in the Hall Pass column. This is where/when the Hall Pass is delivered.
- 
- If they would like a written reminder, you may use the small reminder card.  
Example Below

## **Drop-Ins / Same Day Appointments**

If there are open appointments a teen may elect to take any session as a drop-in. Fill in space in Appointment Binder with name and teacher/Rm# where appropriate.

If a teen books a same day appointment for 5<sup>th</sup> or 6<sup>th</sup> period, issue a hall pass right away, not a reminder card.

## **Next Day Hall Passes**

The Aide/Coach on duty will make Hall Passes for any appointments that happen on **the next coaching day**. It is the Coach on duty's responsibility to ensure the passes get to the counseling office at the end of the day.

## **After the last coaching session of the day**

The coach assigned to the last coaching session will do the following:

- Make sure Hall Passes are complete for next day.
- Leave a few fliers and TPC Office Hours on table.
- Put remaining materials away in file boxes and put away in room behind Librarian's desk

## **Coach Reporting**

The same as 1:1 coaching, coaches will be required to record their CO sessions in Google Docs. Once you become a CO Coach you will receive an e-mail directing you to the report form. Please fill out the form whether you coached any teens or not. If you have questions about this form, contact CO Program Coordinator, (name) at xxx-xxx-xxxx or xxxxx@touchpointconnection.org.

## **Converting to 1:1 Coaching**

After a teen has had 3-4 coaching sessions in a 3-6 week period, they will be considered a candidate for the 1:1 program where they would be assigned their own personal coach. The Program Coordinator (name) or Coach Manager (name) will conduct an interview with them to establish their eligibility.

## **Educational Coaching Materials**

(name) has graciously lent some books to the Coaching Office for Coaches to check out during a coaches "off" time when there are no scheduled appointments. These books are to stay in the Library with other Coaching Office Materials and are not meant for loaning out and taking home. Should you find a book helpful you are welcome to go purchase one for your very own! A list of the books is in this binder.

**Office Manager**

The Program Coordinator ((name), will be responsible for scheduling coaches' shifts, keeping the binder up to date, having handouts on hand and keeping track of all session data. (Names, # of times teen has visited, etc. ) Appointment book will be kept up 2 weeks in advance.

Coaches can call (name), (xxx.xxx.xxxx) if there are questions/concerns with scheduling/logistics.

Coaches can call/contact (name), (or name) if there are questions/concerns with coaching.