



# Safety

*The safety of our mentors and mentees is of the utmost importance at FIVE. While we do not anticipate many safety issues arising, we have implemented safety practices and protocols to ensure everyone feels safe and secure.*

## FIVE's Safety Practices

- All mentors complete federal & state background checks
- Mentors & staff receive safety training & protocol guidance
- All in-app communication is recorded and monitored
- Red flag notification system alerts team to potential safety issues
- FIVE staff is readily available to mentors and mentees & conducts regular check-ins to make sure nothing slips through the cracks

## FIVE's Privacy Policy

- FIVE complies with all applicable privacy laws
- Five collects minimal Personal Identifiable Information (PII) from mentees
- FIVE prohibits sharing of PII outside of the app/FIVE community

## FIVE's Code of Conduct

- FIVE participants are expected to act lawfully, honestly, ethically, and in the best interests of ensuring safety of the FIVE community
- Any behaviors or communications that defame or victimize any group or individual will result in immediate action
- FIVE participants are subject to all applicable local, state, and federal laws.

To ensure the safety and confidentiality of our mentees, mentors **CAN NOT:**

- Give anyone else access to their account
- Send any unlawful, harmful, threatening or otherwise objectionable materials
- Share mentees personal identification information
- Connect with mentee outside of the FIVE app



# Safety

In the unlikely event that something comes up in conversation with your mentee that is unlawful or unsafe we ask you to follow FIVE's **Red Flag Reporting Protocol.**

## What is a Red Flag situation?

1. Mentions of any suicidal or homicidal tendencies
2. Disclosure of self harm or risky behavior
3. Use of intimidating, threatening, discriminatory, or sexual language and gestures
4. Mentions of criminal or illegal activity

*When in doubt, err on the side of caution and implement the Red Flag Reporting Protocol to get the necessary support.*

## What to do when a Red Flag situation occurs:

1. Click on the Red Flag button on the top right corner of your chat box. This immediately halts the conversation and a FIVE staff member will be notified and investigate the situation.
2. Contact your [Mentor Experience Team](#). We are here to help you!
3. The FIVE team will address the issue and get the appropriate assistance and resources for everyone.

*REMINDER: You are not a counselor or parent and you should not try to manage these situations on your own. Following the Red Flag Reporting Protocol and reaching out to FIVE staff is the best way to help your mentee and ensure their safety and wellbeing.*