



Policy on Steward Mentorship

Effective Date: 5 September 2025

1. Purpose and Scope	The Policy on Steward Mentorship is to outline and define steward mentorship within PIPSC, the process for steward mentorship within PIPSC, and the terms and conditions of the mentoring. This policy applies to stewards seeking mentorship and those who are willing and able to be a mentor.
2. Definition	Mentorship is the act of supporting, guiding and teaching a steward. The mentor is the member delivering the mentorship and the steward receiving is known as the mentee.
3. The Institute's Commitment	The Institute is committed to ensuring mentors are equipped with the skills and knowledge to deliver a supportive role to stewards. The Institute is also committed to having a process whereby mentors and mentees are appropriately matched for the mentorship to be successful.
4. The Mentor's Role	<p>Applicants for mentorship shall apply to the Steward Mentorship Program to be selected as a Mentor. As a Mentor for the Institute, the mentor is responsible to carry out their obligations as per the agreement between the mentor and the mentee.</p> <p>The mentor will ensure they follow the Policy on Steward Mentorship as well as the Operating Procedures of the Mentorship Program.</p>
5. The Mentee's Commitment	The mentee requesting mentorship shall apply to the Steward Mentorship Program to obtain a mentor. The mentee will ensure requests for guidance and support from the mentor are agreed upon. The mentee will ensure they follow the Policy on Steward Mentorship as well as the Operating Procedures of the Mentorship Program.
6. Steward Mentorship Program	The Steward Mentorship Program will be overseen and conducted by the Training, Education and Mentorship Committee of the Board. The National Steward Officer will be a supportive role to the program.
7. Steward Mentorship Program Guidelines	<ol style="list-style-type: none">1. At a minimum, a yearly call out for volunteers to become mentors shall be carried out.2. The Basic Steward Training course shall include an introduction to the Steward Mentorship Program.3. New stewards shall receive an invitation to sign up for mentoring.4. Detailed information on mentors and mentees will be securely maintained by the Institute and those carrying out the program.5. Applicants to be a mentor will be vetted and will have, or had, a minimum of four years experience as a steward.



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APPENDIX 'A'

to the Policy on Steward Mentorship Standard Operating Procedures for Steward Mentorship Program

Purpose: The purpose of this Standard Operating Procedure is to ensure that steps involved in this Program are defined, carried out and completed in support of a successful outcome for all Stewards seeking support and guidance. The Mentorship Program is to ensure our stewards have the resources necessary for them to develop skills, knowledge and experience throughout their time as a steward.

Scope: The program is for any steward of the Institute seeking support through a mentor and any regular or retired member of the Institute, who has at least four years experience as a PIPSC steward, who is willing to be a mentor.

Definitions:

TEaM: Training, Education and Mentorship (Committee of the Board)

NSO: National Steward Officer

Mentor: One who is delivering mentorship to support a steward

Mentee: A steward receiving mentorship from a mentor.

Responsibilities:

- a. **TEaM:** It is the responsibility of TEaM to ensure the Program is being carried out, to suggest changes to the Program to the Board, and to evaluate the Program through information received and assessments. To report to the Board on the status of the Program twice a year.
- b. **Retired Members Guild National Executive:** The executive will participate in the Program according to these procedures.
- c. **National Steward Officer:** Will be a support resource and contact person for guidance and assistance. The NSO will coordinate as necessary with the RMG Executive and TEAM.
- d. **Board of Directors:** The BOD will ensure Policy on Mentorship and these procedures are approved, up-to-date and supported by staff as required.
- e. **Mentors:** Participation as a mentor is voluntary. Applicants shall provide personal contact information, employer, group, work location if applicable, experience, knowledge, training, self-identification if willing, and any supportive needs when applying. Mentors must have a minimum of four years experience as a steward with no prior founded complaints within the Institute to be considered. Mentors shall inform the RMG executive if they are interested in continuing as a mentor each year. Mentors shall carry out their duties with honesty and integrity and be supportive to the Mentee.
- f. **Mentees:** Participation as a mentee is voluntary. Applying for mentorship involves providing personal contact information, employer, group, physical or virtual work location, any EDIA information if willing to share, and a brief description of what they are looking for in a mentor. Mentees should have open communication with their mentor and ensure that they are seeking support as a steward.



Procedures:

- a. A call out for mentors shall be executed at least once per year. Mentees can apply for mentorship at any time.
- b. All mentors shall be vetted and organized in a way that supports the matching of mentors to mentees (see below).
- c. All mentors shall be informed if they have been accepted into the program.
- d. Mentors shall not be assigned more mentees than their schedule allows to properly support those mentees.

Matching of Mentor to a Mentee:

- a. A checklist of important Mentor criteria shall be completed by Mentees
- b. The RMG shall present Mentees a list of Mentors based on their criteria checklist, availability and/or best match based on information gathered.
- c. Mentees will select a Mentor from the list of Mentors provided to them.
- d. The RMG Executive shall maintain an up-to-date list of mentors, mentees and those that are actively matched for mentoring.

Mentorship:

Mentorship between a mentor and mentee will continue for a one-year term with an optional 2nd year if necessary and if the mentor is available.

Within the year, the Mentee should obtain what they need to feel confident in carrying out their duties as a steward.

Informal continuance of mentoring may continue organically outside of the Mentorship Program.

A pause within the year term may occur for various circumstances:

- a. Extended leave of Mentee / Mentor
- b. Stress, burnout of Mentee / Mentor

Objectives/Mentoring:

Objectives shall be agreed upon by the Mentor and Mentee for the year term

Objectives may cover:

Mentee's expectations from the Mentor including topics of support (consultation, bargaining, grievances, training, networking, etc.) such as:

- a. Experience with grievances
- b. Help with committees
- c. How to Network

Objectives can help promote discussion between mentor and mentee and shall not be used as a measurement of performance or restrict the support sought and it will give the mentor a clear understanding of their role and expectations of the mentee.

Mentees expectations of the availability of the mentor must be reasonable.

An action plan may be completed by Mentor and Mentee for the purpose of establishing how meetings will be carried out with respect to frequency and duration of meeting times, dates as well as acceptable meeting format (in-person, phone, virtually).



Quality Control:

Evaluations shall be provided to the mentor and the mentee within two (2) months of the one-year term to provide the necessary feedback to improve the Mentorship Program. An evaluation may include:

- a. If the Match is acceptable and working
- b. If objectives have been agreed to and are being met
- c. If they are meeting regularly or enough
- d. If the mentee is satisfied with the support received

Surveys shall be provided to the mentee and the mentor after the year term has completed.

At any time a mentor and/or a mentee may ask to fill out an evaluation form.

Measurements of Success:

- a. Mentee objectives met
- b. The Institute receives feedback of more active and confident stewards
- c. Regular and Active participation of Mentors & Mentees
- d. Increase in demand for more mentors

Maintenance and Support:

Any formal complaints shall follow the Policy on Conduct. Any informal complaints or issues from a mentor or mentee shall be dealt with through evaluation form(s).

Resources:

TEaM shall consider enhancing the program with the:

- a. Creation of a guidebook explaining how the program works
- b. List of Best practices
- c. Regularly updated FAQ posted on website

An administrative staff resource assigned to help with the program will help with ensuring success of this Program.

Mentor Term:

The one-year term will consist of the timeframe the mentee has a mentor even if they change to a new mentor during the one-year term.

The mentorship may cease if either side drops out of the program or if the match by either side is not acceptable. A new mentor shall be assigned if this occurs.

Related Documents:

- Policy on Mentorship Program

Maintenance & Supports:

TEaM should ensure the following is carried out:

- a. Awareness sessions are held at Steward Councils
- b. Mentors having opportunities to apply to appropriate courses through training schools
- c. Appreciation and Recognition plan to be developed in the future to support the program and those volunteers making it a success
- d. Ensure Basic Steward Training includes an introduction to the mentorship program



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These Operating Procedures are to give guidance to those carrying out or utilizing the program. They are not meant to cover all circumstances and questions that may arise. The procedures may be modified by the Board of Directors.