



PROX COACH
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SECTION 1

INTRODUCTION

This Handbook is a resource in navigating the ProX ("The Program" or "ProX") program requirements for program Coaches. Your role is critical to the success of the program for students, employers, and the community. Your engagement, professionalism, compliance, and preparedness have a direct impact on the success of the program.

1.1. ProX Purpose Statement

The purpose of the ProX program is to create a coordinated regional access point for employers and high school students to come together for summer professional experiences. This coordination of support, both administrative and direct service, and emphasis on ensuring quality Real World Learning experiences sets the program apart from other local and national efforts. We hope you are as proud as we are to be a part of it!

1.2 ProX Program History

First piloted in 2022, the ProX program was established as a direct outcome of several influencing factors.

1. The Kansas City region needed more opportunities for students and employers to come together for professional experiences and those opportunities needed to be easier to access and administer.
2. Value for participants needed to be significant – compensation at a reasonable amount and academic credit should be available to all students.
3. Experiences offered needed consistent quality requirements in order to scale.
4. Individual programs serving small numbers of students did not have the capacity to facilitate the administrative requirements of large-scale applications, interviewing, hiring and onboarding, compensation and employer preparation for participants.

Since 2022, thousands of students have completed an application and preparatory workshop and nearly 1,000 students have completed the full program. While the numbers are impressive, the demonstration of how each individual student grows through the course of the student journey is the real story. From the completion of an authentic application including a personal statement of interest, to the preparatory workshop to learn about resume writing and presenting themselves as a professional, to showing up at the hiring fair alongside hundreds of peers to interview for real opportunities, to completing hiring and onboarding paperwork for perhaps the first time ever, to learning through professional development and immersive experiences and projects with employers, to showcasing their work at the culmination of the program...it's all designed to support young people on their journey to understand who they are and what they might want to do with their talents, and build new skills along the way.



SECTION 1

INTRODUCTION

CONTINUED

1.3. Purpose of this Handbook

The purpose of this Handbook is to familiarize you - The Coach - with your role in delivering and guiding the ProX program experience. You will need to be aware of the policies, rules and other key aspects of ProX in order to deliver a first-class experience for young people and Employers in our community. Compliance with this Handbook is required for all participants. The Program reserves the right to interpret this Handbook's content as it sees fit, and to deviate from policy when it deems necessary.

1.4. Changes of Policy

ProX reserves the right to change this Handbook's content, at any time and at our sole discretion. You will receive written notice of any changes we make to this Handbook and are responsible for understanding and complying with all up-to-date policies. If you are confused about any information herein, please contact the ProX representative below:

Program Director – Michael Robins, michael@proxsummer.org, 816-547-2860



SECTION 2

RESPONSIBILITIES


AND EXPECTATIONS

ProX is a Real World Initiatives, Inc. (“RWI”) project that provides summer professional experiences for high school students. The program supports focused learning and capacity building while creating paid opportunities for Participants to earn Market Value Assets (MVAs), learn essential skills and build social capital. The desire is for the programmatic activity of ProX during the summer to build capacity within Employers, students and educators to advance year-round implementation of Real World Learning experiences, increasing Market Value Asset attainment for all students in our region.

2.1 ProX Lead Coach/Coach Key Responsibilities

As a ProX Lead Coach/Coach, your goal is to help participants achieve success in the experience to which the Participants are assigned. You should strive to create value for Participants and Employers during the summer experience and foster an atmosphere of mutual respect, collaboration, and support. Additionally, the Coach should encourage Participants and Employers to set realistic goals for the internship and to use time in a constructive and balanced manner to help the Participant and Employer achieve those goals.

The key responsibilities of Coaches are:

1. Comply with the policies outlined in this ProX Coaches Handbook and help Participants comply with their requirements as outlined in the ProX Student Handbook.
 2. Protect the safety of Participants and advise Participants and Employers on the maintenance of a safe work environment for each Participant.
 3. Advise Participants on activities they must complete in order to satisfy ProX program requirements.
 4. Track and report key programmatic activity for participants, including time/attendance, client project status, individual or team connections with Employers and Participants, evaluation of participant performance, and other information as requested by your Lead Coach and/or the ProX Program Director.
 5. Effectively Coach Participants and Employers through Design Thinking and Agilities to enhance their development throughout the program experience.
 6. Represent the program, its partners and participants as a positive professional in all settings.
 7. Support Participants and other Coaches throughout the program by consistently setting expectations and communicating across appropriate channels.
 8. Managing resources of time and treasure- regularly and honestly report hours worked and reimbursable mileage traveled through the ProX time tracking system.
 9. Escalate issues or concerns when necessary to Lead Coaches
 10. Be available to program staff, Participants, and Employers for all Twenty-Three (23) days of direct program delivery (June 3rd-July 11th) during hours outlined in the requirements of the opportunities of the Participants assigned to you.
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SECTION 2

RESPONSIBILITIES AND EXPECTATIONS

2.1 continued

11. Adhere to attendance requirements outlined below:

- In-person attendance at Coach onboarding and training events
- In-person or remote attendance at monthly (January-May) or weekly (June-July) Coach meetings
- In-person attendance at ProX Events – Hiring Fair and Showcase
- In-person attendance at professional development days
- At least two in-person observations with each assigned Employer throughout the course of the program
- In-person or remote check-ins with each student each week of the program

There will inevitably be times when you have questions about your role and responsibilities as a Coach/LeadCoach. At any time during The Program, check in with your Lead Coach/Program Director to assess and reset.

Additional expectations may be established for Lead Coaches/Coaches during the onboarding and orientation processes or communicated by Lead Coaches or the Program Director. Coaches are expected to comply with those additional expectations.





SECTION 3

PROX POLICIES AND CODE OF CONDUCT

All staff and Participants must adhere to RWI and ProX policies while exhibiting a high level of professionalism, good judgment, and positive behavior.

This section outlines conduct that is expected from all Coaches and identifies specific behaviors that violate these expectations. As a baseline the following behaviors are prohibited:

1. Failure to participate in required elements of the program as established by the ProX Program Director and as may be set forth in this Handbook.
2. Violation of the terms of your Coaches agreement or any ProX policy, including, but not limited to, the policies set forth in this Handbook;
3. Coaches are not permitted to use their personal vehicles to drive Participants to/from Monday professional development sessions or to/from job sites.
4. Coaches are not allowed to administer medicines or medication to Participants without prior consent from The Program Director.
5. Coaches should exhibit respect in all interactions with a Participant and others involved in the ProX program. As such the following types of activities are not permitted:
 - Threats or language directed against another person;
 - Discriminatory jokes or language;
 - Sharing sexually explicit or violent language or material;
 - Posting (or threatening to post) someone's personal information;
 - Personal insults, especially if using racist or sexist terms;
 - Advocating for, or encouraging, the above behavior;
 - Providing the use of alcohol or drugs to any Participant;
 - Harassment of others, including continuing with objectionable behaviors after a person has asked that a behavior be discontinued.
6. Any additional expectations or rules pertinent to a specific event or interactions may be announced by the ProX Program Director and shall be observed as part of this Code of Conduct.

3.1. Confidentiality & Data Governance

The agreement you signed when you were engaged to be a Coach expressly prohibits the disclosure of confidential Program information to individuals or organizations that are not Authorized Third Parties. Confidential information includes any information that identifies a specific student and the work/activities that he/she/they may participate in during a ProX internship. Authorized Third Parties include a student's ProX internship Employer, the vendors operating the official systems in which ProX records are maintained, ProX staff, Crossroads Academy and those organizations with which ProX has executed a data sharing agreement. If you do not know whether an organization is an Authorized Third Party or have questions about whether it is ok to disclose information to a specific person or organization, please contact the Program Director. Be advised, in some cases, information about Participants may be considered an educational record subject to protection from disclosure under the provisions of the Family Education Rights and Privacy Act.

3.2. Company Electronics and Email Policy

ProX staff, contractors and Participants are required to use various forms of electronic communications in their work for The Program and Employers including, but not limited to computers, email, telephones, voicemail, instant message, text message, Internet, cell phones, and smartphones. Communications within the scope of a Coach's ProX responsibilities should occur only using applications and tools approved by ProX. All communications transmitted by electronic means to Participants, Employers or ProX personnel are considered work product under your Coach's agreement, are the sole property of the Program, are to be used for Program business only and not for personal use. Likewise, any electronic communications or other work product created utilizing a device that is owned by RWI/ProX and issued to you to perform a purpose related to the Program shall be considered work product of your engagement and shall be owned by RWI.


Staff and/or Participants who misuse electronic communications will be subject to discipline, up to and including immediate termination. Use of electronic communications in the following manners will be considered misuse:

- Violation of Real World Initiatives and ProX policies, including RWI's Anti-Harassment and Anti-Discrimination Policy and RWI's Student Protection Policy
- Any criminal behavior,
- Defamation,
- Copyright or trademark infringement or misappropriation of trade secrets,
- Discrimination, harassment, or similar.

Personal electronic devices should be used only during breaks. Access to the Internet and other types of Participant (Employer) paid computer access are to be used for Program-related business only. ProX reserves the right to access and review electronic files, messages, internet use, blogs, "tweets", instant messages, text messages, email, voice mail, and other digital archives, and to monitor the use of electronic communications as necessary to ensure that no misuse or violation of policy or law occurs.

3.3. Media Policy

The ProX Communications team handles all media requests, matching inquiries with relevant resources and spokespeople. ProX Coaches are prohibited from interacting with media personnel (including digital, print, radio, television, or social media personnel) about or on behalf of the ProX program unless the Coach has previously obtained permission from the ProX Communications Team. Media inquiries made to any Coach should be referred to the ProX Communications Team.





SECTION 3

PROX POLICIES AND CODE OF CONDUCT

CONTINUED

3.4. Social Media Policy

Engaging in social media provides opportunities both professionally and personally. Real World Initiatives realizes that social media is a valuable vehicle for disseminating content and information important to or about RWI (the “Organization”) and its stakeholders. The Organization also recognizes the potential for problems, even inadvertent ones. However, Real World Initiatives encourages Coaches to engage in social media only to the extent they are comfortable doing so. To support this activity, the Organization provides the following guidelines and cautions:

Personal and Professional Accounts:

Personal social media accounts are just that, personal social accounts. Personal accounts should not be 100% professional/program content. There should be an intentional balance of personal- life and professional- life content. Remember, though, that even postings to your purely personal account could reflect poorly on the Organization and on you—especially (but not limited to) if you identify your relationship to the Organization. Impermissible actions outlined in our employee handbook, including the Student Protection Policy, are similarly impermissible on social media.

That said, we encourage Coaches to share Organization news that they value on their personal social media accounts. You are our most trusted ambassadors, and by sharing our news, you’re communicating to your networks that the Organization’s work is important.

TIP: *If you share Organization, ProX Program or Foundation news on your personal account, it’s best to disclose your relationship to the Foundation in your bio. It is not required to disclose your relationship to the Foundation in your bio, but if you wish to share Kauffman-related information, it might help your network understand why Kauffman content is present on your feed.*

Coaches are prohibited from using the “ProX” or “Real World Initiatives” name or any of its iterations, brands, programs, or marks as part of their social media usernames, handles, background designs, or other name and identification of personal social media accounts.

Please consult with the ProX Communications/Social Media Coordinator and The Program Director if you have questions or concerns regarding your personal social media usernames.

3.5. Cell Phone Use

To set a positive professional example for Participants, cell phones brought to work must be on silent or vibrate mode to avoid disrupting program delivery. They may only be used on personal time (e.g.- during breaks and meal periods) or as otherwise permitted by The Program. If cell phone use interferes with operations in any way, cell phone privilege may be rescinded and disciplinary action, up to and including termination, may be used.

3.6. Substance Free Workplace

The manufacturing, distribution, dispensing, possession or use of a controlled substance or the possession, use, or distribution of alcohol or alcoholic beverages by any Coach while performing services for ProX is strictly prohibited.

3.7. Student Protection Policy

It is the expressed policy of ProX that employees, contractors (including Coaches), volunteers, funders, board members and the staff for participating Employers who interact with ProX Participants (collectively “Covered Individuals”) shall not engage in or permit any Abuse or Molestation. To make this “zero-tolerance” policy clear, Covered Individuals are required to report any information about an Act of Abuse or Molestation as outlined below.

Abuse or Molestation as used in this policy encompasses any sexually oriented communication, touching, or affectionate conversations between Covered Individuals and a Participant, or by a Participant against another Participant.

3.8. Behavior Guidelines

In an effort to avoid any Abuse or Molestation, as well as the potential for any misunderstandings that could lead to allegations that particular conduct is Abuse or Molestation, Covered Individuals should follow the following guidelines when interacting with Participants:

1. Don't be alone with a Participant, regardless of the setting.
2. Don't transport a Participant. When providing transportation is unavoidable, you must comply with guideline 1;
3. Don't interject yourself into a Participant's personal life;
4. Don't invite a Participant into your own personal life.

A more explicit set of guidelines to follow when interacting with Participants is outlined in Appendix 1.



SECTION 3

PROX POLICIES AND CODE OF CONDUCT

CONTINUED

3.9. Reporting

Reports of Abuse and Molestation should be reported to ProX in one of the following ways:

1. Calling the ProX reporting hotline (“EthicsPoint”) at 833-256-9032,
2. Filing a report online in EthicsPoint at www.realworldinitiatives.ethicspoint.com
3. Calling or e-mailing ProX’s legal counsel:
 - a. John Tyler, General Counsel (816-932-1293, or jtyler@kauffman.org).
 - b. Dana Tippin-Cutler, independent outside counsel (816-471-8575 x303, or dtcutler@tippinlawfirm.com)

Participants (or their families) may also report Abuse or Molestation to any ProX representative with whom the reporting individual is comfortable. This could include any employee, a trusted Coach or the ProX Program Director, Michael Robins (Michael Robins- mrobins@kauffman.org or 816-932-1274).

Covered Individuals must report any information about Abuse or Molestation using one of the three enumerated reporting mechanisms above.

Reports made via EthicsPoint may be filed anonymously, but sufficient information must be provided to enable follow-up on and investigation of the report.

It is not required that a victim directly confront the person against whom a report of Abuse or Molestation is made before reporting an incident.

3.10. Reporting to Law Enforcement or Protective Services

Actions falling within the definition of Abuse or Molestation may also be crimes. ProX is committed to reporting acts of Abuse or Misconduct to appropriate law enforcement, prosecution or child welfare authorities and will support the prosecution of any crimes arising out of acts of Abuse or Molestation to the fullest extent of the law.

Missouri Child Abuse Hotline: 1-800-392-3738

Kansas Child Abuse Hotline: 1-800-922-5330

ort of Abuse or Molestation is made before reporting an incident.



SECTION 3

PROX POLICIES AND CODE OF CONDUCT

CONTINUED

3.11. Investigation & Follow Up

ProX legal counsel will lead the investigation(s) of any report(s) of Abuse or Molestation. Every reasonable measure to ensure that those named in any complaint of Abuse or Molestation or who are too closely associated with those involved in the complaint will not be part of the investigative team.

All reports will be received and acted on in confidence to the extent possible given legal requirements and the need to gather facts, conduct an effective investigation and take necessary corrective action. Those who report or are the victim named in a report can expect that such reports will be handled fairly, timely and consistently so that matters are resolved as quickly as possible.

ProX will cooperate fully with any investigation conducted by law enforcement or protective services agencies. To the fullest extent possible, but consistent with our legal obligation to report suspected abuse to appropriate authorities, we will endeavor to keep the identities of the alleged victims and investigation subject confidential.

3.12. Reporting to Law Enforcement or Protective Services

ProX prohibits any retaliation against anyone, including Covered Individuals, who (1) report or allege incidents of Abuse or Molestation in good faith, or (2) participate in the investigation of a report of Abuse or Molestation. Any person who improperly retaliates against one of the foregoing individuals will be subject to discipline, up to and including termination.

3.13. Discipline

Covered Individuals reasonably suspected or believed to have committed Abuse or Molestation will be appropriately disciplined, up to and including termination of employment, contract or program participation and reporting the individual's actions to appropriate law enforcement and/or child protective authorities.

Any Covered Individuals who fail to report Abuse or Misconduct in accordance with this policy will be appropriately disciplined for the failure to report up to and including termination of employment, contract or program participation.

Intentionally false or malicious reports of Abuse or Molestation are prohibited and a violation of this policy. Any individual who makes such a report will also be subject to appropriate discipline.

3.14. Anti-Harassment and Anti-Discrimination Policy

Real World Initiatives and its ProX program (“RWI”) recognize our obligations to ensure that none of our Directors, associates, Coaches, or other representatives of RWI (collectively “Associates” or individually an “Associate”) are subjected to discrimination and/or harassment in any term or condition of employment on the basis of race, color, national origin, ethnic background, citizenship, sex, gender, age, religion, disability, pregnancy status, sexual orientation, gender identity, veteran status, or other status protected by law (collectively a “Protected Status”). It is RWI’s goal to ensure conduct never rises to the level of “unlawful” behavior.

It is RWI's policy not to engage in or permit discrimination or harassment in violation of the law or RWI’s policies against Associates, program participants, visitors, guests, contractors, consultants, vendors and other recipients of RWI's programming (“Covered Persons”).

It is also RWI's policy to prohibit any unwelcome verbal or physical conduct that denigrates or shows hostility or aversion toward a Covered Person because of his/her/their Protected Status.

Some examples of prohibited conduct include but are not limited to:

- Offensive, sexist, off-color or sexual remarks, jokes, slurs or propositions or comments that disparage a person or group on the basis of a Protected Status.
- Derogatory or suggestive posters, cartoons, photographs, calendars, graffiti, drawings, other materials, or gestures.
- Inappropriate touching, hitting, pushing or other aggressive physical contact or threats to take such action.
- Unsolicited sexual advances, requests, or demands, explicit or implicit, for sexual favors.

Any Covered Person who has a question, concern, or complaint of discrimination or harassment based on a Protected Status is encouraged to bring the matter to the immediate attention of his/her/their supervisor, an RWI representative or any of the individuals listed in the Reporting Options section below. Reports may also be made on a confidential basis through RWI’s Ethicspoint reporting portal at www.realworldinitiatives.ethicspoint.com or by calling 833-256-9032. Any supervisor or member of management who becomes aware of potential violations of this Policy is required to contact RWI’s Chief People Officer or General Counsel immediately.



SECTION 3

PROX POLICIES AND CODE OF CONDUCT

CONTINUED

3.14. continued

RWI prohibits retaliation against any Covered Person for reporting in good faith any discrimination/harassment, assisting in making a discrimination/harassment complaint, or cooperating in a discrimination/harassment investigation. Any person who believes he/she/they has/have experienced or witnessed retaliation should immediately notify his/her/their supervisor or any of the individuals listed in the Reporting Options section below. Reports may also be made on a confidential basis through RWI's Ethicspoint reporting portal at www.realworldinitiatives.ethicspoint.com or by calling 833-256-9032.

All reports of inappropriate conduct submitted in reasonable good faith will be promptly and thoroughly investigated, and RWI will act to ensure that any improper conduct ceases immediately and corrective action is taken to prevent a recurrence. Any Covered Person who violates the Policy will be subject to the full range of corrective action, up to and including termination of employment with RWI. RWI will inform the complaining Covered Person, if his/her/their identity is known, of the resolution of the complaint as appropriate.

All complaints will be treated confidentially to the extent practicable for an effective resolution. No individual will suffer adverse employment consequences from RWI as a result of making a reasonable good faith complaint or taking part in the investigation of a complaint. An individual who knowingly alleges a false claim against another will be in violation of this policy and subject to the full range of corrective action, up to and including termination of employment with RWI.

Reporting Options Contact Information:

RWI Program Director: Michael Robins- mrobins@kauffman.org

RWI General Counsel & Secretary: John E. Tyler, III- jtyler@kauffman.org

RWI Deputy General Counsel: Tim Racer- tracer@kauffman.org

RWI Chief People Officer: Brandy Johnson- bjohnson@kauffman.org

RWI Outside Counsel: Dana Tippin-Cutler- dcutler@tippinlawfirm.com

RWI Board of Directors: Kristin Bechard, Chair- kbechard@kauffman.org

Bill Nicely, President- bnicely@kauffman.org

Susan Klusmeier- sklusmeier@kauffman.org

Ethicspoint: www.realworldinitiatives.ethicspoint.com 833-256-9032

APPENDIX 1

GUIDELINES FOR INTERACTIONS WITH PARTICIPANTS

To protect Participants and Covered Individuals alike, the following guidelines have been established to govern the relationship between Covered Individuals and Participants. These guidelines must be followed when Covered Individuals interact with Participants:

1. Coaches should take proactive steps to avoid being alone in a room with a Participant. There should be at least two adults present for meetings with a Participant. When this is not possible, a Coach should meet with multiple Participants at once. In the event a one-on-one meeting between a Covered Individual and Participant is unavoidable, the meeting should occur in an open-door, well-lit, easily viewable setting.
2. Closed Door Individual Meetings between Covered Individuals and a Participant should be infrequent and rare and should not occur unless the ProX Program Director is aware of the meeting's purpose and location prior to the beginning of the meeting. The Covered Individual in such a meeting must document the time spent behind closed doors and the specific purpose for such meeting in {{official record keeping system}}. A meeting room that is windowed, highly visible and/or observable should be utilized for such a meeting.
3. In-person Participant activities should always occur in well-lit and easily accessible areas. Intimate or secluded settings are to be avoided.
4. Coaches should generally avoid touching Participants (other than greeting handshakes), especially by initiating contact. If a Participant hugs a Coach; the contact should be shoulder-to-shoulder rather than (face to face). Covered Individuals must honor any "boundaries" regarding contact or reasonable proximity that may be established by Participants. Patting Participants on the seat as a sign of congratulation or encouragement, as often observed in athletics, is forbidden.
5. Coaches should not visit Participants in their home/residence without first obtaining permission from the Program Director of ProX. Permission should not be granted unless highly unusual circumstances warrant such permission.
6. Meetings between Participants and Coaches should occur only during publicly posted office hours and all interactions with students should be documented in {{official record keeping system}}.
7. Coaches should use their best efforts to not enter bathrooms with Participants.
8. All ProX Participants are under the legal drinking age. Covered Individuals are prohibited from providing alcohol, pornography or drugs of any kind to any Participant.

APPENDIX 1

GUIDELINES FOR INTERACTIONS WITH PARTICIPANTS

9. Coaches should not provide transportation to any Participant. In those rare instances where providing transportation is necessary, the Coach must ensure that another adult is present in the vehicle during the time the Participant is being transported. Coaches should get permission from the ProX Program Director (Michael Robins- mrobins@kauffman.org or 816-932-1274) prior to transporting a Participant and the instance of transportation must be documented in {{official record keeping system}}.

10. Coaches should be alert to signs of a Participant being uncomfortable with any Covered Individuals. Coaches should confirm with Participants that they are comfortable working with the individuals the Participant works with at an Employer location. Coaches should seek to have different individuals assigned to work with the Participant or to reassign a Participant to a different Employer when a Participant shares discomfort.

11. Under no circumstances may Covered Individuals: (i) bring a Participant alone into a Covered Individual's home or rented room, (ii) kiss a Participant, (iii) request personal favors from a Participant, or (iv) insinuate that a Participant's completion of a ProX program requirement is dependent on personally pleasing or satisfying the Covered Individuals.

12. The following interactions with a Participant will, in most instances, fall within the definition of Abuse and Molestation and should be avoided:

- Developing or attempting to develop sexual or intimate social relationships with a Participant, or the family members of a Participant;
- Intentional physical contact with a Participant that is not invited or results in an injury;
- Intentional physical contact by a Covered Individual with a Participant involving the breasts, buttocks or pelvic areas;
- Any otherwise nonerotic activities involving a Participant for which the true intended result is sexual arousal or gratification;



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