



## Tours Support

Giving a campus tour is one of the most important first contacts we give to new youth. It gives the first real 'gut' reaction to how they feel, both positively and negatively, about their new location. It is easy to get logistical facts from reading the location's website or other materials, but this first face-to-face encounter shares the culture and essence of who you are and what your location focuses on.

### Requirements for Tours

- The Transition Leadership Committee will develop a unique and creative process to provide tours.
- The Transition Leadership Committee will work with Administration and the Advisers to schedule and coordinate tours.
- Tours will occur within three (3) days of a new youth's arrival.
- A Transition Leadership Committee member and/or Team Leaders will provide tours at the location.
- The Transition Leadership Team will organize a rotation schedule to have lunch with new youth within the first five (5) days of their arrival. This lunch will have at least one (1) committee member present.
- When Team Leaders give tours, they are provided with the name and date for the new youth to meet with a committee member.

### General Tips for Tours

- Know the basics. Be able to answer questions about your location and what activities are offered. Also, know who would have the information. If you can't answer a question, be sure to know where they can get that information.
- Create a list of people and places at your location that would be important for new youth to know. Some examples include the counselor's office, administration, bookkeeper, lunchroom, school library, and athletics area.
- As you are doing the tour, be sure to introduce new youth to teachers, administrators, or other key people at your location as you find them.
- Create an interactive map for new youth to use as they are mapping their classes and important places at the location. Bringing a clipboard, pen, map of the location, and highlighters can help new youth know where to go.
- Gather important school information, such as calendar, bell schedule, sports, activities, clubs, etc., to give to new youth during the tour.
  - What makes your location unique? Make sure you share what features they will find at your location that they may not have had at their previous location.
- Create a Team Leader Contact list as a way for new youth to contact if they have questions or need assistance.
- Take a few moments at the beginning of the tour to ask new youth what activities they enjoy doing so that you can make the tour customized to them.
- Share your own stories and experiences. A script is important, but it can never replace your own perspective.
- Keep the energy up! New youth will match your energy. Finding ways to keep the tour positive and interesting will help both of you!