

**St. Joseph's Care Group
Thunder Bay, Ontario P7B 5G7**

**SISTER MARGARET SMITH CENTRE
YOUTH SERVICES**

CLIENT HANDBOOK

You've taken a very important first step by deciding to take part in our treatment program! Your decision took a lot of courage and shows that you are willing to start taking control of your life.

All of the staff at the Centre are very committed to this program and to the people who come here for treatment. They will be there to help you develop and attain your personal goals. Sometimes we will have fun, and other times it will be hard work; but, that hard work will pay off. If you make a commitment to the program and stick with it, you will reach your goals!

This package gives you some basic information about the program so you can have an idea of what we're all about. If you have any questions not answered in this package, any staff member would be happy to clear it up.





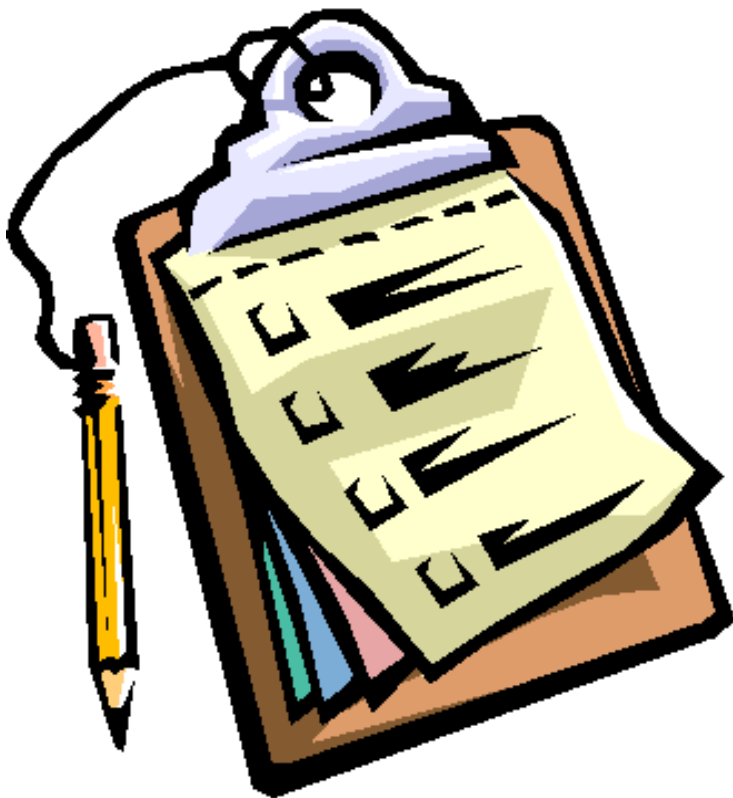
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PROGRAM SCHEDULE

The combined Residential and Day program is five weeks long. Youth in the Day program arrive at 8:30 am Monday to Friday, attend all programming (groups, school, recreation, educational sessions) with the Residential youth, then leave at 3:30 pm. (However may attend evening programming according to need)

A weekly schedule is located on the closet door of your room. This is a general outline of what you will be doing. Staff will let you know of any changes in activities or program times.





WHO ARE THE STAFF??

Case Manager: facilitates group, coordinates your group treatment and discharge process; helps you develop personalized goals; and may provide you with individual counselling as needed.

Gambling Counsellor: is available to meet with you on an individual basis regarding concerns about gambling behaviour of self or family members; also facilitates a High Risk sessions to provide information on gambling to the group.

Youth Workers: are responsible for the operation of the unit, including meals, medication, security and supervision. They are available 24/7 to assist you with your day-to-day life in the program, and support you through the treatment process. They also facilitate evening and weekend groups.

Recreationist: presents, recreation and wellness programs, and will help you to explore and develop healthy leisure activities.

Supervisor: is responsible for the overall operation of the program, and is available to answer any questions you may have about the services you receive.

Intake Counsellor The youth intake counsellor is your main contact prior to treatment. They are responsible for sending you the treatment package which includes the confirmation of treatment letter. Regular appointments will occur either on the phone or in person if you live in Thunder Bay. They help prepare you for entering treatment by ensuring your paperwork is completed and questions are answered.

Teacher is qualified through the Board of Education to help you with schoolwork you bring with you from your own school, or to set up an individual program for you to work on.

Spiritual Advisor is available to meet with you individually to discuss your thoughts and feelings related to personal spirituality and/or grief.

Physician/Nurse Practitioner is on-site once per week to treat illnesses and injuries and provide medical information and consultation.

Child Psychiatrist is available to the clinical team for consultation. Youth assessments can be arranged through your clinician.



WHAT IS THE RESIDENTIAL TREATMENT PROGRAM ALL ABOUT?

Assessment - in order to offer youth an individualized treatment program we first want to gain a thorough understanding of what is happening. Our treatment team works with the youth to develop a comprehensive assessment of the youth's substance use, physical health and mental health concerns.

Stabilization - many youth come to our program because the adults in their life or the youth themselves are worried about safety. We offer a residential support service for youth who need a safe and secure place to stay while they are working on some of their issues.

Drug & Alcohol Awareness & Education - youth will learn specific information regarding the physical, emotional, and psychological impact regarding substance use and addiction.

Exploration & Relapse Prevention - youth are invited to examine who they are, how they got where they are today and the role substances have played in that journey. By examining all areas of their life including family, friends, school, recreation and themselves, youth are encouraged to take a safe look at their world, and discover new coping skills.

Individual Counselling - youth often come into treatment with a variety of individual mental health issues as well as struggling with substance abuse. Their individual counsellor will assist

youth in addressing some of these concerns. The gambling counsellor is also available for assessment and counselling.

Spirituality - youth have the opportunity to participate in Native Spirituality programming as a group. There is also a spiritual counselor available on an individual basis.

Family Support & Assistance - we strongly encourage family involvement in a youth's treatment program. Visits with family may be arranged with Case Manger.

School - youth are expected to attend school while in treatment. The classroom is on-site, and provided by the Thunder Bay Catholic District School Board. The school class time is 10 hours per week.

Transition Planning - from the moment a staff connects with a youth and his/her family, we want to discuss discharge and what that means. We believe that success is not measured by how a youth functions in treatment, but by how a youth is able to function within his/her family, school, and community. It is essential that we work with the youth to reconnect them back to their community resources and supports.

Groups - In addition to the Substance Abuse group, a number of other group learning opportunities are available in the evenings. These may include life skills, social skills, healthy relationships and family issues. Other groups may be offered as needed. You will be offered a variety of opportunities to develop the knowledge and skills that may help you to cope more successfully with the world around you.

Recreation & Wellness - this program is a unique opportunity for youth to learn and experience new ways of having fun - free of alcohol and drugs. The program looks at youth as a whole being of 'body, mind and spirit'. It encourages youth to discover their full potential, talents, and skills - as well as developing new ones. The program covers community awareness and outings; how to live a healthy lifestyle; arts and crafts; sports; and special events.

Yoga For Youth - is a unique program held two times a week throughout treatment. This program is designed as an empowering tool to help youth cope with the stress in their lives.

******* IMPORTANT!*******

Please note that you will need to bring the following with you to be able to participate fully in the recreation & wellness program.

T-shirts, sweatshirt, running shoes (this is mandatory), bathing suit and beach towel (you may have the opportunity to go swimming), track pants and/or shorts.

Warm clothing for late fall/winter for outdoor activities such as snow pants, warm, windproof jacket, boots with lining, mitts, hat, scarf and skates (optional).

Feel free to bring along small craft projects to do in your free time.

Water bottle and cup with lid (reusable).

Cost: To offset the cost of community recreation activities, transportation, and craft supplies, you will need \$150.00.

Aftercare - aftercare is provided to local youth at the Smith Centre to support you in learning and practising the new skills you have learned. Group or individual counselling is available offering you a variety of options based on your needs and preference. Out of town youth will be assisted in connecting with resources in their own community for aftercare.

A WORD ABOUT SUPERVISION & SECURITY...

Because safety is our primary concern, Youth Services is a highly supervised program. Youth activities and interactions are supervised at all times. Regular room checks are conducted throughout the night as well.

In addition, the Sister Margaret Smith Centre has a Security Monitoring System located on all client floors and entranceways. This is to monitor the safety and activities of clients in treatment as well as to provide security of each unit and property while clients and staff are on outings. Cameras are recording 24 hours/day.

EXPECTATIONS

Program Expectations

Any programs offered by Youth Services shall:

- Treat people with respect, fairness & as individuals
- Create a caring & compassionate environment where safety is a primary concern
- Use discipline & consequences that foster learning & growth
- Maintain confidentiality at all times except where safety of self, others, or property is at risk or where staff are expected by law to report
- Provide individualized treatment that is based on assessed needs, goals of the client, & the ability of the program to provide that service
- Uphold & enforce all policies, rules & laws as they apply to the youth in program
- Have staff communicate with each other (written & verbally) all information that is relevant to the delivery of safe & effective service
- Ensure the rights of clients in program are not violated
- Negotiate, discuss, or problem solve any conflicts, issues, concerns, or problems that clients experience while in program

Youth Expectations

All youth in our program are expected to:

- Attend all programming, sessions, groups, or other activities free from the influence of alcohol or other drugs (except where prescribed by physician)
- Arrive on time to groups, sessions, & programming

- Participate in the program to the best of their ability
- Treat all people & property with respect
- Follow all rules & structure of the program
- Maintain confidentiality
- Keep the environment safe, clean, & healthy
- Maintain proper hygiene & be appropriately dressed

Day Treatment Youth - Some additional expectations...

Day treatment clients are expected to:

- Attend program Monday through Friday from 8:30am to 3:30pm (However may attend evening programming according to need)
- Be free of mood altering substances while in program
- Attend lunch with the other residential youth
- Contact Youth Services staff & inform them if you will be absent or late
- Arrange your own transportation to & from the program
- Provide money for recreational activities - you will be informed in advance if it is required
- Leave the building upon completion of the program each day
- Be aware that during check-in each day, staff will go through your personal belongings & remove items that are not allowed (sharp objects, meds, cigarettes, lighters, etc.). These items are placed in lock-up & dispensed by staff as required. Belongings will be returned to you at the end of each day
- Be aware that the Smith Centre is not responsible for the loss or damage of any personal items

WHAT ARE THE RULES?

1. Due to safety reasons the following items are **not permitted**:
 - Illegal drugs, alcohol, aerosols, mouthwash, perfumes, toxic substances, chemicals, solvents or any cosmetic/ toiletry that contains those substances.
 - **YOUTH SERVICES** is a "Scent Free" environment. This means absolutely "NO" Body Sprays; and Perfumes.
 2. Due to supervision requirements, youth are not allowed to:
 - be in another youth's bedroom
 - hang out in another youth's doorway
 - congregate in any of the common areas in groups of two or more without staff present
 - pass notes
 - leave the group during all outings, and walks
 3. **Borrowing, lending or buying is not allowed from each other. (this includes make-up, clothing, phone cards, jewelry, and money).**
 4. For safety & security reasons, the following items will be stored in staff lock-up & may be signed out as necessary:
 - sharp objects (needles, razors, scissors, nail files, tweezers, pins, knives, etc.)
 - prescribed medication, over the counter medication & first aid supplies
 - food/snacks
 - no energy drinks
 - other items that may possess a safety hazard
- ** Personal items that youth are not able to manage safely will be removed by staff**
- ** If staff suspect that youth have anything in their possession or room that is illegal or compromises the safety of the unit, a complete safety check search**

5. Due to health & safety, youth are not permitted to:

- walk about the unit without proper footwear **bring indoor shoes or slippers and shower shoes/flip-flops.**
- Store food in bedrooms
- share beverages from the same cup, glass, or bottle
- **No open cups allowed outside of kitchen *BRING COVERED CUP/BOTTLE.**
- engage in physical activities or behaviour (i.e. running, horseplay, wrestling, gymnastics, hacky-sack) that compromises the safety of anyone on the unit
- treat property in a manner that compromises or causes damage beyond the regular use of the property. (ie. window screens)

6. Youth are expected to keep their rooms reasonably clean, this includes:

- dirty laundry in the laundry basket
- bedding on the bed
- garbage in the garbage container
- hospital property remaining in place
- belongings in their place

****Rooms will be monitored by staff for cleanliness**

7. Bedtimes:

- Weekdays - in room by 10:30pm
 - Weekends - in room by 11:00 pm
- (Late night privilege - 12:00 am - will be reviewed weekly)*

**** Youth are allowed to do quiet activities in their room (listen to music, read, write) as long as they do not interfere with other people's ability to settle. There is not a set lights out time, however, if a youth is not able to manage the next day because s/he stayed up too late the night before, then a lights out time will be imposed.**

8. Phone calls:

**** During the first week of treatment, phone calls are limited to 'Supervised Calls' to family/guardian only arranged through your Case Manager. After this first week, you will be allowed to make two calls on weekends.***
(SAT 9:00AM to 10:00PM, SUN (9:00AM to 9:30 PM)

- *phone calls are a privilege that must be pre-approved by staff & are subject to staff discretion based upon behaviour & the phone's availability*
- *clients must document all phone calls on the telephone tracking sheet*
- *staff may terminate any phone call if the youth is unable to manage their behaviour during the call (i.e. inappropriate language & conversation topics, violating confidentiality, or unsafe behaviour)*
- *in the event of a safety concern, staff may dial the number for the youth*

*** * CELL PHONES** are not permitted and will be placed in lock up for the treatment period.

9. The Smith Centre Youth Services will not be responsible for lost or stolen articles.

10. Due to the sensitive issues of the client population, the following is not tolerated:

- physical contact of an aggressive or sexual nature
- relationships with other youth in the program that would be classified as best friend, romantic or sexual nature, or any selective relationship that may interfere with someone's treatment
- language or behaviour that may negatively impact or interfere with another person's rights, treatment issues, or safety (i.e. junky talk, sexual comments, rude jokes or gesture, threatening language or gestures, swearing at others)

- movies, television, music (personal CD's - CD player provided) or reading materials that:
- is R-rated
- contains violence for the sake of violence
- degrades or puts down others
- encourages poor coping or problem solving
- promotes using violence to solve problems
- promotes any form of abuse
- any audio, visual, or written material that is found to be impacting, triggering, or offensive to other clients will be placed in lock-up until the end of treatment
- wearing clothing with slogans or illustration which depicts the promotion of drugs/alcohol, or sexist, derogatory, rude or disrespectful remarks. Clients may be asked to adjust their clothing style if it is negatively impacting their progress in treatment or affecting their peers. Therefore,
- shirts must be worn at all time & cover cleavage
- appropriate length shirts must be worn to cover midriff and underwear
- shorts must cover buttocks
- bathing suits may only be worn for the purpose of swimming
- no see-through clothing, no bandanas, & no pyjamas to be worn in place of day wear

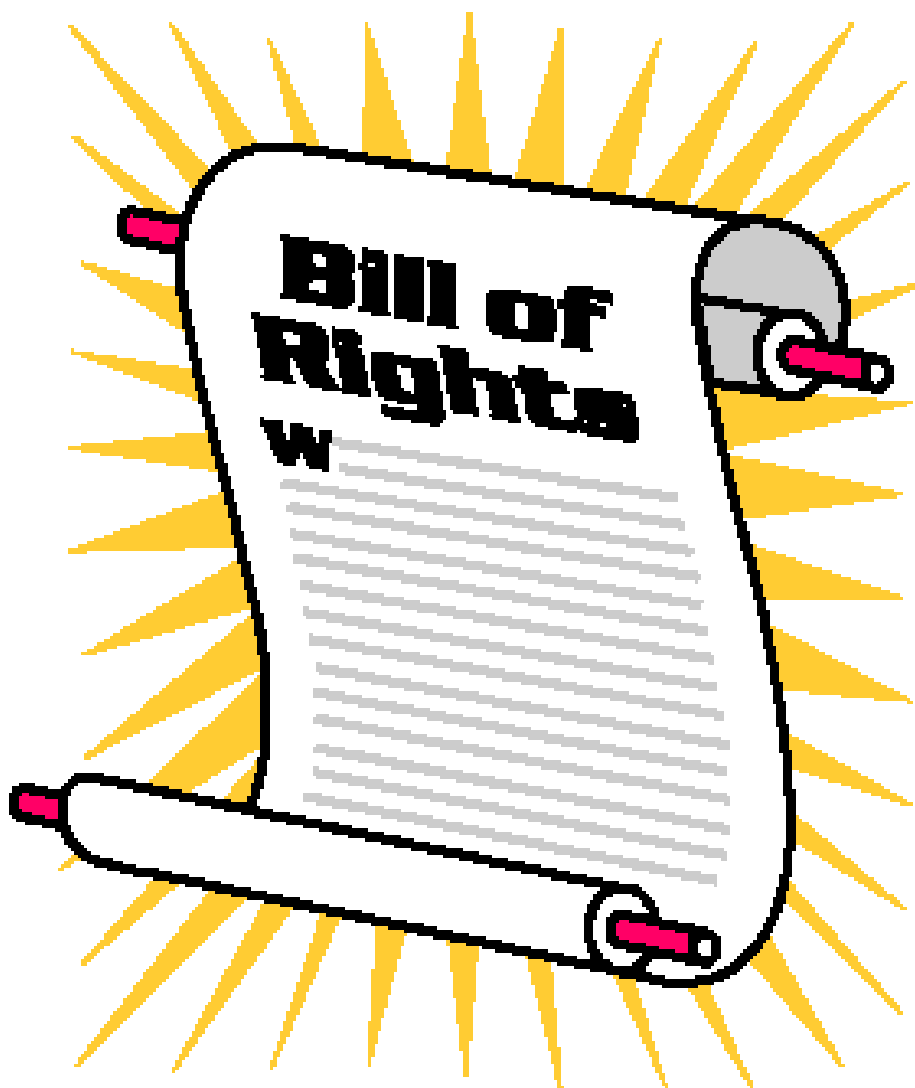
**** Youth must be covered while sleeping, and wear a housecoat or clothing when traveling between the washroom and their bedroom****

CLIENT'S BILL OF RIGHTS & RESPONSIBILITIES

All clients at the Sister Margaret Smith Centre, Youth Services should be reminded that they have rights & responsibilities while receiving our services.

- The right to a safe environment where your needs for food, clothing, & shelter are met, & where staff are committed to keeping you safe from harm. The responsibility to follow the rules set in place to ensure your safety and the safety of others.
- The right to make your own choices and decisions with regards to substance use goals. The responsibility to participate in all aspects of your treatment plan.
- The right to be informed of your responsibilities & what is expected of you in program. The responsibility to understand that there are consequences to not following through with those expectations.
- The right to confidentiality within the limits of the law. The responsibility to keep confidential the identity & personal issues of those in program with you.
- The right to know your rights according to the law. The responsibility to follow the law when it comes to your rights & the rights of others.
- The right to speak up if you feel your rights are being violated & be informed of the way to complain. The responsibility to be respectful to yourself & others by following the complaint procedure.
- The right to visit & speak with your family (unless otherwise ordered by law). The responsibility to follow the rules around time limits, procedures, & at what point in the program calls and visits are allowed.
- The right to visit, speak with, & receive correspondence from your lawyer. The responsibility to inform staff of your legal needs..

- The right to send & receive mail, uncensored. The responsibility to understand that mail will be opened in the presence of staff to ensure that no prohibited items are inside.
- The right to reasonable privacy & personal possessions. The responsibility to understand that some exceptions may apply when safety might be compromised.
- The right to attend school or approved alternate training. The responsibility to follow through with your education goals and be respectful to the teacher.
- The right to attend your chosen spiritual or religious services. The responsibility to respect the religious choices of others.
- The right to participate in recreational activities. The responsibility to follow through with participating in all recreational activities to the best of your ability.





WHAT ABOUT CONFIDENTIALITY?

Confidentiality is an important part of treatment at Youth Services where you can share important issues in a safe environment. We ask that all clients respect the privacy of other clients and are not to talk about them outside of the Centre. *What you see here, and what you hear here, stays here.*

When you first arrive at treatment, staff will go over a form about confidentiality with you. It will contain the following information:

I agree to maintain complete confidentiality with regard to discussions between clients before, during, or after groups or individual treatment sessions.

I understand that my treatment progress will be documented. I further understand that the information will be shared only with proper written consent from me (if under 16, a parent's signature is also required).

I understand that staff will maintain complete confidentiality, except where required by law to do otherwise. Those exceptions include:

- a) The Youth Services team will meet to discuss my treatment plan, progress and relevant information
- b) If I am under the age of 16 and disclose to any agency staff that I have experienced physical or sexual abuse that has not yet been reported, it will be reported to the Children's Aid Society.
- c) If I disclose that I have physically or sexually abused others, this will be reported to the Children's Aid Society regardless of my age.
- d) My parent or guardian will be informed if I intend to do harm to myself.
- e) Police will be informed if I disclose that I intend to commit a crime.
- f) In case of emergency, medical information will be given to the doctor attending me.
- g) Information will be given if required by a court subpoena.



WHAT DO I DO IF I HAVE A CONCERN OR COMPLAINT?

1. A request to resolve a specific concern or complaint may be made by the youth in care, legal guardian, or another person representing the youth.
2. Every youth shall be provided with an opportunity to express concerns or complaints:
 - in the presence of other residents and staff
 - in private with a staff
 - in private with the Supervisor or designate
3. When the issue is not resolved at this level, the youth, legal guardian, or another person may address the concerns or complaints to the Supervisor who shall undertake and complete an interim review within seven days.
4. If the person making the complaint is not satisfied with the result of the review conducted, that person may request an additional internal agency review by the Senior Manager and/or may request in writing, that the Minister appoint an independent person to conduct a further review of the complaint.
5. At any given time, the adolescent has the option to access the Office of the Child and Family Services Advocacy, Toronto (416-965-9282) or complete the available information within the residential facility.

FAQ'S



Can I smoke cigarettes?

St. Joseph's Care Group has a "Tobacco Smoking Policy" that supports the "Smoke - Free Ontario Act". This act prohibits us from allowing/promoting youth under 19 years of age from smoking. Violations will be fined.

Can I have visitors?

It is helpful to have family come and participate in some parts of the program with you. It is necessary that you make arrangements with case manager in advance of any visit. We will try to arrange for a visit at a time that is best for both your visitor and the program.

What about costs?

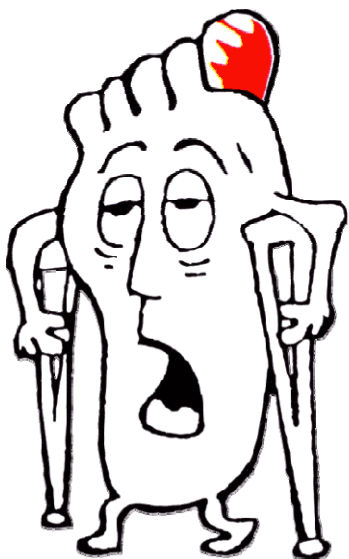
The treatment program is paid through your Health Card. However you are responsible for transportation to and from the program.

Other costs: Rec Program \$150.00 (30 per week)

Personal Money \$100.00 (20.00 per week)

What will I learn?

You will be offered a variety of opportunities to learn living skills (cooking, chores, housekeeping skills, etc.) and to develop personal skills (assertiveness, communication, conflict resolution, etc.) Staff will help you to select choices most appropriate for your needs and goals.



What if I get sick or hurt?

If you get sick or hurt, let staff know so they can ensure you are cared for. Youth Workers are the staff available around the clock, but you can speak to any adult about medical problems you are having. Please bring ***Health Card*** and photo i.d. with you. As well, please bring your ***family medical/drug plan*** information that will allow you to purchase prescription medication if necessary.

Can I bring electronics?

Yes Discmans, Mp3 players are allowed. In each room a portable stereo is provided for your convenience.

Due to issues of confidentiality, cameras are not allowed.



Do I ever get to go out in the community?

Being out in the community is an important part of the treatment program. There will be many opportunities for you to go out on activities. However, if you are unable to be safe, respectful to those around you, follow the law & behave in a manner consistent with the setting, you may lose the privilege of all outings. During any off-unit, supervised activities, you are expected to stay with the group. It is your responsibility to let staff know where you are at all times.

If you see someone in the community that you know, a brief conversation is acceptable; however it will be monitored by staff and stopped by staff if believed to be inappropriate.



Can I make long distance calls?

You may make long distance calls by using a calling card or calling collect.



Can I have treats or snack foods?

Snacks & treats may be purchased, provided you have personal money for that week. If you bring treats or snacks back to the unit, it must be labeled & stored in the fridge or lock-up. No food is allowed in your bedroom. Snack foods are allowed only during free time & cannot be substituted for regular meals. Please note energy drinks are not allowed!



A FINAL REMINDER...



PLEASE REMEMBER TO BRING:

- Quarters for pay phone to make any phone calls, & a calling card if you intend to make any long distance calls.
- Photo I.D. & health card
- Medical information & drug plan coverage information (a photocopy of the front & back of drug plan card).
- A reusable water bottle & covered cup.
- Slippers and flip-flops (shower)
- A TB skin test & medical exam must be completed prior to admittance to treatment. You must provide verification of having completed this upon admission.
- Plane/bus tickets or other **DEFINITIVE** arrangements for your return must be in place *prior* to admission.
- CD's
- Runners
- Sports clothes
- Toiletries
- School work
- Books
- Crafts/free time stuff



