

## **SYL APPS YOUTH CENTRE: Secure Treatment Program**

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## **YOUTH ORIENTATION HANDBOOK**

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**475 Iroquois Shore Rd.  
Oakville, ON L6H 1M3**

# Welcome

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## Kinark Child & Family Services



### VISION

A healthy future for Ontario's children and youth.



### MISSION

Kinark is committed to helping children and youth with complex needs achieve better life outcomes.

### CORE VALUES

Hold children, youth and families at the centre of all we do; Challenge ourselves to learn and grow; Achieve more together; Instill hope; Lead





# **Youth Handbook Checklist**

- **Your Rights and Responsibilities**
- **Anti- Discrimination and Harassment**
- **Unit Routines and Daily Schedules**
- **Level System and Privileges**
- **How to Make a Complaint**
- **Family Visits and Phone Calls**
- **Case Management Information**
- **Safety and Security**
- **Cultural and Diversity Needs**
- **Programs and Opportunities**
- **School Information**
- **Your Treatment Team**
- **Introduction to staff and youth**
- **Tour of Syl Apps Youth Centre**



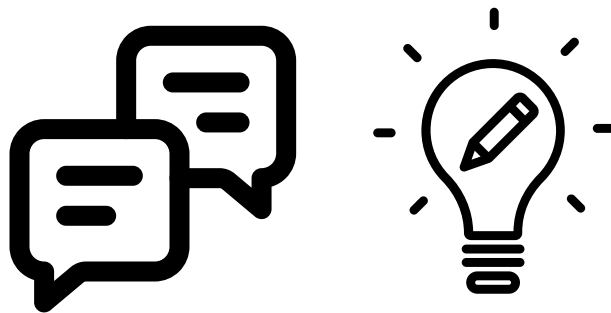
# MY RIGHTS

‘All youth living in a secure treatment facility and receiving services covered by the Child, Youth and Family Services Act, have rights that must be respected’



# Right to Engagement

- You have the right to have honest and respectful conversations about how decisions that affect you are made.
- You have a right to express your views, opinions and concerns, freely and safely and to have your views heard and considered.



## Right to Make Informed Choices and Consent to Treatment

You have the right to be fully involved in treatment decisions affecting you, including:

- Your consent or agreement to treatment
- The length of treatment
- Type of treatment you receive



# Right to be Treated with Respect

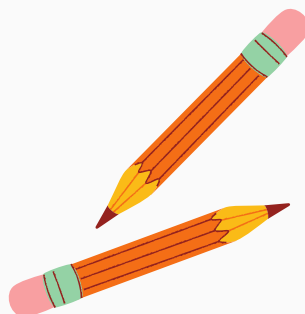
**You have the right to be treated with respect, regardless of your race, ancestry, place of origin, culture, citizenship, creed, age, disability, sexual orientation, gender identity, gender expression, diagnosis, wishes, values, beliefs, and experiences.**



**We will respect your privacy, confidentiality, dignity, independence, and self-determination.**

## Right to Education

- **You have the right to receive an education and training**
- **You have a right to receive an education that is supportive of your needs**



# Right of Communication

- **You have the right to have visits and phone calls with your family, lawyer, someone from the Ombudsman's Office or the Office of the Provincial Advocate for Children and Youth, a Member of Parliament, or any other adult speaking on your behalf**
- **You have the right to send and receive uncensored written communication**
- **Incoming written communication may be opened in front of you, if it is believed, on reasonable grounds, that the contents of the written communication may contain prohibited items or cause you physical or emotional harm.**
- **Written communication includes mail and electronic communication in any form (that is, electronic mail, text messages and internet web sites)**



# Right to be Fully Informed

- **You have the right to be fully informed, in a language and manner that helps you understand the information**
- **You have the right to be told about the rules of the program and your responsibilities**
- **You have a right to be told your legal rights**



## Right to Complain

- **You have the right to make a complaint, without fear of punishment**
- **You have the right to be informed of the internal and external complaint process**

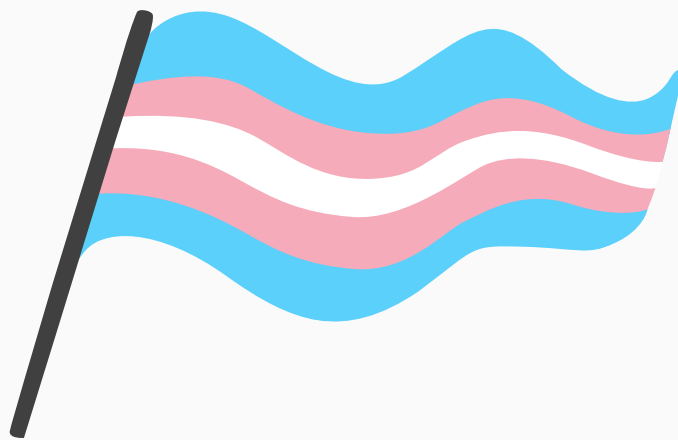


# Rights of Transgender Clients

You have a right to identify as transgender, use pronouns that reflect your gender identity and be recognized/treated as the gender you live in.

Your personal information will be kept confidential.

You have a right to dress according to your expressed gender, clothing will be provided to you based on your expressed gender identity.



# **Right to Creed, Community, and Cultural Identity**

- You have the right to practice your faith and receive religious and/or cultural instruction.
- You have the right to participate in activities of your choice related to your creed, community, and cultural identity.



## **Reasonable Privacy, and Possession of Personal Property**

You have a right to reasonable privacy, and reasonable possession of personal property.

# Right to Medical and Dental Care

**You have the right to receive necessary medical and dental care (with consent of your parent/guardian if you are under 16 years of age).**



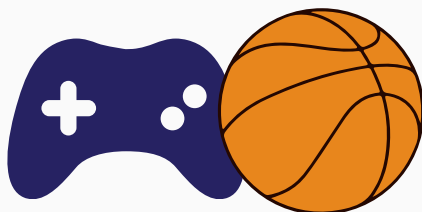
# Right to Food and Clothing

**You have a right to be provided with well-balanced meals and suitable clothing.**



# Right to Leisure and Recreation

**You have the right to take part and participate in leisure and recreation activities.**



# Right to Support Persons

You have the right to have a person of your choice involved in all parts of your treatment including:

- Counselling
- Resource Person
- Adult Ally
- Rights advice
- Advocacy
- Legal counsel



## Right to Participate in your Plan of Care

You have the right to take part in your plan of care and be involved in any changes made to it

## Right to be Free from Harm

- You have the right to not be physically punished, for any reason
- You have the right to receive services in a manner that minimizes potential harm and optimizes the quality of life



# **What to Expect at SAYC?**

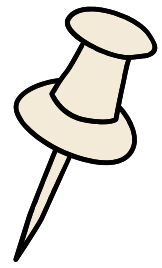
**I can expect**

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**at Syl Apps Youth Centre:**

- **A safe, welcoming therapeutic environment where I can develop my skills and focus on my strengths, learn coping strategies, and build resiliency**
- **An individualized management plan that I will help to create that will value my uniqueness, consider my needs, and help me reach my full potential**
- **Caring, supportive staff available 24 hours a day, 7 days a week**
- **Support to participate in daily programming and routines, like school and recreation**
- **A treatment team that meets weekly, with my input, to review my progress**
- **To participate in weekly Individual Therapy and/or group sessions as indicated**
- **Staff to support me with discharge planning and next steps**

# My Responsibilities



You have the responsibility to:

- Follow the rules and expectations set out by the unit
- Attend school regularly (as per your Treatment Plan)
- Respect the property of the program and other youth
- Accept the consequences set out if any rules/ expectations are not followed
- Be helpful and respectful to others in the program
- Maintain personal cleanliness and tidiness
- Maintain open communication with the program staff
- Respect diversity, i.e. race, gender, culture and religion
- Participate in your treatment by attending individual therapy and other programming
- Respect the privacy and confidentiality of others
- You must remember that you are sharing a living space with other youth and staff who also have rights.

## Did you know...?

You can speak to your prime worker or supervisor if you have an issue, concern, or need a better understanding your rights, responsibilities or unit expectations!

Everyone has a responsibility to respect the rights of others and to treat others as they wish to be treated.



# How to Make a Complaint or Raise a Concern



- There are NO consequences if you raise a complaint or concern!
- You can always raise any concerns you have with your family/guardian or primary worker. You can also express your concerns or make a complaint through:
- Complaints/Concerns to Unit Supervisor
- If you have a complaint or concern you can raise it with the Unit Supervisor(s). You can ask to speak with one of them privately or write down your complaint/concerns and place it in the supervisor mailbox or under the supervisor's office door.
- You can expect a response within 24-hours of the supervisor receiving your complaint/concern.
- Complaints/Concerns to Program Director or Ombudsman Office for Children and Youth
- You can also voice a complaint/concern to the Forensic Director or Ombudsman. Write down your complaint/concern, put it in the envelope addressed to SAYC's Forensic Director, Jim McNamee or the Ombudsman. Give the envelope to a staff or place it in the supervisor mailbox/ under the unit supervisor's office door – This will be sent out once received. Alternatively, you can give the envelope to a school staff to mail out.
- You can also call the Ombudsman's Office at 1-800-263-1830. You have the right to speak/meet with the Ombudsman in a private space.



# Family Contact, Virtual and In-Person Visits

Contact with your family is determined as part of your treatment plan. Approved contacts can call in at any time. If you are busy or unavailable, they may be asked to call back. You can let staff know you would like to make a phone call at a specific time, during the evening planning meeting or any time the phone is available. Staff may use their discretion to facilitate phone calls, based on the needs of all the youth in your Cottage.

Phone calls can be planned after school hours and any time on Saturday and Sunday.

Visits with your approved contacts are determined as part of your treatment plan.

**\*Speak with your prime worker or supervisor on how you can arrange an in-person visit, virtual visit, or phone call with your family/ approved contact.**



# My Treatment Team

These are the people who will be involved in my care  
and who I can turn to for support.

**Psychiatrist:**

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**Nurse Practitioner :**

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**Unit Supervisor:**

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**Youth Workers:**

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**Transitional Support  
Worker:**

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# Typical Daily Schedule(s) - Weekday & Weekend/Holiday

TIME	DESCRIPTION
7:00 am - 9:10 am	Youth wake up, complete hygiene routine and chores, enjoy breakfast, receive morning medication (if applicable), attend morning meeting.
9:10 am - 11:10 am	School
11:10 am - 12:50 pm	Youth enjoy lunch, have quiet (independent) time, receive medication (if applicable)
12:50 pm - 2:50 pm	School
2:50 pm - 3:30 pm	Youth enjoy afternoon snack, have quiet (independent) time
3:30 pm - 5:00 pm	Youth participate in evening planning meeting, groups* and afternoon programming, complete evening chores, daily recreation/ unit-based activities are available, homework
5:00 pm - 6:00 pm	Youth enjoy dinner, have quiet (independent) time
6:00 pm - 8:30 pm	Youth participate in groups* and evening programming, daily recreation/ unit-based activities are available, receive evening medication (if applicable), evening snack
8:30 pm - 9:00** pm	Youth complete bedtime hygiene routine and prepare for rest.

## Weekend/Holiday

TIME	DESCRIPTION
7:00 am - 10:00 am	Youth wake up, complete hygiene routine and chores, enjoy breakfast, receive morning medication (if applicable), attend morning meeting.
10:00 am - 11:30 am	Youth participate in weekend programming - daily recreation/ unit-based activities are available
11:30 am - 12:30 pm	Youth enjoy lunch, have quiet (independent) time, receive medication (if applicable)
12:30 pm - 3:00 pm	Youth participate in weekend programming - daily recreation/ unit-based activities are available
3:00 pm - 3:30 pm	Youth participate in evening planning meeting, afternoon programming, complete evening chores, daily recreation/ unit-based activities are available
5:00 pm - 6:00 pm	Youth enjoy dinner, have quiet (independent) time
6:00 pm - 8:30 pm	Youth participate in evening programming, daily recreation/ unit-based activities are available, receive evening medication (if applicable), evening snack
8:30 pm - 9:00** pm	Youth complete bedtime hygiene routine and prepare for rest.

# Risks and Benefits

## **We want to help you succeed!**

We have a team of specialized staff, including Child and Youth Workers, Social Workers, Nurses, Psychologists (and more), that are here to help you establish, work towards, and achieve your individual treatment goals in a safe and structured environment.

## **What to Expect at SAYC...?**

- An opportunity to develop my skills, strengths and coping strategies to decrease the risk of harming myself or other people
- An individualized management plan that I will help to create that will value my uniqueness consider my needs and help me to reach my full potential
- An interprofessional team
- Individual Therapy/Group Sessions
- Medication if appropriate
- Living on a unit with other youth, there will be limits placed on your privacy
- This is a treatment facility and you will be engaging in therapy, and therapy can at times be upsetting or cause emotional distress
- Coming into a new setting like Syl Apps Youth Centre can sometimes be difficult for new youth to develop relationships with staff and other youth
- SAYC is a setting where youth with many different needs come, at times you will have limited options in terms of the food, clothing and personal belongings







# **SYL APPS YOUTH CENTRE FIRE SAFTEY ORIENTATION FOR YOUTH**



# **WHAT DO I NEED TO KNOW IN CASE OF A FIRE?**

**Topic one: What am I listening for?**

**Topic two: Why should I follow the rules?**

**Topic three: Who should I listen to and follow?**

**Topic four: Where do I go?**

**Topic five: What do I do when it's over?**



# Topic ONE



## **WHAT AM I LISTENING FOR? DIFFERENT ALARMS**

## **WHAT DO THEY MEAN/WHAT DO I DO?**

### **SLOW INTERMITTENT PACED ALARM**

- I DO NOT HAVE TO EVACUATE BUT I NEED TO BE ON STANDBY IN CASE THE NEED FOR ME TO EVACUATE CHANGES.
- I WILL FOLLOW THE STAFF MEMBERS DIRECTION AND GET ANY ITEMS I MAY NEED AVAILABLE IF THE NEED FOR ME TO EVACUATE CHANGES.
- I WILL PARTICIPATE IN ALL SCHEDULED FIRE DRILLS.

### **FAST CONSTANT PACED ALARM**

- I DO HAVE TO EVACUATE THE AREA.
- I WILL FOLLOW THE STAFF MEMBERS DIRECTIONS AND GO TO THE ASSIGNED FIRE EVACUATION DESIGNATED AREA.
- I WILL RETURN BACK TO MY COTTAGE ONCE IT'S SAFE TO DO SO AND FOLLOW THE STAFF MEMBERS DIRECTION.

## Topic TWO

# WHY SHOULD I FOLLOW THE RULES?

### **FOLLOWING THE RULES**

- KEEPS ME SAFE.
- KEEPS THE OTHER YOUTH SAFE.
- KEEPS THE STAFF SAFE.
- HELPS THE FIRE DEPARTMENT IF THEY SHOW UP TO DO THEIR JOB.

### **NOT FOLLOWING THE RULES**

- PUTS ME AT RISK.
- PUTS OTHER YOUTH AT RISK.
- PUTS THE STAFF MEMBERS AT RISK.
- CAN KEEP THE FIRE DEPARTMENT FROM DOING THEIR JOB.



## **Topic THREE**

# **WHO SHOULD I LISTEN TO AND FOLLOW?**

## **LISTEN TO THE STAFF**

It's important to listen to the staff during a fire drill/alarm. I know that all the staff here at Syl Apps have been trained on what to do and where to go during a fire alarm. I know it's important for me to do my part and follow the staff members direction and evacuate if asked to do so. Remember it's all our responsibilities that keep us all safe during a fire.



# **Topic FOUR**

## **WHERE DO I GO?**

Where you should go depends on what kind of alarm.

1: Slow alarm I may be asked to line up in the kitchen/mudroom area on standby. It's important to listen to the staff's direction.

2: Fast alarm I may be asked to evacuate the area and be escorted to the East/West Courtyard. In some cases, I may be escorted to the East/West Enclosure. Again, it's important to follow the staff members direction in all cases.

3: Once its safe to do so, I will follow the staff direction and return to my cottage





## **Topic FIVE**

### **WHAT DO I DO WHEN IT'S OVER?**

**When it's over I will return to my cottage, and I have the option to speak with one of the staff members if I have any questions or was emotionally triggered by the fire alarm.**



## Resource person

You can decide if you would like a resource person, they would be someone who, on a voluntary basis:

- Will assist the treatment team in taking into account one or more of your identity characteristics or regional differences when making a decision that may or may not materially affect your interests.
- If you are a First Nations, Inuk or Métis child, an Indigenous resource person will assist the treatment team in taking into account your culture, heritage, traditions, connection to community and the concept of the extended family in relation to any aspect of providing services you and your family.

## Syl Apps Treatment Team with a selected Resource Person

The treatment team shall do the following as soon as practicable contact the resource person for the purposes of:

- Inform the resource person of the types of decisions, if any, that the treatment team reasonably anticipates needing to make with respect to you that would or would be likely to materially affect your interests.
- Will accept any information the resource person wishes to provide to the care team.
- Make reasonable efforts to be available to the resource person if the resource person contacts your treatment team.
- Contact the resource person at any time when your treatment team is making a decision that would or would be likely to materially affect your interests and receive any information the resource person wants to share around the decision.
- Your Syl Apps treatment team will work with your Resource Person to arrange appropriate times, places and how communication will be shared.



## Ending with a Resource Person

If you no longer want or need a resource person, inform someone on your treatment team and the team will stop sharing information with that person. You can then decide if you would like a different resource person.

# Restraints

Will only be used in emergency situations when immediate action is stop to you from seriously harming yourself or others and will be applied using the least amount of force necessary and the least intrusive type of restraint necessary.

- No restraint can ever be used as a form of punishment.
- Prior to the use of any restraint, your treatment team must consider interventions, including intervention methods recommended in your Management Plan/Plan of Care, UMAB-approved containments, or de-escalation techniques.
- You and your parents/guardians will have an opportunity to participate in the development of this plan and your wishes in respect of behaviour intervention strategies must be documented in the plan and considered as part of its development and implementation.
- Management Plans must be regularly reevaluated and updated based on experiences, and observations and/or concerns expressed by clients or their parents.
- Only members of your treatment team trained in UMAB can use restraint techniques.
- Mechanical restraints may be used in situations when immediate action is necessary to prevent the client seriously harming themselves or others. Mechanical restraints are to be used in accordance with the youth's Plan of Treatment.
- You will be constantly supervised while in a restraint and a treatment team member will be designated responsibility for continuously monitoring you and recording their observations in the client record and assessing if there is a need to remain in restraints.

