

# **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.



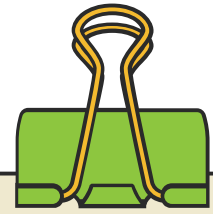
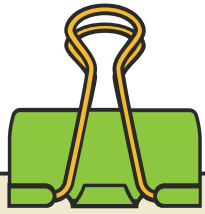
### MISSION

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





# **What does SAYC offer?**

- A safe and supportive place to build skills, coping strategies, and confidence
- A personal plan made with me that respects my needs and goals
- Caring staff here for me 24/7
- Support to join daily activities, school, and recreation
- A treatment team that meets weekly with my input
- Weekly individual and/or group therapy as needed
- Help with planning for discharge and my next steps

# 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



# LENGTH OF TREATMENT

Your length of stay is determined by the judge who granted the secure treatment order

An extension may be granted by a judge if it is believed that you need more time in treatment



# DISCHARGE FROM TREATMENT

Your discharge planning begins now with all external resources, guardians and you!





# 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 voice my opinion and talk about situations that affect me

You have the right to say what you think and feel about things that affect you



## Services that affect me

- You have the right to say
  - how you feel about the help you get
  - to be apart of the decisions
- You have the right to say these without
  - getting in trouble
  - feeling pressured
  - being treated unfairly



# Decisions that affect me

- You have the right to talk about decisions adults make about you
- You have the right to be listened to and respected
- This includes decisions about:
  - health and medication
  - school and job programs
  - culture, beliefs and community
  - moving to a new place (discharge)



## Right to not be physically punished

- A service provider can never punish by hurting you
- A service provider cannot allow anyone else to punish you by hurting you





# Rights about when I can be placed in locked room or facility

No service provider can lock you in a place that you cannot get out unless:

- you are in a secure treatment program
- You are in a place where a special locked room is legally approved

If a locked room has been approved there are special laws about:

- when and how long you can be locked in a room
- what the room must look like
- someone must watch you to keep you safe

If you have questions you have the right to talk to a staff member, a lawyer or a support worker



# Rights about when I can be physically restrained

- No service provider can:
  - use their strength to stop you from moving UNLESS it is to keep you or others safe
  - use their strength to stop you from moving as punishment
  - allow others to use their strength to stop you from moving



## Rights about when restraints can be used to limit my movement

- Mechanical restraints (velcros) cannot be use to punish you or just because it's easier for service providers
- Can only be used if:
  - You are in a secure treatment program
  - You need help with daily living or health needs (ie. shower, dressing, eating)

# USE OF RESTRAINTS

- Restraints are only used in emergencies to keep you or others safe from serious harm.
- They are a last resort. Staff will always try calming or de-escalation strategies first.
- Restraints are never used as punishment.
- Only trained staff can use them, and they must use the least force and type needed.

## Types of Restraints at SAYC:

**Physical Restraint:** Staff safely hold you for a short time to stop immediate harm.

**Mechanical Restraint:** Soft Velcro straps may be used if needed to stop you from hurting yourself or others.

- If restraints are used, staff will stay with you the whole time to make sure you're safe.
- Your Treatment Plan will include your wishes and ideas about calming strategies, and it will be reviewed and updated regularly with you and your parents/guardians.



# **Rights about understanding your rights and making complaints**

When you move to a new place, you must be told

- your rights
- what to do if you want to make a complaint
- what to do if you don't agree with where you're placed
- what rules and responsibilities you have here

You must be told about your rights regularly

- at 30, 90, 180 days

## **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



# 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.



## Did you know?

You have the right to ask for a review of your treatment order. Ask your prime worker and/or Unit Supervisor for more information.



# Rights about who I can talk to and visit and about the privacy of my communication

You have the right to have regularly talk and visit with family, unless in extended care.

You have the right to talk and visit in private with:

- lawyer
- Ombudsman
- elected member of Ontario parliament

\*unless otherwise stated in safety plan



You have the right to send and receive letters with privacy

- service provider cannot read messages you send
- service providers can open letters from people to check and remove objects not approved that may cause physical or emotional harm (cannot read it) if it's from:
  - Ombudsman
  - lawyer
- service providers can open letters and read them when they are from anyone else (ie. friend, family) and must be returned to you



# 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.

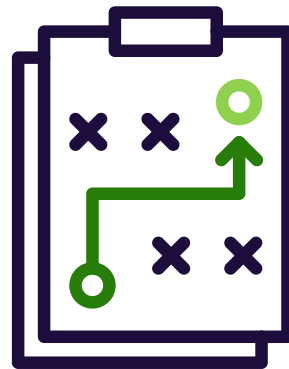
Visits with your approved contacts are determined as part of your treatment plan.

**\*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.**



# Rights about the Ontario Ombudsman

- You have the right to know about the Ombudsman
- You have the right to speak with Ombudsman's office by yourself when you want in a timely manner
- You have the right to have clearly posted information about the Ontario Ombudsman and how to contact them
  - you will see this on the unit



## 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



# OMBUDSMAN

## What is the Ombudsman?

- Free resource for anyone in Ontario who has a problem with provincial / municipal service

## What do they do?

- Resolve complaints, investigate issues and make recommendations to improve services

## What can you expect from them?

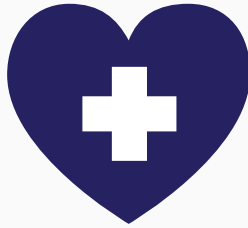
- Listen and ask questions
- Investigate service to determine if they were unfair to you
- They do not take sides, they make it right
- Free services



**1-800-263-1830**

# 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).



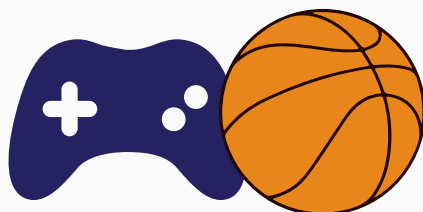
# Right to Food and Clothing

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



# Right to Leisure and Recreation

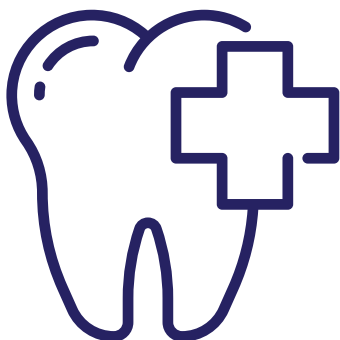
You have the right to take part and participate in leisure and recreation activities.



# MEDICAL TREATMENT

Syl Apps Youth Centre has a wellness centre on site. Wellness will:

- Administer medications
- Administer First Aid
- Address any medical concerns
- Routine exams, vital signs
- Laboratory and Diagnostic testing
- Provide immunizations
- Emergency medical treatment
- Book outside appointments (dental, optometrist)



# **SYL APPS YOUTH CENTRE**

## **CLOTHING**

Upon admission you will be provided SAYC age-appropriate standard clothing. This will include

- **Pants**
- **Shorts**
- **T-shirts**
- **Long-sleeve**
- **Sweaters**
- **Jackets**
- **Socks/underwear**



You may now bring in your own clothing! Clothing must be approved upon arrival and be appropriate. Anything that has not been approved will be sent back home.

### **Restrictions:**

- **T-shirts, shirts, pajamas: NO strings or buttons, appropriate length, and design.**
- **Pants: NO buttons, zippers, or strings. No belts, secure fit**
- **Shorts: NO strings, belts, buttons/zippers, knee length**
- **NO skirts or dresses**
- **Sweaters: NO strings, buttons, clips, snaps or zippers**
- **Underwear/socks: NO strings. Ankle socks only.**
- **Shoes: NO laces, buttons, clips, strings. No jibbitz for crocs**

# 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 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



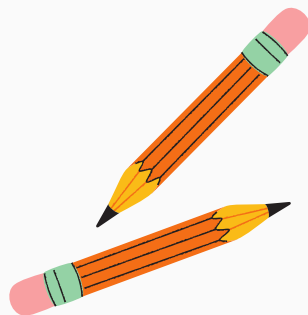


# EDUCATION

Syl Apps Youth Centre has a full on-site high school and elementary school. The school is part of Halton District School Board (HDSB). Youth will be able to attend school daily (based on their treatment plan). In small class sizes, teachers will provide individualized learning plans for each youth.

Syl Apps school Guidance will receive a transcript of previous credits, where youth can continue courses or start new ones. These credits will be transferrable.

Syl Apps School and Staff will share relevant information about youth with each other, such as safety planning, psychological testing, daily observations.



# Rights about how my personal information is collected, use or shared

My service provider must:

- ask for my permission before using or sharing personal information (consent forms)
- explain everything you need to know so you can decide
- Let you say yes or no and you can change your mind

They must tell you:

- why they want your information
- what the information will be used for
- who the information will be shared with

Sometimes service providers don't need your permission:

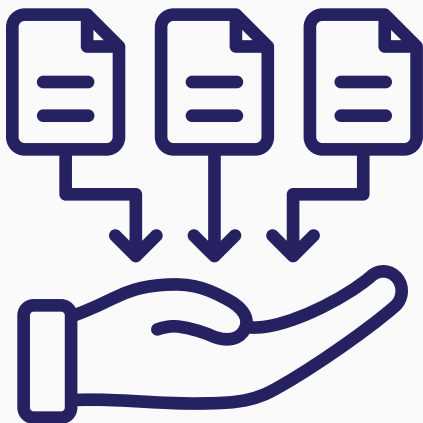
- if it's needed to keep you or others safe
- a substitute decision maker is allowed to give permission for you
- the law says they must



# **Rights about when a substitute decision maker can decide how my personal information is collected, use or shared**

If you can't make a decision for yourself, someone will be asked to make that decision for you.

- If you are under 16: SDM can give permission for personal information to be collected, used and shared



# **Rights about when my personal information has been lost, stolen or shared when it shouldn't be**

This is considered a privacy breach and your service provider must:

- tell you as soon as possible
- explain what happened in writing and a way you understand
- explain what they are doing to address the breach and what they are doing to prevent it in the future
- give you contact information in case you have questions
- tell you how to make a complaint



# **Rights about accessing my personal information**

You can request all information service providers have about you by speaking to someone, a written request or sometimes filling out a form

- service provider must respond within 30 days (in certain situations, they may have up to 90 days)

Sometimes service providers may refuse a request, if they do, they must:

- provide a written response
- explain why
- explain your right to make a complaint to the Information and Privacy Commissioner

# **Rights about correcting my personal information**

You can tell your service provider that there is something wrong and how to make it right.

- Service provider must respond in 30 days

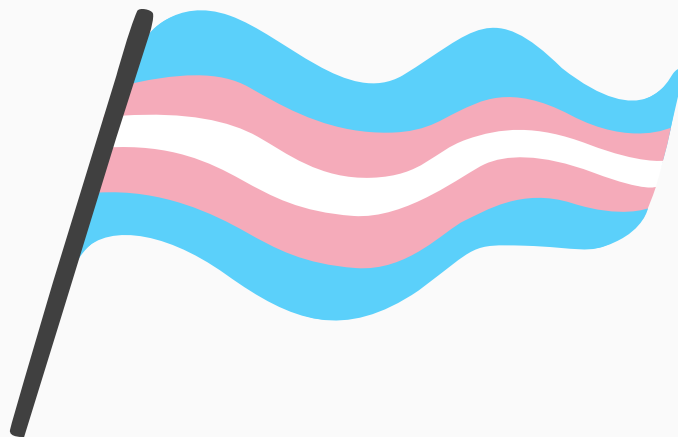
If your request is refused, you must be explained why

# 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.

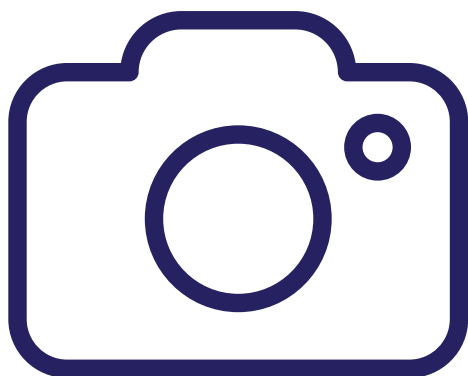


# **PHOTOGRAPHY AND AUDIO/VIDEO RECORDING**

Syl Apps may take photographs and videos during events taking place within the centre. Some instances may include:

- Cross centre activities
- School
- Events and/or holidays

All images and videos of youth are kept confidential and are not posted or brought outside of this building. Once it has been used for its intended purpose, files will be securely destroyed/erased.



# PROHIBITED PRACTICES

Prohibited practices are things that staff are not allowed to do to children or youth—no matter what. These rules are there to protect you and make sure you feel safe, respected, and heard.

## 9 Prohibited Practices

☐

Denial of Basic Needs

☐

Modifying Access to Privacy

☐

Taking Personal Property

☐

Withholding Visits

☐

Humiliation and Abuse

☐

Interference with  
Employment

☐

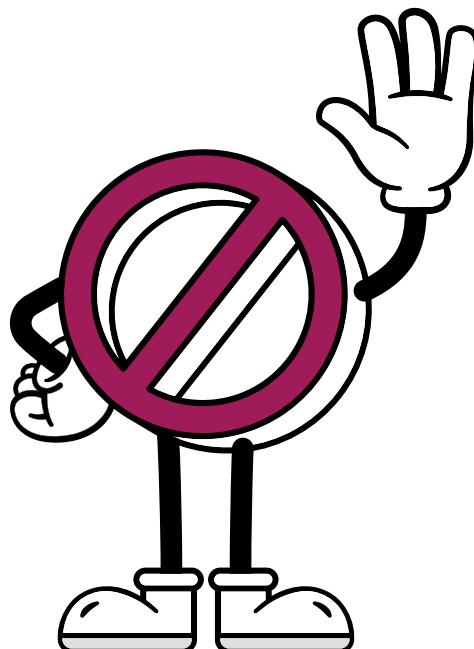
Removing Cultural or  
Community Support

☐

Threaten to Discharge

☐

Abuse and Harm





# RESOURCE PERSON

A Resource Person is someone you choose to help the treatment team understand what's important to you — like your culture, identity, or background.

## Who can be a Resource Person?

It can be anyone you pick. If you are First Nations, Inuit, or Métis, you can choose an Indigenous Resource Person to help the team include your culture, traditions, and community connections in your care.

## What does a Resource Person do?

- Shares information with the team to help guide decisions.
- Stays in touch with your treatment team if needed.
- Supports your voice being heard.

## Can I change my mind?

Yes. If you don't want a Resource Person anymore, just tell your team. You can also pick a different person at any time.



# 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.

# 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.                                                                                               |

# **SYL APPS YOUTH CENTRE FIRE SAFETY 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? The different alarms**

#### **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.**

