

WELCOME

Youth Handbook

Congratulations on deciding to make this step on your journey to recovery. This handbook contains information on what you can expect at the Hope Valley Centre.

We understand that coming here is a difficult decision, and we realize that being here will temporarily separate you from friends, family, and other important people in your life. Please know that our team is here to support you, make you comfortable, be as positive, and as helpful as possible throughout your stay with us.

The treatment offered at the Hope Valley Centre will include individual, group, and family counseling to meet your needs. You will be provided with a safe environment, structure, and routines. The best treatment involves the active participation of you, your family and community together with the support and guidance of a team. Thank you for taking the time to learn more about the Hope Valley Centre by reading this handbook.

“A smile is the universal welcome” - Max Eastman



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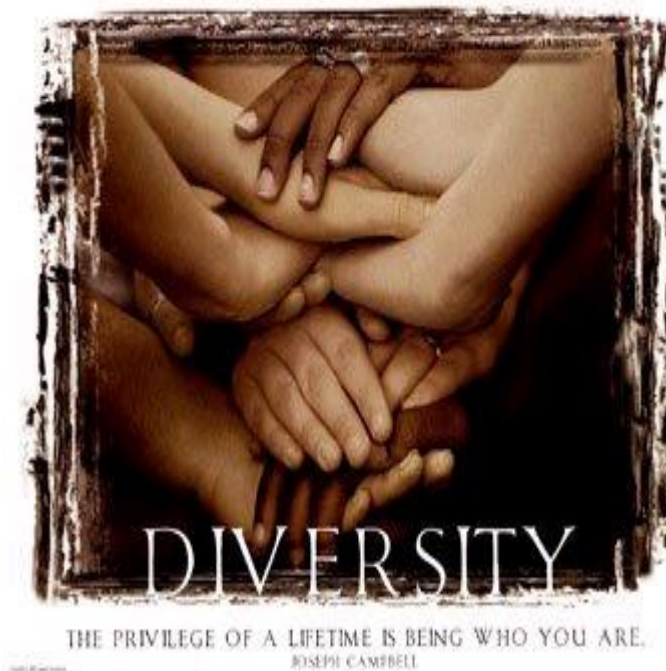
“You will never be punished for acting with integrity, only rewarded”
- Dalai Lama

Our Vision

Our vision is to provide treatment that is respectful and promotes and protects the rights and safety of youth and their families within the province of Newfoundland and Labrador. Treatment will aim to create opportunities for youth to experience positive awareness of themselves and a sense of belonging. The establishment of healthy social interactions and behaviors will be supported and encouraged to promote overall mental wellness and freedom from substance use.

Diversity Commitment

The Hope Valley Centre respects and values the diversity of people who make up our community. We commit to providing services that are sensitive and responsive to diversity of all kinds, enabling people of all backgrounds and abilities to be able to attend our Centre.



***“We were all put here together for a reason,
we are all equally different, and have meaning”***

- S. Martin

Confidentiality



You will be asked to respect the confidentiality of other youth of the Hope Valley Centre. All Information obtained about you will not be shared or released while in treatment or after discharge without you or your caregiver's permission, however, certain limitations apply. These are Limits of Confidentiality, and are as follows:

- In the event that a staff member receives a court order, he/she will have to provide information requested by the court.
- If you threaten to harm yourself, or someone else, or to cause any damage to Hope Valley Centre property, or another youth's property, information may be shared with the appropriate person(s) without your permission.
- When a staff member receives information from any source regarding the physical, sexual or emotional maltreatment of a child under the age of 16, that information will be reported immediately to the Department of Child Youth and Family Services (CYFS) as is required by provincial legislation.
- When a staff member receives information from any source regarding the physical, sexual or emotional maltreatment of a youth over the age of 16 where there is potential that other children under the age of 16 years may be in need of protective intervention, that information will be reported immediately to CYFS as is required by provincial legislation.
- In the event of a medical emergency where the release of certain information will be helpful to your medical care, this information will be shared.
- When applicable, the consulting Physician or Nurse Practitioner must inform the Regional Medical Officer of Health, as required by law if, upon examination, he/she knows or suspects that you are infected with any communicable disease.

The Hope Valley Centre uses a team approach. Consultation may occur with other staff, supervisors, or outside professionals, to best meet your needs. Necessary information is shared with those on the team to plan the best care for you. Your identity will be protected wherever possible and when appropriate.

“Confidentiality is a virtue of the loyal, as loyalty is the virtue of faithfulness” - Edwin Louis Cole

Length of Stay

The Hope Valley Centre has 12 beds. The length of treatment is generally 3 months. However, treatment will be based on your individual needs, and will be determined by you, your family, and the treatment team. When you leave the Centre you will begin the critically important continuing care phase of your treatment which will last up to 3 months.

Treatment Program

The components of your treatment plan include:

- **Medical Assessment** – You will receive a medical assessment upon admission by the consulting Physician or Nurse Practitioner.
- **Individual Counseling** – You will be assigned a Primary Clinician and key Child and Youth Care Worker upon admission. Individual counseling will be provided as part of your treatment plan.
- **Group Therapy** – We offer groups such as; emotion management, social skills, life skills, and healthy relationships. In group activities, you will learn new skills, and practice them with the support of staff during group activities as well as throughout your daily activities while at the Hope Valley Centre.
- **Therapeutic Environment** – We take advantage of many situations such as conversation, relationships, events in school or residence – as an opportunity to learn about, social skills development and conflict resolution.
- **Family Intervention** – We view the '*Family*' as an important support system, and it is for this reason that we not only encourage family involvement, but it is a required part of Hope Valley Centre programming. We recognize there are all kinds of people in your life and 'family' means different things for everyone. 'Family' can include your biological parents, siblings, and extended family, foster/caregiver family, adoptive family, step family, very close friends, anyone that has meaningful involvement in your life.
- **Wellness Education** – You will learn about topics such as emotion control, communication skills, nutrition, sexuality, stress management/relaxation, self awareness, self-esteem, problem solving, relapse prevention, leisure planning, establishing healthy relationships,

and establishing boundaries.

- **Academic Programming** – You will attend the on-site school program which is scheduled Monday to Friday, and follows the regular school district schedule. This involves individualized programming. This will include summer and holiday breaks, storm days and Professional Development days. Alternate programming will take place during these breaks.
- **Recreational and Healthy Activities** – You will be involved in healthy, fun, and pro-social activities as an enjoyable aspect of the Hope Valley Centre programming. There will be a weekly schedule on site with all information on days and times of these activities.
- **Community Access** – As part of our program, where possible, we try to maintain your involvement in any existing community activities in which you have participated.
- **Outings** – Planned outings will be scheduled several times a week.
- **Aftercare/Discharge Planning** – Prior to discharge, arrangements will be made for you to receive on-going support, once you leave the Centre. You will be connected with a Clinician or Case Manager in your region who will work closely with you and your family over the next three months.



“The only way around is through”

- Robert Frost

Bill of Rights

We have a commitment to provide a safe environment in which you can work on your treatment goals. During your time at the Hope Valley Centre, you can:

- Ask any questions about your treatment or counseling.
- Expect understanding and respectful care.
- Expect to be neither judged nor condemned.
- Express your feelings.
- Expect that members of our staff will be honest with you at all times.
- Expect to know the names and qualifications of the staff members involved in your treatment and care.
- Expect every consideration of your privacy, and individuality as it relates to your; social, physical, spiritual, and psychological well-being.
- Expect to be informed of all aspects of your treatment process.
- Expect access to information contained in your health record according to the policy of Central Health.
- Expect that all information disclosed through the treatment/counseling process be kept in the strictest confidence possible.
- Expect that all staff involved in your care will be bound by a confidentiality pledge, code of conduct, and the professional ethics and standards of their discipline(s).
- Expect that, only in exceptional conditions will information regarding your contact with the service be shared without your written consent (see section on confidentiality).
- Expect to be informed about alternative treatment/counseling options and other services in the community.
- Expect to be informed of your right to withhold consent to the use of your personal data or information in research or scientific projects.

It is important to recognize that the existence of a Client Bill of Rights does not mean that you can do whatever you desire while staying at the Hope Valley Centre. With rights come certain basic responsibilities towards staff and peers who share the same rights.

“Do right. Do your best. Treat others as you want to be treated.”

- Lou Holtz

General Rules and Responsibilities

The Hope Valley Centre is a *home like* living environment, where a healthy lifestyle, and respect for yourself and others, is important. It is for this reason that the following Rules and Responsibilities have been developed to ensure a safe and healthy living atmosphere.

Your safety, and that of the other youth in the centre, is our first priority. Therefore, we need to make sure everyone understands the rules we all agree to live by. The following rules apply to youth, families, visitors and staff:

1. **Violating** another individual's rights is not permitted. More specifically, every person entering the Hope Valley Centre has the right to feel safe, to be free from discrimination due to his/her cultural identity, sexual orientation, or religion.
2. **Violence** of any kind, including threats; verbal, physical, or sexual harassment; bullying; and intimidation are not acceptable. You will be taught ways in which to handle conflict in a productive manner.
3. **Damage to the Hope Valley Centre property** including furniture, walls, fencing, grounds, and equipment is not acceptable.
4. **Use of drugs, alcohol, or non-prescribed medication** is not permitted during your stay at the Hope Valley Centre.
5. **Gambling** of any kind is not acceptable at the Centre. This includes lottery and scratch tickets, pull tabs, and games that involve betting.
6. **Prescription or non-prescription medication** cannot be brought to the Centre from home. Prior to admission, the Nurse Practitioner and/or Physician will work with your doctor in the community. To ensure a prescription is received and the medication you need will be there for you. When you arrive at the Centre, Staff will administer medication as prescribed. If you require over the counter medication such as Advil or Tylenol, you must discuss this with staff.
7. **Tobacco use** of any kind is not permitted at the Centre nor during Centre sponsored outings and other activities that occur off Hope Valley Centre property. With your parent/ guardian's permission, and if medically appropriate, you can be provided Nicotine Replacement Therapy to help with nicotine withdrawal. Smoking Cessation counseling is provided at the Centre with the goal of helping you further achieve a healthy lifestyle.
8. **Personal hygiene** is your responsibility everyday including; showering, brushing teeth, and wearing clean clothing.
9. **Clothing** you wear must be free from logos and/or symbols associated with

drugs and/or alcohol. Clothing that refers to gang membership is not permitted. Please be sure that your clothing is not too revealing. During the winter months please bring shoes for both inside, and outside. Pajamas should only be worn in your bedroom, and should not be worn in common areas.

10. **Program participation** is expected during your stay at the Centre. Unless excused by staff, it is your responsibility to be present and on time for all program activities, including meals.

11. **Pornography** of any kind is not permitted at the Centre. This material will be removed from your personal belongings.

12. **Sexual relationships** and intimate contact of any kind is not permitted. Such relationships may be unhealthy, and can greatly distract you from the real purpose for which you are here.

Search of Belongings

- It is the responsibility of the Hope Valley Centre to provide a safe and secure environment for all youth, staff and visitors.
- Upon admission and upon return to the Hope Valley Centre following community access, the youth's belongings will be searched to ensure no contraband or other potentially harmful items are being brought into the facility. Hope Valley Centre staff may confiscate items not on the contraband/potentially harmful items list if; in their professional judgment the items are perceived to present a risk either to youth, family/guardians, visitors or the staff of the facility. (see page 16)
- As well, there may be occasions when it is necessary to search a youth's room and belongings when a member of the Centre team has reason to suspect that contraband is present or there has been a report of missing property.
- If illicit substances are confiscated, the local police will be contacted for disposal. The local police will also be contacted for disposal of suspected illegal weapons and/or firearms. If the weapon is illegal, the decision to charge will be at the discretion of the police.
- Searchable belongings will include but not be limited to: purses, wallets, backpacks, suitcases, coats, footwear (socks and shoes), headwear, pockets, bulky/loose/hooded clothing, packages and gifts. There will be no physical searches conducted (e.g. strip searches).
- Whenever possible, gender will be considered when staff members are conducting a search.

Building Security

Video surveillance is in effect at the Hope Valley Centre. Cameras placed outside and in the common areas inside are positioned to monitor building access and to provide increased personal safety for youth and staff. No video surveillance cameras are in use anywhere inside your bedrooms or bathrooms.

Fire Drills

Fire Drills will take place during your stay to make sure you know what to do in the event of a fire.



Reduced Scent Policy



The Hope Valley Centre is a reduced scent environment. This scent reduced policy is in place to protect individuals who suffer from allergic reactions to scented products. You are not permitted to use any scented products during your stay. Please do not bring scented products to the Centre. All scented products will be removed from you upon arrival and returned to you upon discharge or given to your parent/guardian. Such products may include, but are not limited to: perfume/cologne, body sprays and lotions, hairspray, hand creams, scented body wash etc.

Discipline

Prevention and Early Intervention – Hope Valley Centre staff will support youth who are having difficulty managing their behaviors using prevention and early intervention techniques, such as behavior support and active listening, in an effort to de-escalate a situation and calm the youth. These prevention and early intervention strategies can reduce the likelihood of behaviors escalating further.

Therapeutic Quiet – Therapeutic Quiet is a room away from the regular program, where a youth can regain self-control away from his/her peers. Therapeutic Quiet may also be supported by staff as an option for a youth when safety is a concern.

Loss of privileges – Loss of privileges is considered a response for breaking certain rules, and may be used with other interventions, or on its own based on your individual treatment plan.

Repayment – If property is damaged in any way you may be expected to repair the damage, or use your allowance, and/or time to repay/repair any item you have damaged. A repayment plan will be developed with you and staff.

Physical Intervention – There are instances where attempts to prevent and de-escalate crises do not work. When youth do not respond to early intervention strategies, staff must consider the risk of the situation and provide physical intervention to maintain safety of the youth, others present, and themselves.

The goal of physical intervention is *safety*. The message behind physical intervention is, *“I care enough about you not to let you hurt yourself or others”*.

“Discipline yourself, and others won’t need to.” - John Wooden

STRUCTURE AND ROUTINES

Morning Routine – You are responsible for getting up on time each morning, and to be dressed in appropriate clothing by the scheduled breakfast time. You are required to ensure your bed is made and room is tidy before school.

Chores – You will be assigned both daily and weekly chores. You are required to complete such chores at the designated times and to the best of your ability.

Personal Quiet Time – This is an opportunity to spend quiet time in your room. During this period, you may choose to nap, read, write in your journal, reflect or listen to music using your head phones, etc. It is important that you choose to do something that is quiet and that does not disturb others.

'Gotcha Being Awesome' – Staff will be looking for opportunities to highlight your 'awesome' strengths and positive qualities on a daily basis. This will be done through Gotcha Being Awesome/ Virtues Program.

Night-Time Routine – Prior to going to your bedroom, you will help in completing a quick clean-up of the common living areas. You are required to be in your room at the scheduled time and, once in your room, you are expected to quietly get ready for bed.

Laundry – You may be responsible for washing and drying your own clothes, and bedding, as part of our life skills programming. You will talk to staff about scheduling your assigned laundry time.



Internet/Upopolis – Upopolis is a computer program that allows you to have secure internet access and approved social networking contacts. It can also be a resource to help you understand mental health issues/diagnoses in a youth friendly manner. You can also use Upopolis, for example, to assist in developing resumes and job seeking skills.

Phone Calls – You have the ability to make phone calls with approved contacts. Telephone calls will occur at times that do not interfere with activities or programs. You will be involved in developing an "approved" calling list with staff.

Mail – You may receive mail/parcels during your stay at the Centre. Any mail and/or parcels will be checked to ensure they are safe for all youth staying at the Centre and do not contain potentially harmful items. Only mail/parcels from people on an approved contact list will be provided to the youth.

Allowance – The Hope Valley Centre has a Youth Allowance Program that encourages responsible behavior and helps youth develop life skills.

When you arrive at the Centre, staff will record the amount of money you have with you, place this money in a secure place for safe keeping, and provide you with a written receipt. Access to this money will be monitored by the staff of the Centre. You are permitted to have \$20 in your possession, additional money will be held for safe keeping. Spending your allowance wisely and budgeting money will be a part of our life skills program.

If additional money is required, the Center staff will contact your family/caregiver to discuss your individual needs.

Medical/Dental Care – If you require any urgent medical care while in treatment, arrangements will be made to have you examined by a doctor at the closest medical centre. Regular dental care will be arranged as needed.

Rooms – You will have your own bedroom with your own bathroom. In order to promote positive social interaction, you are only permitted to spend time in your bedroom at designated times. Youth are not permitted in each other's bedrooms.

Family Visits – Family members/visitors can visit you throughout your stay at the Centre. You will be provided a schedule outlining visiting hours. Exceptions for visit times will be made based on your individual treatment plan and availability of your visitors. Please note that visitors must be “approved” by staff. Visitors are expected to sign into the daily log and follow the rules of the Hope Valley Centre.

During the first 2 weeks of your stay, visits will be limited to allow you time to settle in to the program. Visitors must schedule their visit in advance so that we can properly coordinate the visit.

In order to ensure the safety of all involved, there are a few rules to be aware of:

- Family visits occur on Hope Valley Centre property. Staff will try to provide you and your visitors with as much privacy as possible – space permitting.
- Visits are not allowed to take place in vehicles.
- Visitors must check in with staff in advance of the visit and anything brought into the facility must be provided to staff for approval.
- Visitors are not allowed to bring a cell phone or any electronic devices into the Hope Valley Centre.
- Visitors are reminded that the Hope Valley Centre is a smoke-free facility and that smoking is not permitted on site.

Visiting Hours – Based on individual family needs

Home Visits – Home visits may be arranged during your stay in agreement with you, family, and your treatment team. Staff will work with you and your family to

make your home visit as successful as possible.

STAFF



All staff members of the Hope Valley Centre are trained in the area of mental health and addictions, which enables them to provide a high quality of service to youth and families. The staff members of the Centre believe you have a right to considerate and respectful care. Staff members are non-judgmental and respect the dignity and worth of all youth regardless of their situation.

The staff consists of the following professionals:

- Program Manager
- Child and Youth Care Workers
- Clinical Social Worker(s)
- Clinical Occupational Therapist
- Clinical Psychologist
- Nurse Practitioner
- Psychiatrist
- Teachers
- Administrative Support
- Food Service
- Housekeeping & Maintenance

DISCHARGE

In preparing for completion of your treatment program you will be connected with follow-up supports prior to discharge. This may include:

- Individual counseling with a social worker, psychologist or other professional
- Individual and family involvement with a Youth Case Manager in your area
- Connection to a wide variety of community resources and services to meet your individual needs, for example; housing, recreation, financial, employment, education, etc.

For individuals who live in rural areas with limited formal supports, other means of follow-up can be arranged, such as regular telephone contact with staff or video conferencing where available.

Your chance of a successful recovery will be increased if you use follow-up supports when you return home.

WHAT SHOULD I BRING WITH ME?

Ensure that all your clothing and belongings have your name on the tags to prevent lost or stolen items. If you arrive with items that are not allowed at the Hope Valley Centre, you can give them to your family member to take home, or staff can safely store them in a secure area until your discharge. Space is limited so please do not bring large items. For items that are left at the centre following discharge, the Centre will hold the items for 30 days. If not claimed in this time, the items will be discarded.



Due to safety of the youth and Centre Staff, the following devices are not permitted during your stay at the Hope Valley Centre: Laptop Computers, I-Pads or similar tablet devices, cell phones, camera or video cameras, or any other electronic device that is internet or picture capable. If you bring these items to the Centre, they will be removed and held in storage for the duration of your stay, or provided to your parent/guardian to return home. You will have access to a telephone and computer for use while at the Hope Valley Centre.

Suggested Clothing:

- 5 short sleeved shirts/t-shirts
- 5 long sleeved shirts
- 4 pairs of jeans/pants
- 4 pairs of shorts (summer)
- 2 pairs of sweat pants/casual gym clothes
- 1 pair of shoes
- 1 pair running/gym shoes (2 in winter)
- 1 pair sandals (summer)
- 1 pair of non-slip slippers
- 2 – 3 pairs of pajamas (no lingerie)
- 7 pairs of socks
- 7 pairs of underwear
- 3 – 5 bras
- 2 sweaters or jackets
- Gloves, hats & scarf during colder months
- Winter Boots (winter)



Suggested Hygiene Products:

- Shampoo and Conditioner (non-scented)
- Toothbrush, toothpaste & floss
- Deodorant (non-scented)
- Q-Tips



- Disposable razors and shave cream/gel
- Soap or non-scented body wash
- Hair brush/ comb, hair elastics
- Sunscreen (summer, non-scented)
- Specific Female sanitary items
- Cosmetic items (to be checked by staff upon admission)

Suggested Additional Miscellaneous Items:

- MCP Card
- Health Care Coverage Card (i.e.: Blue Cross, Band card/Number)
- Personal photos
- Journal
- Swimwear for possible outings
- List of prescribed medications
- Calling Card
- Pillow from home
- Blanket from home

Contraband and Potentially Harmful Items not to be brought to the Hope Valley Centre:

- Sharp objects including knives of any type, nail files, glass items, bottles
- Firearms
- Mirrors
- Explosive substances
- Alcohol
- Illicit Drugs
- Over the counter medications and prescription medications
- Cigarettes, tobacco, lighters and matches
- Toxic liquids (i.e. bleach, detergent, antifreeze, other)
- Craft items (i.e. knitting needles, crochet hooks, wool, other)
- Glue
- Chargers for laptops and cell phones
- Rope
- Sexually explicit or pornographic material
- Other items deemed inappropriate by staff

Some items are potentially harmful, however, these items are permitted, and on site, but will be stored for you when they are not in use, for the safety of you and other youth at the Centre.

- Sports equipment (baseball bats, hockey sticks, boxing equipment)
- Electrical items (hair dryers, curling irons, straightening irons)
- Razors and/or razor blades
- Nail polish and remover

If contraband is found the RCMP may be contacted which could result in

legal consequences.

You are here today because you want to succeed. It is up to you to succeed but please know we are here to help. Nobody expects you to be perfect, just be yourself, and use all the tools you have available to you!

Thank you for taking the time to read and review this handbook. Should you have any questions, please do not hesitate to ask.



“Nobody can go back and start a new beginning, but anyone can start today and make a new ending.” - Maria Robins