

PARENT HANDBOOK

Welcome

This handbook contains information on what you, your child, and your family can expect from the Hope Valley Centre. We understand that your child coming here is a difficult decision for everyone involved.

Our staff is here to alliterate any doubts you may be feeling and answer all questions you may have. We hope you will be as involved as possible in the treatment process. We strongly suggest you communicate with our staff on a regular basis, and actively participate in any family sessions available. Family sessions may be face-to-face, video conference or teleconference. The sessions will focus on family interaction, roles of family members, emotion management within the family, and parenting support. The schedule for these sessions will be negotiated with your family.

We see '*family*' as an important support system. Meaningful family involvement in the treatment process often leads to the best possible results. If you have concerns about your family's involvement in the treatment process, please discuss this with the treatment team.

Thank you for learning more about the Hope Valley Centre by reading this booklet. A Youth Handbook has also been provided to your child. You may wish to review the Youth Handbook with your child to gain more familiarity with the various aspects of the Hope Valley Centre program.

***"Hope is the thing with feathers
That perches in the soul
And sings the tune without the words
And never stops at all"
-Emily Dickinson***



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

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.

Our 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 Hope Valley Centre believe all youth 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 Hope Valley Centre Staff consists of the following professionals:

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

Confidentiality

All youth will be asked to respect the confidentiality of other youth residing at the Hope Valley Centre. Information will not be shared or released without you, or your child's permission, however, certain limitations apply. These are the 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 your child threatens to harm themselves, or someone else, or to cause any damage to the Hope Valley Centre's property, or another youth's property, information may be shared with the appropriate person(s) without their 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 child's medical care, this information will be shared.
- When applicable, the consulting Physician or Nurse Practitioner must inform the Regional Medical Officer of Health, if, upon examination, he/she knows or suspects that your child is infected with any communicable disease, as required by law.

The Hope Valley Centre uses a team approach, and may consult with other staff, supervisors or outside professionals to best meet your child's needs. Necessary information is shared with those on the team to provide your child with the best care. Your son or daughter's identity will be protected wherever possible and when appropriate. As the caregiver, we encourage you to please be sensitive to, and respect your child's right to privacy.

"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 residential treatment is 3 – 6 months depending on your child's individual needs. The length of stay will be determined by your child, you the family, and the Hope Valley Centre team.

Following residential treatment there is a critically important continuing care phase of treatment which lasts up to 3 months. Your child will be referred to a clinician or case manager in your region to provide continuing care upon discharge.

Treatment Program

The components of your child's treatment plan include:

- **Medical assessment**
- **Individual counseling**
- **Group therapy**
- **Therapeutic environment**
- **Family intervention**
- **Wellness education**
- **Academic programming**
- **Recreational and healthy activities**
- **Community involvement**
- **Outings**
- **Aftercare/discharge planning**

Adolescent Community Reinforcement Approach (ACRA)

The primary clinical approach that will be used during your child's stay at the Hope Valley Centre is the Adolescent Community Reinforcement Approach (ACRA) in combination with other best practice approaches. Your child's primary clinician, trained in ACRA, will help your child explore how pro-social activities can replace the perceived benefits obtained by the use of alcohol and other drugs. ACRA procedures include:

- Goal setting
- Increasing pro-social recreation
- Drink/drug refusal
- Relapse prevention
- Communication
- Problem - solving
- Job finding skills
- Anger management

Aftercare

Prior to discharge, your child will be connected with follow-up supports in your region for continuing care in meeting your child's recovery goals. Aftercare may consist of:

- Individual counseling with a social worker, psychologist or other professional;
- Individual and family involvement with a Youth Complex Case Manager in your area;
- Connection to a wide variety of community resources and services to meet your child's individual needs (i.e., housing, recreational, financial, employment, education);
- Continued connection to their Key Worker, Clinical Social Worker and Treatment Team.

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 child's chance of a successful recovery will be increased if he/she uses follow-up supports when returning home.

Safety

A safe, structured and consistent environment is our main concern at the Hope Valley Centre. Your child will be constantly supervised throughout all aspects of the YTC program.

The Hope Valley Centre is **not** a lockdown facility. Youth can leave at virtually any time; however, the doors and windows are alarmed, to alert staff if any one leaves the centre. In situations where a youth decides he/she no longer wants to stay at the treatment centre, and pre-maturely discharges him/herself, Hope Valley Centre staff will contact parents/caregivers and potentially other key stakeholders in a timely manner. If a youth decides to leave at a time where it would be difficult to arrange a safe transition (e.g. 3a.m.), Hope Valley Centre staff will work with the youth to keep him/her comfortable until a more suitable time for discharge.

Search of Personal 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 15)

As well, there may be occasions when it is necessary to search a youth's room and belongings when a member of the Centre's 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

Scent Reduced 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. Your child is not permitted to use any scented products during his/her stay. Please do not bring scented products to the Centre. All scented products will be removed from your child upon arrival and returned to him/her upon discharge or given to you the parent/guardian. Such products may include, but are not limited to; perfume/cologne, body sprays and lotions, hairspray, hand creams, scented body wash etc

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 child's bedrooms or bathrooms.

Fire Drills

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

Rules and Responsibilities

The following rules and responsibilities have been developed to ensure a safe and healthy living atmosphere. Your child's 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 and 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. Your son or daughter will be taught ways in which to handle conflict in a productive manner.
3. **Damage to 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 child's stay at the Centre. Gambling of any kind is not acceptable at the Centre. This includes lottery and scratch tickets, pull tabs, and games that involve betting.
5. **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 child's doctor in the community to ensure a prescription for required medication is received so that it will be at the Centre when your child arrives. Hope Valley Centre Staff will administer medication as prescribed. Should your child require over the counter medication such as Advil or Tylenol, you must discuss this with staff.
6. **Tobacco use** of any kind is not permitted at the Centre. This includes during Hope Valley Centre sponsored outings and other activities that occur off the Centre's property. With your permission, and if medically appropriate, your child can be provided Nicotine Replacement Therapy to help with nicotine withdrawal. Smoking Cessation counseling is provided at the Centre with the goal of helping your child further achieve a healthy lifestyle.
7. **Personal hygiene** is your child's responsibility everyday including; showering, brushing teeth, and wearing clean clothing.
8. **Clothing** your child wears 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 child's clothing is not too revealing. During the winter months please bring shoes for both inside, and outside.
9. **Program participation** is expected as a core component of the treatment program. Unless excused by staff, it is your child's responsibility to be present and on time for all program activities, including meals.

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

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

Discipline

The Hope Valley Centre believes youth are able to increase appropriate behavior by learning from a situation with the support and guidance of staff. With programming opportunities, youth are able to learn to control their behavior.

Prevention and Early Intervention

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 Hope Valley 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 child's individual treatment plan.

Repayment

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

Structure and Routine

Morning Routine

Your child will be responsible for getting up on time each morning, and being dressed in appropriate clothing by the scheduled breakfast time. Your child will be required to ensure his/her bed is made and room is tidy before school.

Chores

Your child will be assigned both daily and weekly chores. He/she will be required to complete such chores at the designated times and to the best of his/her ability.

Personal Quiet Time

Your child will have an opportunity to spend quiet time in his/her room. During this period, he/she may choose to nap, read, write in a journal, reflect or listen to music using head phones, etc. It is important that your child chooses to do something that is quiet and that does not disturb others.

'Gotcha Being Awesome'

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

Night-Time Routine

Prior to going to bed, your child will help in completing a quick clean-up of the common living areas. Your child will be required to be in his/her room at the scheduled time and, once in the room, he/she is expected to quietly get ready for bed.

Laundry

Your child may be responsible for washing and drying his/her own clothes and bedding as part of our life skills programming. Staff will assist your child in scheduling an assigned laundry time.

Internet/Upopolis

Upopolis is a computer program that allows your child to have secure internet access and approved social networking contacts.

Phone Calls

Your child will 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 and your child will be involved in developing an "approved" calling list with staff.

Mail

Your child may receive mail/parcels during his/her stay at the Hope Valley 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 your child.

Allowance

The Centre has a Youth Allowance Program that encourages responsible behavior and helps youth develop life skills. Weekly allowance is provided on Saturday to a maximum of \$20. Staff will work with your child to develop a weekly budget for their allowance money. Spending allowance wisely and budgeting money will be a part of our life skills program.

During the admission process when your child arrives at the Centre, staff will record the amount of money your child has, store the money in a secure place for safe keeping, and provide you and/or your child with a written receipt. Access to this money will be monitored by the staff of the Centre.

Any money brought in by family/guardian or youth, will be kept for necessities such as clothing or toiletries **only**. Please **do not** provide additional money for your youth. If money is required, you will be contacted by the Center staff to discuss the individual needs of your youth.

Medical/Dental Care

If your child requires any urgent medical care while in treatment, arrangements will be made to have your child examined by a doctor at the closest medical centre. Regular dental care will be arranged as needed.

Rooms

Your child will have his/her own bedroom with attached bathroom. In order to promote positive social interaction, your child will only be permitted to spend time in his/her bedroom at designated times. Youth are not permitted in each other's bedrooms.

Family Visits

Family members/visitors can visit throughout your child's stay at the Centre. You will be provided a schedule outlining visiting hours. Exceptions for visit times will be made based on your child's individual treatment plan and availability of 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 Centre.

During the first 2 weeks of your child's stay, visits will be limited to allow your child

time to settle in to the program. Visitors must schedule their visit in advance so that staff can properly coordinate the visit.

"Isn't it funny how day by day nothing changes, but when you look back everything is different"
- C.S. Lewis

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 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 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 child's stay as agreed upon by you, your child, and the Hope Valley Centre's treatment team. Staff will work with your family to make your home visit as successful as possible.

What to bring

Ensure that all of your child's clothing and belongings have his/her name on the tags to prevent lost or stolen items. If your child arrives with items that are not allowed at the Centre, you or a family member may take them home, or the Centre can safely store them in a secure area until your child's 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 please)
- 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)
- Disposable razors and shave cream/gel
- Q-Tips
- 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

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
- Mouthwash
- 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 YTC.

- 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
- Mouthwash

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