



## RESIDENTIAL PROGRAM

*General Information Package  
(For parents & youth)*

*The top 4 things that youth like  
about our program are:*

*The Food*

*The Staff*

*The Activities*

*And Someone To Talk With!!!!!!*

**Welcome to the Keystone Residence Program:**

We are sure that you must have a lot of questions and we hope that this package will help answer some of them. We want you to know from the beginning that we strive to maintain a safe and healthy environment within the residence. We want to provide opportunities for you to feel success, understand yourself better, build positive relationships, identify strengths, and work on personal and family issues.

**In this package you will find:**

1. Information and a general description of the program
2. Our house rules
3. Youth rights
4. Internal complaint procedure
5. Fire escape procedures
6. Outline of the residential program

**Residence Program Contact Information:**

**Residential Supervisor** – William Martin

**Residence Address:**

856 4<sup>th</sup> Avenue East

Owen Sound, Ontario N4K 2N7

Residence Phone Number: (519-376-6992)

**Executive Director**- Phil Dodd

**Assistant Executive Director** - Cathy Clarke

**Office:**

1793 3<sup>rd</sup> Avenue West

Owen Sound, Ontario N4K 6Y2

(519-371-4773) or (1-800-567-2384)

**Ombudsman of Ontario:**

920 Commissioners Road East

London, Ontario N5Z 3J1

(519-668-0511) Collect

**Office of the Child & Family Advocacy**

(1-800-263-2841)

### **General Program Description**

The Residential Program is a 7 bed co-ed, live in program for young people 12-17 years of age. The Residential Program is fully licensed by the Ministry of Child & Youth Services. The program is housed in a large, older home near the downtown of Owen Sound. Most of the youth in the program are here as a result of some crisis in their life. We want to provide time for youth to assess their situation, assist and support youth and their families in a time of need. We have trained staff who are sensitive and experienced in dealing with young people in crisis. While in the program, youth are expected to attend school and complete assigned work, help out with chores, and participate in individual and group activities. Therapeutic activities are focused on specific issues or issues common to all the young people.

### **What We Hope To Accomplish**

A fresh start could occur, historical issues can be sorted and possibly resolved, a reset button can be pushed, a safe place for respite can be provided, a medication trial may occur, social activities and opportunities will be offered, needs can be assessed, a new plan can be made, relationships can start to be repaired and hopefully with no harm being done. What we are is an **opportunity** for youth and their families to breathe, assess, plan and move forward.

### **Length Residential Stays**

This Residential Program is a **voluntary** program for youth and their families. It is our hope that we can stabilize both the youth and families current emotional upset. We are flexible with the length of stay, but want to have a solid plan in place when the youth goes home. We feel we get a good assessment of the youth and family's situation in 3 to 4 weeks. It is possible to stay for longer and shorter periods depending on the needs and wishes of the youth and their family. We always expect that the admitting person will be willing to pick up their youth if a situation arises that the staff feel it would be best for a youth to take a break from the Program so we can assess or re-assess the ability for the youth to remain in the program. Usually the young person has broken a one of our six rules. At Keystone, we always plan to have a discharge meeting to make sure that a good plan is in place moving forward.

### **Staff**

The Residence has a minimum of 2 staff on shift at all times. There is a Program Supervisor that works days during the week and a Bluewater Schoolboard Teacher that works with the program as well.

### **Prime Worker/Residential Staff**

A Prime Worker is a Residential Staff who is responsible for the service that you receive and your needs being met while you are in the Residence Program. It is likely you will have more to do with this staff than others, however you may find that other staff are better suited to your personality. The Residential Team collaboratively share information with each other and other treatment team members. We work in a transparent and honest fashion.

### **Keystone Case Manager/Keystone Counsellor**

The Keystone Counsellor/ Case Manager will have contact with your parents/guardians regarding any issues associated with your stay in the Residence. Together, You (The Youth), Parents/Guardians the Prime Worker and Case Manager assemble the core of the treatment team during your stay with us. Quite often other support people and professionals are invited to the appropriate meetings to aid in the potential success for the youth and family.

### **Child and Adolescent Psychiatrist**

Please be aware that you have an option to have your child/youth receive psychiatric service during their residential admission.

As a support to the Residential Program Dr. Melissa Muniz-Cohen, Child and Adolescent Psychiatrist from Grey Bruce Health Services is available to meet with our youth on a weekly or bi-weekly basis. The youth have the opportunity to receive regularly scheduled individual sessions while they are in the Keystone Residential Program.

These consultations provide support, ideas and treatment suggestions to the Residential Staff and Keystone Case Managers. The staff consultation may be weekly or bi-weekly dependent on the Psychiatrist's availability.

Post residential discharge may include one follow-up session by Dr. Muniz-Cohen.

### **Program Planning & Decision Making**

Your program (goals, therapeutic activities, etc.), how long you will stay, and all major decisions are made up by a treatment team. The treatment team will develop a plan of service with you and your parents/guardians. It is the parent's responsibility to arrive promptly at meetings and call ahead if they are going to be late or cancelling. Be sure to talk to the staff about participating in all meetings and decisions. **You** are the most important member of this team. Your motivation and presents is critical to success in our program.

### **Supervision and "Freedom"**

Safety is the number one priority at all times within our program. Usually when people first come to the residence, we do not know them very well. Young people typically only have phone contact with family and/or friends while in the Residential Program. Young people typically only stay their first weekend in the program and go home every weekend following. We encourage youth to see their family and friends and stay connected with their community. We want youth to continue doing extra-curricular activities and stay employed.

### **Communication between Parents & Staff**

The Residential Staff need to be informed and spoke to directly by parents/guardians if they are arranging an outing or home visit with their youth. If parents are sharing any information that would negatively impact on their child's mood they need to speak to the staff first. It is essential that parents/guardians communicate effectively with the Residential Staff to avoid any confusion, manipulation or miscommunication. We ask that following any outings or home visits that parents or guardians speak with staff about how the time together went and if any issues arose. We are able to accept collect calls if necessary from parents to their child or to our staff if needed.

### **Money & Personal Items**

As a general rule we encourage parents to supply a \$5 allowance per week for their youth while in the residential program. We also encourage youth to bring some personal items for their entertainment, recreation and to feel at home here in their rooms. However, there are limitations on this because of safety and security. (Ex. Internet accessible devices) Please discuss this issue with the staff and see the section regarding "House Rules". Personal items that are valuable or sentimental can be stored in the staff office for safekeeping or should remain at home.

### Life Skills

While in the residential program the young people will be expected and encouraged to build on life skills in the following areas: cooking (work with a staff weekly to make at least one meal), baking, hygiene, social skills, chores, and laundry.

### Clothing

Parents are responsible for providing appropriate clothing and footwear for their child. Youth are expected to properly clean and neatly store their clothes in their assigned bedroom. The following items are necessities: undergarments, pants, shirts, socks, running shoes, gym wear, swimsuit, outerwear appropriate for the season (hats, mitts, scarf, winter coats, snow boots, and snow pants). Staff may request that other articles be brought in such as ice skates, bike, bike helmet & other footwear for the gymnasium if the running shoes aren't useable.

### Respect & Confidentiality

All parents and youth are expected to keep information confidential that they may learn about others in the program. It is very important that youth do not share too much personal information with the other youth. Youth have the right to be listened to and should appropriately express their needs, views and feel accepted within the program. All youth should speak up if something is happening that they are not okay with. We expect that no one will intentionally harm another person, intentionally damage property or be disrespectful to others. We expect that everyone is **respectful** toward each other in our program.

### Follow-up and Weekend Respite;

Youth who have done well in the program and that want to stay connected with us may come in on the occasional weekend. We want to continue to help youth even after being discharge from our program. We do offer trial weekend respite to Keystone youth who want to see what the Residential Program is like and if it may be a fit for them. Weekend respites can be as short as a part of a day to one day to a maximum of seven days. We encourage youth and families to call if they want or need phone support. We also like parents and youth to call to keep us updated on their progress post discharge from the program.

## QUOTES

*"Thank you Keystone staff, you were great to me and have a great program, it was so much fun getting to know you over the last 4 weeks. You have helped me a lot. Once again!"*

*"Without your help, I don't know where I would have ended up"*

*"Staff are able to help and support you. They are always helpful and reassuring"*

*"I would really like to come visit on a weekend because I made friends. I like the family like dinners and I really miss that place"*

*"I have changed a lot since coming to the program. It was all because of the residence and the staff that works there"*



## NON-INTRUSIVE SEARCHES

Upon admission staff and youth will complete a client inventory form listing all personal items being brought into the Residential program. This process will help determine what items can go to the youth's room, what items should be placed in the provided locked box or which items should be returned home.

Residential staff will only conduct searches of youth, their personal belongings and the facility when there is probable grounds to believe that there are items detrimental to the well-being of the youth and/or staff. Youth are first provided the opportunity to discuss and express their views in relation to the search procedure with staff in an attempt to ease the anxiety around the search itself, as well the opportunity to turn in any items that may be considered contraband.

Non-intrusive searches are conducted in a manner that:

- Respects the dignity of the youth and does not subject them to undue embarrassment or humiliation
- Takes into account the cultural, religious and spiritual beliefs of the youth as well as property or clothing that may have values in relation to culture, religion or spirituality
- Personal property will be respected, it will not be willfully discarded, broken or misplaced
- Bedrooms and contents will be returned to the original state following a search
- Searches are completed by residential staff and/or supervisor along with the youth

A non-intrusive search involves any of the following:

- Staff may request that youth empty pockets, remove footwear
- Staff, in the presence of the youth will search personal belongings including but not limited to clothing, suitcases, backpacks etc.
- Staff may conduct bedroom searches in the presence of the youth. Youth will be asked to participate.
- Staff may conduct a search of communal areas including washrooms and shared living areas.

## HOUSE RULES

There are six rules in the program, which are all safety based and **must be followed** at all times. Failure to comply with the following rules may result in discharge from the Residential Program.

1. Youth are not to have cigarettes, matches, or lighters in the program at any time. All cigarettes and lighters must be given to staff when entering the program and will be kept in the staff office.
2. No weapons or other objects that may cause harm to others are allowed in the program. Any weapons or possibly dangerous objects brought into the program will be confiscated by staff and returned to your parent or guardian or placed in your personal box.
3. There is to be no alcohol or drugs in the program.
4. Physical or sexual contact between residents is not allowed while you are in the program.
5. Each resident must respect the property, privacy and other residents and staff.
6. No internet or devices containing internet access are allowed. These devices will be kept in the staff office.  
This includes cell phones, iPods etc.

### **RIGHTS OF YOUTH IN CARE**

1. To speak in private with, visit and receive visits from members of your family regularly.
2. To speak in private with, and receive visits from your lawyer.
3. To send and receive mail that is not read, examined or censored by another person.
4. To have reasonable privacy and possessions of your own personal property.
5. To receive religious instruction and participate in the religious activities of your choice.
6. To practice and participate in cultural beliefs and traditions.
7. To participate in the development of an appropriate/individualized plan of service which meets your needs.
8. To participate in the development of your individual plan of care and any changes made to it.
9. To receive meals that are well balanced of good quality and appropriate.
10. To ensure you are provided with appropriate clothing and toiletries.
11. To receive medical, optical and dental care at regular intervals and whenever required.
12. To receive an education that corresponds to your aptitudes and abilities.
13. To participate in recreational and athletic activities that are appropriate for your abilities and your interests.
14. To be consulted and to express your view to the extent that is practical, whenever important decisions are to be made about Service (Care) Plans, medical treatment, education, religion, and discharge from this residential placement or transfer to another residential placement.
15. To make use of the internal complaint procedure. Youth may fill out the attached Residential Client Complaint form and direct it to your Primary Worker, Case Manager or the Residential Supervisor. We will respond to your complaint and provide you with an opportunity to discuss your concerns.
16. To contact the Office of the Child & Family Advocacy or the Office of the Ontario Ombudsman if you are not satisfied with the complaint procedure of the Keystone Child, Youth & Family Services.
17. To understand and have reviewed with you the rules of the Residential program and the terms of the Special Needs Agreement.



RESIDENTIAL CLIENT COMPLAINT FORM

Complaint:

Date: \_\_\_\_\_ Signature: \_\_\_\_\_

Staff Response:

Date: \_\_\_\_\_ Signature: \_\_\_\_\_

Do you wish to go further with your complaint and involve the program supervisor?

Yes \_\_\_\_\_

No \_\_\_\_\_

Do you wish to go further with your complaint and involve the Executive Director?

Yes \_\_\_\_\_

No \_\_\_\_\_

Date: \_\_\_\_\_ Signature: \_\_\_\_\_

Date: \_\_\_\_\_ Signature: \_\_\_\_\_

Program Supervisor

## COMPLAINT PROCEDURE

### INFORMATION FOR PARENTS AND SERVICE PROVIDERS

We hope to be helpful to families who come to us for assistance. Our staff are highly trained professionals; however, there may be times when you and our staff disagree about something. We respect that people have a right to express their opinions in the form of a complaint and have that problem sorted out. You may wish to make a complaint, for example, if you feel that:

- You are not comfortable with what goes on in meetings
- You feel you are not being treated fairly by your worker
- You feel there has been a violation of your “Rights in Care”
- There is a better way to do what we are doing

If you feel a complaint is warranted, we ask that you try to resolve the issue with that staff. If you cannot resolve the problem directly with the worker, please speak to the employee’s supervisor. You can find the name of the supervisor from the staff themselves, or by calling our receptionist at 519-371-4773. The Residential supervisor may be reached at 519-376-6992.

If you are unable to resolve the problem to your satisfaction at this level or would prefer, please feel free to contact our Executive Director or Assistant Executive Director.

Over the years, we have found that it is most helpful if you tell us what you would like us to do to rectify the problem as well as making us aware of the problem itself. You may choose to talk to us or you may wish to write down your concerns and send them to us in writing. Whichever way you choose, we will respond to your concern promptly and acknowledge receipt of your complaint within one business day. We will ensure the individual the complaint is about is not handling your concerns.

We hope this information is helpful but please do not hesitate to contact us if you have any questions. Please note our complaints policy is posted on our website.

Complaints can be anonymously put in the complaint box located in the dining room of the residential program. A suggestion box to improve our program is located within the youth accessible area of the staff office.