



Building Futures Together!

Keystone Child, Youth & Family Services

Youth Live-In Treatment Program Information Package



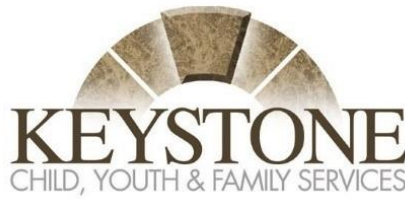
**Keystone Child, Youth & Family Services
Live-In Treatment Program**

856 4th Avenue East Owen Sound, Ontario ON Ph: 519-376-6992

Main Office: 1793 3rd Avenue West, Owen Sound, ON
Ph: 519-371-4773

www.keystonebrucegrey.org





WELCOME TO THE KEYSTONE LIVE-IN TREATMENT PROGRAM

We're committed to offering and promoting a safe and respectful environment for our youth and families, our staff and our community. This package will provide you with more information about the program, what to expect during your stay in the program and your rights and responsibilities.

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www.keystonebrucegrey.org

Keystone Child, Youth & Family Services Contact Information:

Executive Director: David Willis
Assistant Executive Director: Cathy Clarke
Privacy Officer Email: PrivacyOfficer@kcyfs.com

Address: 1793 3rd Avenue West
Owen Sound, Ontario N4K 6Y2
Phone: 519-371-4773 or 1-800-567-2384

**Please note that some sections in this package may be updated due to circumstances, such as COVID-19 protocols. In the event that there are significant changes to the program, you will be informed and notified.*



KEYSTONE CHILD, YOUTH & FAMILY SERVICES

LIVE-IN TREATMENT PROGRAM

ABOUT KEYSTONE CHILD, YOUTH & FAMILY SERVICES

Keystone Child, Youth & Family Services is a voluntary, not-for-profit organization and the designated Lead Agency for Children's Mental Health in Grey and Bruce Counties.

We offer a wide range of mental health support through counselling, prevention and well-being programs, short term live-in treatment program, crisis stabilization, youth justice program, special needs programming and coordinated access planning for our community. With a focus on youth and family engagement, we provide compassionate, responsive services for children, youth, and families through customized, multi-disciplinary programming for children and youth ages 0-17.



KEYSTONE LIVE-IN TREATMENT PROGRAM DESCRIPTION



The Keystone Live-In Treatment Program is an all-gendered, 7 bed, short-term live-in program for young people ages 12-17 years. The Live-In Treatment Program operates 24/7, 365 days a year and is fully licensed by the Ministry of Child, Community and Social Services (MCCSS). Our facility is located near the downtown core in Owen Sound, Ontario.

Our program offers a welcoming, home-like environment for youth ages 12 to 17 who may need additional supports and time to assess, build and develop the skills they need to achieve successful outcomes. With a focus on youth and family engagement and structured, therapeutic and recreational programming within a multi-disciplinary team, youth and families create an individualized plan of care to meet their goals and take an active role in creating their own futures.

The program is staffed 24/7 with skilled and dedicated child and youth workers with a minimum of 2 staff within the program at all times. A full-time teacher is on site during the school year to support youth with their educational programs.

Each youth admitted into the program, and their families have already been connected to a case counsellor and services at Keystone Child, Youth & Family Services and will continue with on-going services upon discharge of the program.

The length of stay within the program is dictated by an individual's personal investment into the program, their goals and outcomes of their individualized treatment plans and clinical consultation.

The short-term Live-In Treatment program offers youth and families the opportunity to breathe, assess the situation, create a plan of action that works for their unique needs and move forward with additional skills and resources.

This program aims to support the following outcomes:

- Crisis Intervention, assessment and stabilization
- Elevated mood
- Boosted self-esteem, sense of self-worth and confidence
- Respite and increased stability for youth and family
- Understanding and developing healthy relationships with family, adults and peers
- Developing communication and conflict resolution skills
- Establish healthy routines, self-care and independent life- skills
- Longer assessment period to support diagnosis, treatment plans, behavior modification and medication trials if needed
- Acquiring the emotional and social skills to cope effectively at home, at school and in the community



WHAT TO EXPECT WITHIN THE LIVE-IN TREATMENT PROGRAM

As a voluntary participant in this service, you can expect the following:

A Safe, Inclusive Environment

Healthy food, shelter, clothing, access to medical care and personal hygiene requirements provided in a facility that is inspected and licensed through the Ministry. The program makes every effort to be a fully inclusive space and will work with you to ensure that your needs and accommodations are met (i.e. spiritual/religious, ethno-cultural, gender identity, dietary requirements etc.)

Multi-Disciplinary Team

You and your family will be surrounded by a team of devoted people who want to see you succeed with your goals.

These include a Keystone Counsellor/Case Manager, a dedicated Prime Worker who supports you during service and acts as your advocate during your stay, multiple staff within the program, teacher, supervisors, and additional consultants, such as a child and adolescent psychiatrist or other community partners as needed.



"I have changed a lot since coming to the program. It was all because of the Live-In Treatment program and the staff that works there" – youth

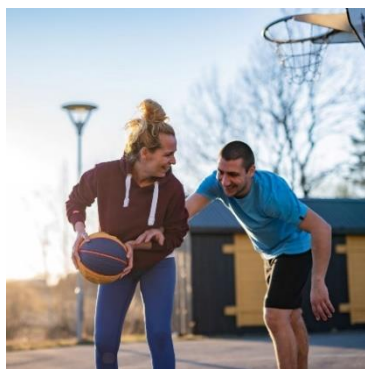
Co-Developed Plan of Service and Decision Making

Within the first week of your stay, a Plan of Service Meeting is scheduled. It identifies your reason(s) for being in the program, goals identified by you, your family and your Prime Worker and Case Manager, a safety plan, personal strengths and more. Your plan of care within the program (length of stay, goals, major decisions, therapeutic activities, etc.) is co-developed with you, your family and your entire team.

You are the most important member of this team!

Clinical and Therapeutic Interventions

To support your progress, clinical interventions and therapeutic groups, both informal and formal, will be offered to support your social, emotional and mental health. This may include individual, family & group counselling, Cognitive Behavior Therapy (CBT), Dialectical Behavior Therapy (DBT), mindfulness skills, safety planning and identification of personal supports etc.



Recreational Programming and Activities

Not only will you be doing therapeutic activities, our program involves many recreational activities, within the program and out in the community. Recreational activities may include: group games, sports, movie nights, bowling, hiking, art, swimming etc.

Life Skills

Youth will be encouraged to work on life skills within the program. These include the establishment of healthy routines, proper hygiene, household chores such as laundry and dishes and cooking/baking.

Connection to School and Educational Supports

Youth remain connected to their school work and attend classes with a dedicated teacher from the Bluewater District School Board who provides instruction from 9:00am- 12:00pm. Alternative educational programming takes place each afternoon.

Personal Items, Clothing, Medications etc.

Families are responsible for providing medications and appropriate clothing and footwear for their child. The following items are necessities: undergarments, socks, shirts, pants, shoes. Please bring in appropriate outerwear for the season (hats, mitts, coat). Youth are expected to properly clean and neatly store their clothes in their assigned bedroom. The Live-in Treatment Program does have toiletries on-hand for youth to use. A health card must be provided for the duration of the youth's stay.

Please Note: Medications must be provided to staff in their original prescription containers.

Youth are welcome to bring any personal or comfort items that may make them feel more at home in the program. Please have a discussion prior to your admission with staff as to what these items can be. Devices that connect to the internet should be kept at home or stored in the staff office.

Building Futures Together!

Discharge Planning and Follow up

Prior to discharge from the program, you and your team will meet for a discharge conference to develop a plan of action to support you after you leave the program. This plan will help to identify any additional supports or resources needed to help you transition out of the program. You will remain connected to your Keystone Counsellor/Case Manager following discharge. Youth and families are also encouraged to call into the Live-In Treatment program after discharge should any additional assistance be needed.

*We love to hear highlights and successes from our youth and families
after they leave the program!*

Should you feel that another admission into the program is needed at a future date, you will be able to connect with your Keystone Counsellor/Case Manager again to discuss your options.

COMMUNICATION

It is very important to provide open and transparent communication with youth, families and our staff. We actively encourage communication and visits between youth in our program and their families, this may include:

- In-person visits or weekend visits home
- Phone calls
- Video calls and messaging using online platforms such as text messaging, Facetime, Zoom, Messenger etc. Please note that there is limited access to screens within the program and these methods of communication should only be used for communication purposes and may be restricted if used improperly.



A communication plan will be developed and put in place during your admission to the program. All members of your team (youth, families, counsellor/case manager, prime workers and staff etc.) will be kept up-to-date on your child's progress in the program.

It is essential that everyone communicates effectively to avoid any confusion or miscommunication. Staff need to be informed and spoken to directly by parents/guardians if they will be sharing any news or information that would negatively impact on their child's mood or create distress for the youth.

Youth are encouraged to communicate any concerns or worries that they may have during their stay in the program.

Youth and families are encouraged to reach out to staff if they have any questions or concerns during their stay or after their discharge.

"Thank you for all of the support and helping my son be successful"- family member

RESPECT, PRIVACY AND CONFIDENTIALITY

Everyone has a responsibility to respect the rights of others and to treat others as they wish to be treated. As a safe space for all youth, Keystone does not tolerate inappropriate, intimidating, threatening, aggressive or bullying behaviors expressed either verbally or physically within the program.

Privacy and confidentiality within our program should be respected at all times. All youth and families are expected to keep information about others in the program confidential- information about another youth in the program should never be shared. Photographs and videos of youth within our programs is prohibited.

It is very important that youth do not share too much personal information with the other youth in the program. 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.



Privacy Policy

Keystone takes privacy very seriously and is committed to protecting the safety, trust and privacy of its staff, youth and families. We recognize that maintaining this trust requires that we be transparent and accountable in how we treat the information that you share with us.

All Keystone programs follow the privacy principles as outlined in the Personal Health Information Protection Act (PHIPA). These include many safeguards put in place to protect your information. We only collect and use information necessary for the purpose of providing the agreed upon service.

No information will be shared without your informed consent. We will not disclose your information to any third party without consent except where required by law, where failure to do so might result in serious injury of self or others, or where there is knowledge or suspicion of child abuse. As a child and youth agency, we have a duty to report any suspected neglect or abuse under the Child and Family Services Act. We have a requirement to report any serious occurrences that your youth may be involved in to the Ministry and in certain cases, to the Ombudsman. You will be informed immediately should this occur.

All youth and families within our programs have the right to speak to our Privacy Officer and to request their records if needed. For more information on our Privacy Policies, please visit:

<https://www.keystonebrucegrey.org/about-us/privacy/>

KEYSTONE LIVE-IN TREATMENT HOUSE RULES

There are six rules in the program, which are all safety based and must always be followed at all times. Failure to comply with the following rules may result in discharge from the Live-In Treatment Program:

1. Youth are not to have cigarettes, vapes, matches, or lighters in the program at any time. All cigarettes, vapes 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/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 anyone within the program is not allowed while you are in the program. If there is an immediate serious threat of physical harm to self or others, staff have been formally trained and re-certified annually in Crisis Intervention procedure as approved by the Ministry.
5. Each resident must respect the property, privacy and other residents and staff.
6. No internet or devices containing internet access are allowed without supervision. These devices will be kept in the staff office and use of these devices will be under supervision and at set times. This includes cell phones, iPods, tablets etc.



Non-Intrusive Searches

Upon admission staff and youth will complete a client inventory form listing all personal items being brought into the Live-In Treatment 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.

Live-In Treatment Program staff will only conduct non-intrusive searches of youth, their personal belongings and the facility when there are probable grounds 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
- Considers 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 Live-In Treatment program staff and/or supervisor along with the youth

A non-intrusive search involves any of the following:

- Staff may request that youth empty pockets or 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.

"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!"- youth

RIGHTS OF YOUTH IN CARE

While receiving services from Keystone Child, Youth & Family Services, every family and youth has given rights. Your participation in our program is protected by the Child and Family Services Act, Ontario Human Rights Code, and the Canadian Charter of Rights and Freedoms.

You have the right:

1. To speak in private with members of your family regularly.
2. To speak in private with 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 Live-In Treatment placement or transfer to another Live-In Treatment placement.
15. To make use of the internal complaint procedure. Youth may fill out the attached Live-In Treatment Program Client Complaint form and direct it to your Prime Worker, Case Manager or the Live-In Treatment Program Supervisor. We will respond to your complaint and provide you with an opportunity to discuss your concerns.
16. To contact 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 Live-In Treatment Program and the terms of the Special Needs Agreement.

Keystone follows the Quality Standards Framework to support a high standard of care for youth our program. You can view these standards in APPENDIX B or online here:

<https://www.ontario.ca/page/the-care-you-deserve>



COMPLAINT AND FEEDBACK PROCEDURE

Information for Youth, Families and Service Providers

Our organization values feedback that you have in our programs. Your feedback and insights are important to help us improve our programs and services. 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.

The Live-In Treatment Program supervisor may be reached at 519-376-6992.

If you are unable to resolve the problem to your satisfaction at this level, please feel free to contact the Live-In Treatment Manager, Assistant Executive Director or Executive Director by calling 519-371-4773.

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.

Complaints can be submitted anonymously using the complaint box located in the dining room of the Live-In Treatment program. A suggestion box to improve our program is located within the youth accessible area of the staff office.

A complaint form is included in this package in **APPENDIX C**.

We hope this information is helpful but please do not hesitate to contact us if you have any questions.

"We all need people who give us feedback. That's how we improve."- Bill Gates



KEYSTONE CHILD, YOUTH & FAMILY SERVICES

LIVE-IN TREATMENT PROGRAM

OFFICE OF THE ONTARIO OMBUDSMAN

The Ontario Ombudsman is an independent and impartial Officer of the Legislature who resolves complaints about government and public sector bodies, including agencies such as Keystone, school boards and the child welfare sector. Youth and families have the right to contact the Office of the Ontario Ombudsman if you are not satisfied with the complaint procedure of the Keystone Child, Youth & Family Services, or if you were unhappy with the resolution.

The Office of the Ontario Ombudsman can be reached at:

483 Bay Street
10th floor, South Tower
Toronto, ON M5G 2C9

Toll-free (inside Ontario only): 1-800-263-2841

Telephone: 416-325-5669

Email: cy-ej@ombudsman.on.ca

<https://www.ombudsman.on.ca/home>

CONTACT US

Keystone Live-In Treatment Program



Address: 856 4th Avenue East
Owen Sound, Ontario N4K 2N7



Phone: 519-376-6992

Supervisor: Mike McAllister



Keystone Child, Youth & Family Services- Main Office



Address: 1793 3rd Avenue West
Owen Sound, Ontario N4K 6Y2



Phone: 519-371-4773 or 1-800-567-2384

Executive Director: David Willis

Assistant Executive Director: Cathy Clarke



www.keystonebrucegrey.org

APPENDIX A:

LIVE-IN TREATMENT PROGRAM FIRE ESCAPE PROCEDURE

Safety is always the number one priority. If the alarm goes off, quickly walk to the nearest exit:

MAIN FLOOR:

- Front door
- Back door through the dining room
- Side door down steps to basement

UPSTAIRS:

- Fire escape off common room
- Main staircase down to the hall then out the front door, side door or back door

BASEMENT:

- Side door by steps leading to basement



Safety is always the number one priority. If the alarm goes off, exit the building first, go to the appropriate meeting spot, staff will call the fire department, staff will assist youth with exiting the building and exit themselves. If you detect fire pull the alarm at the closest pull station, then exit the building. Fire exits and pull stations will be introduced to you as part of the tour of the Live-In Treatment Program. If you have any questions or concerns, please talk to a staff member.

If you leave from the front door, please go to the big tree at the sidewalk in front of the residence.

If you leave from the back, go to the wooden fence beside the cement pad.

If you leave from the side door go to the safest meeting spot (front or back).

A monthly Fire Drill will be conducted by the staff. Young people are expected to treat fire drills as if a real fire may be happening.

The Care You Deserve

Find out what to expect while living, or being looked after, away from your parent's or primary caregiver's home.



Learn about the **12** quality standards:

They will help you know when and how to ask for different supports or services.

- 1 Your rights:** I have rights and should be told what my rights are in words I understand.
- 2 Your needs:** I have a say in what my needs are and how they are met.
- 3 Your placement:** Adults making placement decisions should find out my needs and place me where they'll be met.
- 4 Your voice:** My opinions and thoughts about my care must be respected.
- 5 Your safety:** Feeling safe, accepted and able to be myself wherever I live is important.
- 6 Your identity:** I should feel supported to explore who I am and how I think about myself, including my identity, culture and beliefs.
- 7 Your relationships:** My caregivers should help me build relationships with others.
- 8 Staff and caregivers:** Those who care for me should have the right skills to meet my needs.
- 9 Your health and well-being:** The services I get should help me be physically, emotionally, spiritually, culturally and mentally healthy.
- 10 Your education:** My caregivers should help me understand why school is important and help me go to whatever program is good for me.
- 11 Your access to the Internet:** If I am mature enough, I should be taught to safely use the Internet.
- 12 Your life skills:** I should be taught important life skills to look after myself, like grocery shopping and learning how to handle money responsibly.

To learn more visit: ontario.ca/ChildFriendlyQSF





LIVE-IN TREATMENT PROGRAM
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