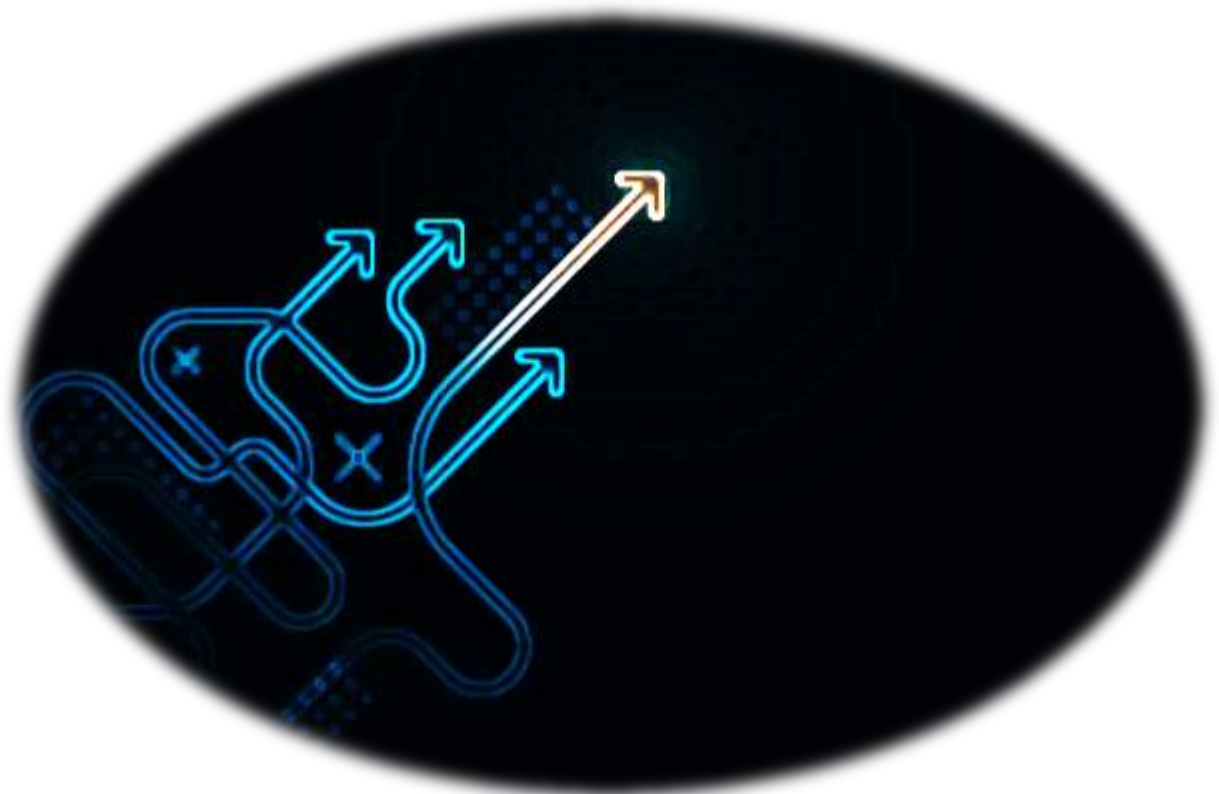


**JohnHoward**  
The John Howard Society of North Island

# Level UP

## YOUTH HANDBOOK



2021

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## Welcome to Level UP @ The Station!

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Level UP is a second stage supportive recovery program designed to empower you on your journey of substance use treatment. Our program offers you a chance to practice the tools you've learned in treatment with a focus on transition toward adulthood and independence. Level UP is youth-lead, so goals and activities are decided by you!

Practicing a recovery plan while living on your own can be hard, so our job is to help you until you've got the hang of it. We will treat you with respect and encourage you to do your best in all areas of your life. **If you ever have a question or need help with a problem, please ask!**

We hope you enjoy your time in the Level Up program!

## Program Highlights

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- Safe, supportive, temporary housing for youth aged 16 – 22.
- Close to groceries, shopping, rec centres, bus stops, and other services.
- **Building features:**
  - 10 private, furnished youth apartments, 5 of which are for Level Up clients
  - Shared laundry
  - Wifi
  - Garbage/recycling collection
  - Shared kitchen, communal living and dining rooms.
  - Offices for program staff and an on-site caretaker.
- **Services:**
  - Three meals a day
  - 24 hour staff support
  - Individualized day programming
  - Individual and group counselling
  - Community integration (school, employment, health care, etc.)
  - Healthy pro-social activities
  - Life skill development, and a focus on health & wellness
- **Cost:** All services are free of charge.
- **Staff:**
  - 1 Recovery Coach, 1 Assistant Manager, 1 Independent Living Coordinator, 5 Activity Workers, 2 Night Workers, 1 Cook, 2 Property Caretakers.
  - You can get in touch with any worker by cell during their shift hours; someone is always available 24/7.
- **Length of stay:** 30 to 120 days (1-4 months).



## Finishing the program

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You will enter the program with a safe/positive discharge plan at intake. During your first few days after moving in, we usually try to think about what a target date for finishing might be, depending on what your goals are. Along the way, as you meet goals we will regularly review progress and your target date. We would be delighted to celebrate your success and host a graduation upon your completion of Level Up! If you decide the program isn't working for you, or you leave early for some reason, we will make our best efforts to support you with accessing your emergency discharge plan.

## What we need from you

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- Make sure you're clear on your commitments and the program rules. (see *Level Up Resident Agreement*).
- You must have a confirmed discharge plan.
- If you're having trouble with your recovery plan or in another part of your life, check in with us about it. We can almost always figure out a way to help you sort it out!



**Unsure of something? When in doubt, ask!**

*You can always call or text us if you need help brainstorming about how to deal with a situation.*

## The people connected to the program

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### ***Recovery Coach***

Your main support and go-to person for questions or concerns. They will help you create your individualized recovery plan as well as set and manage your goals. Available Monday to Friday throughout the day.

### ***Independent Living Coordinator***

The main support for youth in the Transitional Housing program @ The Station. They are available to support you with the independent living pieces of your participation in the Level UP program. Available Monday to Friday throughout the day.

### ***Activity and Supervision Workers***

They will be spending time with you doing activities that help you meet your personal, recovery, and community goals. Available every day from 7 am – 10 pm.

### ***Overnight Worker***

They sleep in staff accommodations onsite and can be contacted to provide support in case of emergencies during the night. Available every night from 9 pm – 7 am.

### ***Cook***

Develops menu plans, prepares 3 meals a day for you, and takes care of the kitchen. Available Monday to Friday from 8 am – 3 pm.

### ***The Station Caretakers***

They live onsite and care for the building and grounds. They are contacted for building-related issues only (i.e. leaks, repairs, etc.) and NOT to be treated as on-call staff.

### ***Assistant Manager***

Oversees the day-to-day running of the program and is an active part of case management. You can meet with the assistant manager if you have any questions or concerns. Available Monday to Friday throughout the day.

### ***Program Manager***

Helps staff look after the program and will step in to meet with you if things go off track. Available Monday to Friday throughout the day.

### ***Substance Use Counsellors***

Meets regularly with you to provide counselling. In some cases the counsellor may work with you and your family members. Available by appointment.

## The parts of the program

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### Individualized Recovery Plan

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Within your first few days in the program, you will work with the Recovery Coach to create a personal recovery plan where you will identify your vision and where you would like to be after completing the Level Up program. This plan will help **you** manage your goals around recovery and transition toward adulthood and help **us** to provide programming and opportunities that support your goals. It can include things like education, employment, recreation, relationships, life skills, health/wellness, etc.

### Money

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The program is 100% free of charge; however, you may want to talk with your support systems about personal costs such as cigarettes, vaping products, and pocket money.

### School

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You need to be attending school while you're in the program. If you are new to the community, your Recovery Coach can connect you with local schooling options or support you with distance education depending on your situation. Due to the brief duration of the program, we expect that most youth will remain connected with their home school and arrange to have work emailed / provided during their time at Level Up.

### Program Check-Ins

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Week to week, the recovery coach will get together with you to check in about how things are going.

### Room Checks

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Keeping up with household chores can be a challenge for everyone, but staff are here to support you in getting into a habit of regular cleaning, taking out the garbage, and ensuring your suite is safe and free of mold/pests. Once a week, staff will schedule a time with you to pop into your unit to help you with keeping your suite a great place to live.

### House Meetings

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On the last Thursday of every month, all residents and staff get together for a mandatory house meeting. These meetings are valuable opportunities for everyone to hear about program updates, participate in The Station-related discussions, and share feedback. (Yes, there are treats.)

### Home Visits

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This is an opportunity for you to return to your home community and practice the new skills/strengths you have developed while at program. It is also an opportunity to make meaningful connection with personal and professional supports. After successfully completing one month of program, you are able

to apply for a home visit. Your recovery coach and whoever will be responsible for you on your visit (e.g. parent/guardian) will support you in completing an application as well as organize travel costs, etc.

## Youth Centred Meetings (YCMs):

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Once a month, you will get a chance to get together with all the people who are working to support you in make positive life changes. This meeting can include family, key professionals, and anyone else you feel is an important part of your support team. The primary focus of the monthly YCM is transition planning to support your successful completion of the Level UP program and discharge to the safe, positive plan identified at intake.

## Your commitments

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Make sure you understand the expectations outlined in *The Station Resident Agreement*.

This agreement outlines your commitments to following the rules:

- Guests
- Substance/alcohol use and storage
- Noise
- Safety and security
- Respect towards staff, neighbours, and visitors
- Pets
- Program check-ins

## Reasons why people may lose their place in the program

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These are some of the main reasons why a resident may lose their program spot at The Station:

- **Aggressive** behavior, violence, or threats.
- **Repeated** problems with guests - (having inappropriate visitors, people being in your suite when you're not there, having guests on property outside of visiting hours, or having more than one guest at a time, etc.).
- **A pattern** of missing meetings with workers, or not cooperating with them.
- Not working on your goals (skipping school, not looking for work, etc.).
- Substance use and/or misuse on the property.
- Damage to the suite or building (this includes vandalism and graffiti).





Before a person in the program loses their spot, we work with them to figure out what happened and what they need to get back on track.

Some consequences to be expected are:

- No visitors for a while
- Extra suite inspections
- Limited access of the common spaces

## Safety and security

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- ***Keys are your responsibility and not to be loaned out.***  
Please tell staff immediately if your key is lost or stolen. If you lose your key, you may be charged a fee to replace it.
- ***Visitors are not permitted on-property outside of visiting hours.***  
Having a guest inside your suite, the building's common spaces, or in the outdoor garden/patio areas between 10pm to 8am could be a reason you lose your guest privileges or your place in the program.
- There are security cameras to monitor the outside and common areas of the building (not in the suites).

## What to Expect on Move-In Day

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### What to bring with you

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Your suite at the Station comes fully furnished but these are some suggested items to pack:

- Personal items (pictures, books, other items that will make your stay more comfortable)
- Clothing (socks, underwear, shirts, pants, rain jacket, shoes, etc.)
- Swimsuit and gym clothes
- Any medications prescribed by a doctor
- ID (Carecard, SIN, status card, birth certificate)
- Resume (if you already have one)
- Cell phone/technology (TV, gaming system, laptop, etc.)

## What to leave at home

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During room checks, or at any time, if you are found to be in possession of any of the following items they will be confiscated by staff. Items deemed inappropriate will be inventoried, locked in storage onsite, and returned to you upon leaving the program.

- ✘ Drugs/drug paraphernalia (rolling papers, medical marijuana, pipes, bongs, etc.)
- ✘ Pornographic material
- ✘ Clothing/accessories that showcase drugs or inappropriate messages
- ✘ Weapons (pocket knives, etc.)
- ✘ Supplements (diet pills, steroids, etc.)

## Orientation

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When you arrive at The Station facility, you will be oriented to your individual suite and the other building features (kitchen, laundry room, living room).

You will meet with the Supported Independent Living Coordinator to complete a suite inspection and review emergency procedures.

Naloxone kits and training will be provided and all medications will be stored in a secure area.

You will also have some time to settle in where you are encouraged to decorate your apartment and make the space feel your own.

## Intake

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In your first week there will be some paperwork that you go through with your Recovery Coach.

We will talk about things such as protecting your confidentiality, your rights and responsibilities, program expectations, etc.

We will also explore your needs and support you in developing your individualized recovery plan and safety plan in order to make your time at Level Up meaningful.

## Medication

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All medications will be handed to staff upon arrival and will be locked in a secured area. You will be responsible for requesting your medications as required.

If you are entering Level UP using OAT support (methadone, suboxone, Kadian), you will be responsible for following your dosage and distribution plan that was arranged prior to your acceptance into the program.

## A Typical Week in Level Up @ The Station

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Throughout the week you can expect to participate in a variety of activities both recreational and goal related. Based on your ideas about what you might like to do, your weekly schedule will be made up of a combination of the following:

- Your interests
- Personal goals
- Daily check-ins
- Room checks
- Physical education
- Life skills
- Individual/group counselling
- Time in the community
- Work experience
- Schooling



Some popular activities include walks, spending time at the beach, arts and crafts, swimming, skating, team sports, working out, bike riding, bowling, and playing pool.

## Counselling and Groups

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You will be able to have close access to Foundry Services including primary care, sexual health, psychiatric services, substance use counsellors, and mental health counsellors. You will also have the opportunity to be participants of in-house groups, including Smart Recovery® and RentSmart©.

## Meals

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The Level UP program has a full time cook who will provide you with 3 meals a day during your stay in the program. As this is a licensed facility youth will not be permitted to use the commercial kitchen. Youth who wish to prepare their own food are welcome to use the kitchen appliances made available in the dining area. Hot plates, microwaves, toasters, and other cooking appliances are not permitted within individual units.

## Cleaning and Laundry

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The Station has two shared washers and dryers that we can show you how to use.

**Complete laundry when you're around** because leaving laundry in the machines after the wash/dry cycle is over will probably result in someone else moving your stuff if they need that machine.

## Structured Free Time

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After successfully completing your first 14 days in program, you can begin exploring opportunities for structured free time in the community. This is an opportunity for you to practice the skills you have been developing in program and to build your independence. Any structured free time will involve collaborative safety planning between you and your recovery coach.

## Employment and Volunteer Opportunities

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If employment is a goal of yours, you are welcome to start looking for a job after successfully completing your first 2 weeks of program. You will work with your Recovery Coach around planning and preparation for work. There are also opportunities for you to be connected with local job-readiness programs (i.e. VIVRS, Bladerunners, etc.).

## Rules and Expectations

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### Guests

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Having your own space to hang out with friends is an exciting perk of living independently, but an important part of this privilege is learning to practice healthy and appropriate boundaries with guests. This is why the program has some expectations in place to support you as well as to make The Station a safe place to live.

#### Visiting Hours (8am-10pm):

- You can **apply** for guest privileges from your recovery coach **14 days after intake**.
- Maximum **2 guests** allowed on property at one time.
- Guests may access your suite and the building's common spaces.
- Guests can visit **until 10:00pm**. After this time guests must be off-property until 8:00 am.
- Visitors must **not be left unattended** in your suite.
- You must remain on property to **supervise your guests** at all times.
- Any visitors under the influence of alcohol/drugs must be asked to leave immediately.
- All guests must leave immediately upon request of staff.
- Visiting animals require staff permission to be on property.

***You are always responsible for your guest.*** This includes any damages, theft, noise complaints, possession/use of drugs/alcohol, and involvement in illegal activities as a result of your visitor. ***Not respecting these expectations will result in loss of your guest privileges.***

### Noise

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Please be a considerate neighbour by respecting quiet time between **10:00 PM and 8:00 AM**.

This looks like:

- Keeping noise to a minimum
- Putting in headphones if you want to listen to something with the volume up.
- Using a soft voice
- Closing door gently

If a neighbour complains to you about the noise, lower the volume right away.

If you don't agree that it was too loud, talk to staff about it.

## Dress Code

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We want to create a respectful, safe environment for everyone, and request that clothing worn be free of any pornographic, or offensive logos, including anything that promotes substance use, violence, or stereotyping.

## Smoking

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Smoking is not allowed anywhere indoors and is only permitted in the designated smoking area outside. You are responsible for provision of your own nicotine, including e-cigarettes, vaporizers, loose tobacco, and chewing tobacco. Use of tobacco for ceremonial/traditional purposes will be reviewed and approved on a case-by-case basis.

## Technology

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Our building has a common area with a TV and Wii gaming system available for all Station residents to use. If you are wanting personal technology for your suite (i.e. TV, cell phone, tablet, etc.) you are welcome to bring those items with you. You will also have unsupervised access to social media during your time at Level UP. While social media can be a useful tool to stay connected, it can also have a massive influence on our daily choices, activities and triggers. You are encouraged to connect with staff around these navigating these multiple platforms; staff help to ensure you are connecting with healthy, supportive people and communities online.

## Parking

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The parking lot is reserved for John Howard staff, social workers, and other supports. Street parking is available for residents and guests of The Station. **Licensed, registered, and insured vehicles ONLY** are permitted in the parking lot.

## Health and Safety

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### Emergency Entry

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Please be aware that in case of an emergency situation or if staff are concerned about your immediate health and/or safety, staff may enter your unit without notice.

### Complaint Process

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Problems are a part of life and often provide opportunities for learning new coping skills and relationship skills. At Level UP we take problems seriously and encourage youth to deal with issues in an open, honest, respectful, and constructive way while being supported. Here are the steps to The John Howard Society of North Island's formal complaint process:

- Step 1: Talk to your recovery coach
- Step 2: Talk to Level UP manager
- Step 3: Fill out a complaint form



# Level UP @ The Station Resident Agreement

## Summary of Commitments

### PERSONAL

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- I will attend a school program and/or be employed.
- I will have **no involvement in illegal activities** at my unit (drug and alcohol use, storage, or sale; theft; weapons; sexual imposition; downloading unsanctioned copyrighted material (“torrenting”); etc.).
- I will let staff know about any urgent medical/legal problems, school suspensions, difficulties at work, and/or problems in the neighbourhood.
- I will not keep **alcohol, non-prescribed drugs, empty alcohol containers or drug paraphernalia** in my unit or on the property. I understand smoking is not permitted indoors.
- I will make sure I **stay in contact** with staff. I will **attend weekly check-ins** with the Recovery Coach to review the goals I have set for myself.
- I will follow the expectations around having visitors at the Station and I understand that failing to do so will result in the loss of this privilege. **I will take responsibility for my guests.**

### PLACE

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- I will keep my unit in a safe and clean condition and take garbage and recycling out regularly.
- I will not keep a pet of any type or size. I understand a visiting animal requires staff permission.
- I am aware that The Station does not have storage space, and that I am required to take all belongings with me when I move. If I abandon any belongings, John Howard has the right to discard all items with one week of me leaving.
- I will not paint or install curtains/blinds without first contacting the Coordinator.
- I will let staff know right away about any problems with the unit (plumbing, leaks, damage, pests, etc.).
- I will help maintain the security of the building and my unit (no one else will have access to my keys; no one in my suite when I’m not there).
- I will respect my neighbours and keep music and noise to a reasonable level, and quiet
- between 10:00 PM and 8:00 AM.

*I have read the commitments for Level UP @ The Station program and agree to follow them.*

Client’s Signature \_\_\_\_\_ Date \_\_\_\_\_

Coordinator’s Signature \_\_\_\_\_ Date \_\_\_\_\_