

YOUTH HANDBOOK

THE STATION

2021



JohnHoward
The John Howard Society of North Island

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Welcome to The Station!

Our program offers you a chance to learn how to live on your own. Living on your own is not easy 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 Station program!

Program Highlights

Safe, supportive, temporary housing for youth aged 15– 19. In some circumstances services can extend beyond 19. Close to groceries, shopping, rec centres, bus stops, and other services.

Building features:

10 furnished suites, 5 designated independent living units, shared laundry, wifi, garbage/recycling collection, shared kitchen, and communal living and dining rooms. There are also offices for program staff and an on-site caretaker.

Rent:

\$775/month (utilities included) plus a security deposit of \$287.50 at move-in.

The program assists you in developing food skills (meal planning, grocery shopping, cooking). The cost for this is \$150/month – this is included in your rent.

Staff:

The Independent Living Coordinator is present on Mon-Fri with flexible hours to help you in meeting your needs. Additional building staff include: 1 Recovery Coach, 1 Assistant Manager, 5 Activity Workers, 2 Night Workers, 1 Cook, and 1 Caretaker. You can get in touch with any worker by cell during their shift hours; someone is always available 24/7.

Length of stay:

How long you stay depends on your needs, goals, and whether you are meeting your commitments.

What we need from you

- Make sure you're clear on your commitments and the program rules (see *The Station Resident Agreement*). If you mess up, don't panic – just let us know so we can get things back on track.
- Understand the expectations of your social worker for maintaining your YAG/AYA funding.
- You will need a working cell phone. One of the commitments is to stay in contact so we can check-in and make sure you are doing okay.
- If you're having trouble at school 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!

Finishing the program

Our goal is to help you gradually take on more responsibility for all the things that go into day to day living. When you start the program, 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. Once you are ready to leave the program, we should be able to give you a good reference and help you find a place you like. If you decide the program isn't working for you, we'll help you figure out next steps.

The people connected to the program



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 7am-10pm.

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 9pm-7am.

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

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.

Unsure of something?

When in doubt ask!

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



The parts of the program

Service Plan: Something we do with everyone is create a plan so we can help you work towards being independent. It can include things like finishing school, learning how to cook, managing stress, getting ID, getting health issues looked after, etc.

Financial Support: Station residents are on Youth Agreements or Agreements with Young Adults through the MCFD to pay for rent, food, bills, and other daily expenses. Your agreement may come with expectations (i.e. attending school, regular meetings with your worker) that you have to meet in order to keep it.

School or Work: You need to be attending school or working while you're in the program. If you are not, you must be working on a plan towards either work or school (i.e. skills updating, certifications).

Program Check-Ins: From week to week, The Station Coordinator will get together with you in to check in about how things are going.

Room Checks: 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 in keeping your suite a great place to live.

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

Your commitments

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

This agreement outlines your commitments to following the rule

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



Safety and security

- **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 10 pm 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).

Reasons why people may lose their place in the program

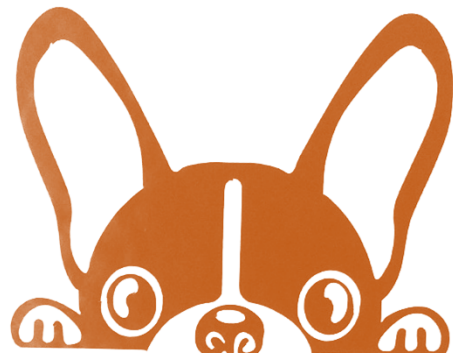
These are some of the main reasons why a resident may lose their program spot at The Station:

- **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*
- *Supervised access of the common spaces*
- *The social worker might hold support money until you speak with them*



Day to day life

Guests

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):

- 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 8:00am.
- 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

Noise is one of the main reasons people are evicted from apartments. 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 The Station Coordinator about it the next day.

Cleaning and Laundry

If you're renting an apartment and you let it get too messy or rundown, you could get evicted. Staff will support you in getting into a habit of regular cleaning and taking out the garbage. 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 are needing that machine.

Decorating your suite

Our units come partially furnished, but if you want to rearrange the furniture or decorate a bit just let us know. We can tell you what's ok and not ok to do, and help you make sure floors or walls don't get scratched by moving furniture.

Grocery shopping and cooking

The Station has a full time cook that can provide you with 3 meals a day during your stay in the program.

If you're hoping to practice your cooking skills while you're here, part of your rent contributes \$150 each month towards an individualized meal program that is used to purchase ingredients of your choice. It may feel overwhelming at first but staff are here to help!

This program is a great opportunity to practice life-long food skills:

- Coming up with meal ideas
- Weekly menu planning
- Ensuring ingredients are realistic your budget
- Writing a grocery list
- Getting groceries
- Cooking old and new recipes
- Cleaning the kitchen after meal preparation.



The industrial kitchen is not available to Station residents but you are able to access the shared small appliances (induction hot plate, toaster oven, microwave, kettle, etc.) in the dining room at any time.

Budgeting

Money is probably going to be tight, so budgeting is another thing The Station Coordinator can help you with. It can be hard, so don't worry if it takes some practice before you've got it.

Utilities

Hydro and other bills can be *really* expensive – even just with normal use – so it’s good to practice now for when you’ll be renting your own place. Here are some hints to save money:

- Always make sure water faucets, lights, and small appliances are turned off when leaving
- Turn the heat down in any rooms you’re not using, when you are settling into bed for the night, and when you leave your suite. It doesn’t take too long to warm the suite up when you get home. Wear a sweatshirt instead of turning the heat way up.

Smoking

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.

Parking

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

Medical

When you're accepted into the program we will ask about any medical concerns you have. Make sure to tell us your doctor's name (or the walk-in clinic you use), as well as any other health professionals you see. If you are already used to scheduling your own medical appointments that's great, but we can help with that too.

Safety

We will do a safety orientation with you when you move into your suite – reminding you about things like leaving the windows open/unlocked, and the iron on, for example. We will give you a list of emergency numbers to post in your apartment or on the fridge. Also, we will ensure that you are familiar with the location of fire extinguishers in the building, and how to use them.

Emergency Entry

You are 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.

Stress and problem solving

Everyone feels stressed out from time to time. If you ever feel overwhelmed, please talk to The Station Coordinator about it. It always goes better if you deal with things before they become too big. If the problem is something you don't feel comfortable talking to the coordinator about, please find someone you do feel comfortable with or contact our office (250-338-7341) and ask for the program manager.

Complaint Process

Problems are a part of life and often provide opportunities for learning new coping skills and relationship skills. At the Station 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 coordinator
- **Step 2:** Talk to The Station manager
- **Step 3:** Fill out a complaint form

The Station Resident Agreement

Summary of Commitments

Personal

- ☐ 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; illegally downloaded media/“torrents”, etc.).
- ☐ I will let The Station Coordinator 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 understand the safety procedures.
- ☐ I will make sure I **stay in contact** with the Station Coordinator. I will **attend weekly check-ins** with the Coordinator 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

- ☐ 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 the Coordinator 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 The Station program and agree to follow them.

Client Signature

Date

Coordinator Signature

Date

Emergency Discharge Plan

If I have to leave my unit at The Station

My plan for temporary shelter is:

To stay with _____

who is my _____ (friend, aunt, etc.).

I can stay with them for at least 48 hours on short notice.

This can be confirmed by calling him/her/them at this number: _____

My back up plan is:

To stay with _____

who is my _____ (friend, aunt, etc.).

I can stay with them for at least 48 hours on short notice.

This can be confirmed by calling him/her/them at this number: _____

Client: _____

Date: _____

Confirmed by program Coordinator:

Signed: _____

Date: _____

The Station Program Use and Occupation Agreement

(Residential Tenancy Act Waiver Form)

The suite you are renting is **not** covered under the *Residential Tenancy Act* because you are part of The Station Program run by The John Howard Society of North Island.

The *Residential Tenancy Act, Section 4* says: *The Act does not apply to: living accommodation that is made available in the course of providing rehabilitative or therapeutic treatment or services.*

In order for you to learn about the rights and responsibilities you will have as a tenant in your own place, we try to follow the *Tenancy Act* as closely as we can, but it is important for you to know that **our program is different from having your own apartment**. This means we might have to exit you without notice if you don't follow the program commitments listed in this handbook.

I, _____ confirm I have read and/or fully understand the expectations outlined in The Station Youth Handbook and I agree to follow the program commitments. I understand the units are not covered under the *Residential Tenancy Act*.

I agree to occupy Unit _____ at 994 8th Street starting _____ (date) and thereafter from month to month. I understand that my **monthly rent is \$755** and payments are due prior to the 1st of each month.

I will make my best attempt to provide one month's notice, in writing, when I decide to move out. I agree to provide a **damage deposit of \$287.50** and that this damage deposit will be withheld until a complete inspection of the unit is done by myself and the Coordinator. It is expected that the damage deposit will cover any damages or costs incurred as a result of this residency, unless repaired by myself to the satisfaction of the Caretaker, Coordinator, and/or Program Manager.

Client Name

Client Signature

Witness

Date