

Parent/Guardian Handbook

2021



JohnHoward
The John Howard Society of North Island

Level UP Program Overview

Level UP Second Stage Recovery Program is a 30 to 120 day program available to youth (16 to 22) who are in recovery and self-identify as wanting to explore their independence and identify community supports and services to live healthier lives. The program is located in beautiful Courtenay, B.C., and, like all the John Howard programs, is offered free of charge.

The youth will develop an Individualized Recovery Plan with their Recovery Coach to provide youth an opportunity to engage in activities that explore and provide positive experiences in the areas of school, employment-readiness, recreation, life skills, positive relationships, community engagement, and support groups (Smart Recovery/Rent Smart). They will be connected to their Recovery Coach who will act as a case manager and “go-to” person at program. It is important to us that the youth’s time in *Level UP* is designed to meet their unique needs and interests, so they will be involved in all aspects of program including setting goals, creating a weekly schedule, and assessing progress.

While at *Level UP* youth will be provided with their own independent suite with access to shared common areas including a recreation room, kitchen, dining room, and laundry. We are committed to providing a stable and safe environment. Our program is staffed 24/7.

What to Expect on Arrival

When youth arrive at our facility they will be oriented to their individual suite. Each suite provides a bed, desk, chair, lamp, footstool, and has their own private bathrooms. Youth will be encouraged to bring personal belongings to decorate their suites and make the space feel their own.

Youth will also engage with the Independent Living Coordinator to complete a suite inspection, complete an orientation and create and review a personal safety plan. Naloxone kits and training will be provided and all medications will be stored in a secure area.

A Typical Week in Level UP

Youth will be participants of in-house groups, including Smart Recovery, Life Skills, and monthly house meetings, in addition to exploring their independence and identified goals within the community. This could include education, connecting with employment services, mental health and substance use counseling, etc. Each youth will connect with their Recovery Coach to identify personal goals and evaluate their progress. Parents and other support people may also be involved to identify a youth goal(s). Youth will be spending both accompanied and independent time within the community. Throughout the week there will be many opportunities to engage in activities, and youth are invited to share their ideas about what they would like to do. Some examples of common activities are: walks, spending time at the beach, arts and crafts, swimming, skating, team sports, working out, bike riding, bowling, playing pool, etc.

Counselling Services

Youth will be able to have close access to Foundry Services including clinical counseling, psychiatric services, substance use counselors, and mental health counselors.

Staff that Youth will be working with

Youth and Family Recovery Coach

Youth will be connected with the Youth and Family Recovery Coach. He/she's primary is the youth's main support while he/she is here in program. They are the "go-to" person for questions or concerns, and will help set and manage goals for your youth's time in program.

Independent Living Coordinator

Youth will be connecting with our Independent Living Coordinator who will assist youth in conducting suite inspections and general orientation of the facility.

Activity and Supervision Workers

The Activity and Supervision Workers will be spending time with youth, doing activities, both during the weekend and on weekends.

Assistant Manager

The Assistant Manager will be available to provide support to all staff operating on site and will be an active participant of case management.

Program Manager

Oversees the day-to-day running of the program and is an active part of case management. You can contact the Program Manager if you have any questions or concerns.

Overnight Staff

We will have one overnight staff available to youth in case of emergencies or additional support is required.

Cook

The program provides a full time cook who will provide youth with three meals per day. The cook will also be aware of any dietary needs or restrictions for individual youth.

Sharing Information and Confidentiality

Information is shared between the *Level UP* staff on a need-to-know basis. The goal in sharing information is to best prepare staff to meet the needs of the youth. All staff are bound by confidentiality and may not disclose confidential information about the youth to anyone not working with the *Level UP* Program or professionally involved with youth.

Privacy

Each youth has a private suite. Staff are expected to respect the privacy of the youth. However, they may enter a youth's suite from time to time to ensure that everything is safe and in order. This would only be done when the youth is not in a compromising position, i.e. changing, etc.

Day-to-Day Living Issues

Youth will have daily contact with staff and other youth residing at *The Station*. Youth will have contact with other youth within the *Level UP* program in addition to youth residing in the *Independent Living* program. We provide regular monthly house meetings to bring all youth together collaboratively to build a sense of support and community. This is also an opportunity for youth to review house rules, shared space, and what is and is not working. Staff will be in attendance to provide suggestions and assist in any problem solving between all tenants.

Youth will be encouraged to make healthy connections, spend free time together, and eat meals together.

24/7 Support

An overnight staff will be present as well as the groundskeepers who also reside on site. Security cameras are also on site to ensure safety of all residents.

Medication

All medications will be handed to staff upon arrival and will be locked in a secured area. Youth will be responsible for requesting their medications as required. All youth entering who are using OAT support (Methadone, Suboxone, Kadian) will need to make arrangements around their dosage and distribution plan prior to acceptance into the program.

Alcohol/Substance Use

Alcohol and substance use is not permitted inside personal suites or on the property.

Rules and Expectations

Intake

In the first week of program there will be some paperwork that youth go through with their Recovery Coach and Independent Living Coordinator. We will talk about things such as protecting confidentiality, rights and responsibilities, program expectations, developing a unique safety plan, etc. We will also explore needs and support youth in making some personal goals to make their time at program meaningful and successful.

Program Rules

Most of the program rules and expectations are outlined in the Youth Handbook, or will be discussed with youth upon their arrival at program. If issues come up that have not been previously covered, we will talk with youth to clarify expectations.

Technology

Our program does have a common area where a television and Wii gaming system are available for all building residents to use. Youth are also able to access WI-FI on site. If youth is wanting other technology such as a personal T.V. for their suite, cell phone, or tablet, they will be required to bring those items with them.

Youth will have access to social media but will be encouraged to connect with staff to ensure that they are connecting online in a healthy manner, with no inappropriate use. Staff can assist youth to ensure that they are connecting with healthy supportive persons online, etc.

Dress Code

We strive 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

We recognize that some youth who attend our program have developed a dependency to nicotine and may identify smoking as a primary coping mechanism. We will encourage youth to participate in a variety of cessation (reduce/stop smoking) programs and have a strong focus on supporting the development of safer, healthier coping strategies. Youth who are wanting to smoke will not be permitted to smoke within their individual suites and must smoke in the designated smoking area outside. Youth will be responsible for provision of their own nicotine. This also applies to:

- Use of 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.

Money

Youth will be responsible for all personal purchases while they are in program. This may include cigarettes, clothing, toiletries, etc.

Rights and Responsibilities of Youth

Communication & Community

Upon arrival youth will connect with their Recovery Coach who will help to develop a contact list, consisting of healthy supports, during their first couple of weeks at program.

During youth's first 14 days at program, youth will be accompanied by staff at all times when out in community. This is to ensure the safety of youth and to orient youth to the local area.

Home Visits

A home visit is an opportunity for a youth to return to their home community and "practice" the new skills/strengths they have developed while at program. It is also an opportunity to make meaningful connection with personal and professional supports.

After a youth has successfully completed one month of program, they are able to apply for a home visit. Youth, their primary counsellor, and whomever will be responsible for them on their visit (i.e. parent/guardian, will support them in completing an application as well as organize travel costs, etc.

Family members are welcome to visit youth in Courtenay. Please talk to the youth's Recovery Coach to make these arrangements.

Discharge Planning

Youth will need to have a safe and positive discharge plan prior to program admittance. We would be delighted to celebrate their success and host a graduation upon their completion of program. If a youth is discharged early, staff will work with families and other helping professionals to ensure that they arrive safely to an emergency discharge placement. We encourage parents/guardians to be involved in the process of discharge planning.

Discharge plans will be reviewed monthly through (YCM's), in which the youth is encouraged to invite their parent guardian. Meetings are most often held via telephone conference as we do not expect parents and helping professionals to travel to Courtenay to meet.

Structured Free Time

After a youth successfully completes their first 14 days in program, they can begin exploring opportunities for structured free time in the community. Structured free time is an opportunity for youth to practice the skills they have been developing in program and to build their independence. Some examples of structured free time may include: working out at the gym, playing sports, participating in a youth group, going for bike rides, going to the movies, taking a lesson of some sort, etc.) Any structured free time will involve collaborative safety planning with youth and their Recovery Coach.

Employment & Volunteer Opportunities

There will be opportunities for youth to connect with local community Employment and Educational programs (i.e. VIVRS Employment, Bladerunners). If youth are interested in seeking employment independently, he/she is welcome to start looking after they have successfully completed 14 days of program. If the youth has a plan to seek employment, he/she will be asked to do some preparation with the support of the Recovery Coach.

Support for Parents

If parents require additional support, staff can assist by connecting families with appropriate resources in the home community. The transition process (going to and returning from program) can be a positive, but also challenging time for both youth and parents. Parents/guardians are always welcome to contact the program manager with any questions they may have.

Complaint Process

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. The John Howard Society of North Island's formal complaint process is as follows: Step 1: talk to your Recovery Coach; Step 2: talk to *Level UP* manager; Step 3: fill out a complaint form.

Mail/Contact Information

If you would like to mail something to your youth while in program, please send to the following address:

First Name Level UP (i.e. Angela Level UP)
994, 8th Street
Courtenay, BC
V9N 9G1

If you have any questions, concerns, or would like to receive additional information, please contact the Program Manager: **Angie Prescott**

Phone: **(250) 338-7341 ext. 324**

Email: **angie.prescott@jhsni.bc.ca**