



7095 Beverley Parnham Way, Port Hardy BC V0N 2P0 250-949-8333

Withdrawal Management and Supportive Recovery Program



PARENT/ GUARDIAN HANDBOOK

Program Overview

Withdrawal Management and Supportive Recovery Program is a 3 month program with a possibility for a further 3 month extension available to youth (13 to 19) who self-identify as wanting to explore their relationship with substance use and address challenges related to their use. The program is located in beautiful Mt. Waddington Region of B.C., and, like most NICCCS programs, is offered free of charge.

The youth will attend a day program Monday thru Friday from 9:00am to 2:00pm. Both in the care home and in day program youth have 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 individual and/or group counselling. They will be connected to a primary counsellor who will act as a case manager and “go-to” person at program. It is important to us that the youth’s time 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.

Youth reside with contracted caregivers who are committed to providing a safe, healthy, stable, and nurturing home environment. There is a maximum of one youth per care home at any time.

Youth are typically supervised at all times for the first 30 days. *After* 30 days, if things are going well, i.e. the youth is cooperating, meeting expectations and the probation officer agrees, s/he may be eligible for ‘structured’ free time, such as attending an extracurricular activity in the community such as art classes, martial arts, yoga, etc.

What to Expect During Withdrawal Management

North Island’s Crisis and Counselling Centre Youth Withdrawal Management Program is a non-medical detox for youth ages 13 to 19. While in Withdrawal Management youth are provided with 24-hour support and supervision as they go through their unique withdrawal process. If youth only access Withdrawal Management, and do not continue with the Supportive Recovery Program, the length of stay ranges from 5 to 10 nights, with an average stay of 7 nights. During this time, youth will have regular contact and support from their primary counsellor, clinical counsellor, activity and supervision worker, and caregiver(s). They can expect to be seen by a local doctor within 24 hours of arrival to program.

A Typical Week

Youth participate in daily programming that incorporates both group activities and individual blocks where each participant will have the opportunity to address their individual goals (i.e. counselling, school, independent living skills, work experience, etc.). Each youth will work directly with their primary counsellor to identify personal goals and evaluate their progress. Parents and other support people may also be involved to identify a youth goals. There are regular aspects of program that youth are expected to

participate in, which include: check-ins, cooking, physical education, individual/ group counselling, spending supervised time in the community, work experience, independent learning (school/ employment related goals) and weekly chores. Throughout the week there are 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 & crafts, swimming, skating, team sports, working out, bike riding, bowling, playing pool, and paid work opportunities. Youth can earn high school credits while in program by incorporating school blocks into their daily schedule.

Counselling Services

Clinical Counsellor

Youth can anticipate weekly individual sessions with the Clinical Counsellor. They may also be involved in weekly group counselling. The Clinical Counsellor will also work with guardians/parents, as necessary, to ensure the best possible outcome for the youth during and after program.

Staff that Youth Will Be Working With

Primary Youth Counsellor: Youth will be assigned a primary youth counsellor. 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.

Teacher: The program has a School District 85 teacher. The teacher will support youth in developing an individual learning plan to meet his/her academic and/ or employment goals.

Clinical Counsellor: Meets regularly with youth to provide counselling. In some cases the clinical counsellor may work with youth and their family members.

Activity and Supervision Workers: The Activity and Supervision Workers will be spending time with youth, doing activities, both inside and outside of day program hours.

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.

Family Resource Worker: Works with caregivers and helps youth get set up in their care home when they first arrive. Youth can meet with the Family Resource worker if they have any questions or concerns about their care home.

Family Care home Recruiter: The Family Care home Recruiter also works closely with caregivers and often checks in with youth and caregivers.

Administrative Support Staff: The Administrative Support Staff are often the first faces youth see as they enter the building each morning. They will welcome youth with open arms and love to connect with the clients.

Caregivers/ Homes

While in the program, youth live with local families contracted with NICCCS. Each adult member of the care home family must undergo extensive screening, including a criminal record search, a check with the local child welfare authority (MCFD) and an intensive home study. As well, youth are not permitted to be left alone at any time with a friend or extended member of the caregiver's family without this person having been screened and approved first by NICCCS.

Sharing information and Confidentiality

Information is shared with the caregiver about the youth on a need-to-know basis. The goal in sharing information is to prepare the caregiver to best meet the needs of the youth. Caregivers are bound by confidentiality and may not disclose confidential information about the youth to anyone not working with the program or professionally involved with the youth.

Daily logs

Caregivers are required to keep a daily log of their time spent with the youth. These logs are handwritten and signed by the caregivers. They are given each day to the youth's primary counsellor and will eventually be placed in the youth's file.

Privacy

Each youth has a private bedroom. Caregivers are expected to respect the privacy of the youth. However, they may enter a youth's room 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 and caregivers have daily contact with program staff. In addition, youth, caregivers and program staff meet formally in the care home once or twice each month (or more, if needed) to discuss all issues-- positive and negative. These meetings provide youth with opportunities for learning conflict resolution and relationship skills. They are supported in these meetings by their primary counsellor and/or a program counsellor while caregivers are supported by the Family Resource Worker.

Part of the Family

Youth spend evenings and weekends with the caregivers and are treated as part of the family. This means they are included in family meals and outings. Staff works with the caregivers to make sure the activities are reasonable and within a youth's capabilities.

24/7 Support

On-call support is available to our caregivers 24 hours a day, seven days a week. In the event of a crisis in the care home, the on-call staff member will provide immediate assistance to the caregivers as well as the youth.

Medication

Caregivers do not administer medication to youth. However, they do keep it locked up and will record the time and date as well as dosage of any medication taken.

Alcohol/ Substance Use in the Care home

We ask that all alcohol is kept locked away. It goes without saying that we do not condone the use of illicit substances by caregivers. Caregivers found to be using illicit substances while a youth is in their care will be immediately suspended pending further investigation.

Rules & Expectations

Intake

In the first week of program there will be some paperwork that youth go through with their primary youth counsellor. 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.

Care home

When youth arrive to their care home their caregivers will introduce them to the rules of their home, and what to expect if rules are broken. Many youth wonder what the consequences for certain behaviours will be. We try to use logical consequences that are related, reasonable, and respectful.

Most of 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

- Laptops, cellphones, iPods, tablets, gaming consoles, etc. are not permitted.
- Youth are not permitted to access social media of any kind. However, if youth require access to social media for reasons that will be beneficial to their goals in program (i.e. removing inappropriate photos, changing a password for security reasons, etc.) they may submit a request form to their primary worker.
- Youth will be provided with an mp3 player upon arriving at program and will have supervised access to downloadable music.
- Cameras are not permitted at program. If a youth has a camera we will keep it for him/ her and return it for home visits or special occasions. If youth choose to participate in a photography project, a camera will be provided.

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. If youth are having trouble with quitting smoking, individual smoke breaks may be permitted during their time at day program. NICCCS has a commitment to safer practices and, as such, will endeavor to ensure you do not place yourself at increased risk while attempting to get cigarettes.

- Use of e-cigarettes, vaporizers, loose tobacco, and chewing tobacco are prohibited.
- Smoking is not permitted inside any homes, buildings, or vehicles.
- Use of tobacco for ceremonial/ traditional purposes will be reviewed and approved on a case by case basis.

- Youth will receive a \$20.00 allowance once per week- guaranteed!
- The most amount of money youth are permitted to carry on them is \$25.00. Caregivers or youth counsellors will hold onto any extra money youth have and make it available to them for requested purchases.
- If a youth has a bank card, their caregiver or youth counsellor will hold on to it for them. If a youth would like to withdraw money from their bank account to purchase a specific item(s), they will need to speak with your youth counsellor first.

TV/ Movie/ Game Ratings

- You are permitted to watch TV shows or movies with a rating of 14A or lower, as well as play video games with a rating of “T” or “E”. Any media above these ratings will need to be approved by your youth counsellor and will only be considered for educational purposes.
- Any media or materials (magazines, videos, posters) that are X-rated, pornographic or otherwise offensive are strictly prohibited.

Rights & Responsibilities for Youth

While in program youth are “in care” of the Ministry for Children and Family Development (MCFD) and are protected by law. For more information, talk to your youth’s primary counsellor and seek out a copy of the document called: “Know Your Rights: A Guide for Young People in Care.”

Communication

Youth are permitted 20 minutes of call time in the care home each day. Staff will help to develop a contact list, consisting of healthy supports, during their first days of program. It is important to note that the calls from the care home must be outgoing from the youth as incoming calls to the care home are not permitted. Any questions or concerns can be answered by the program manager or primary youth counsellor.

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 whoever 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 **Port Hardy**. Please talk to your youth's primary counsellor to make these arrangements.

Discharge Planning

While at program, youth are supported to create a safe/ positive discharge plan. 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. This often occurs through monthly Youth Centered Meetings (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 Port Hardy to meet.**

Structured Free Time

After a youth successfully completes their first month in program, they can begin exploring opportunities for structured free time in the community. Having structured free time is earned through demonstrating appropriate behaviour within program and the community as well as by following through with program expectations. Structured free time is an opportunity for youth to practice the skills they have been developing in program and to gain 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 primary counsellor.

Employment & Volunteer Opportunities

There will be opportunities for youth to gain paid work experiences while at program. If youth are interested in getting a job, he/she is welcome to start looking after they have successfully completed one month of program. If the youth has a plan to seek employment, he/she will be asked to do some preparation with the support of our teacher and/ or his/her youth counsellor.

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 excellent opportunities for learning new coping and relationship skills. At Support Recovery we take problems seriously and encourage youth to deal with issues in an open, honest, respectful, and constructive way while being supported. NICCS formal complaint process is as follows: Step 1: talk to your primary counsellor; Step 2: talk to Support Recovery manager; or Step 3: fill out a complaint form.

Complaints in the Care Home

Every effort is made to ensure that youth are placed in the care home best-suited to meet her/his needs. There are weekly meetings to discuss problems and successes in the care home with the youth, the caregiver and her/his primary counsellor. Youth are encouraged to practice open communication and conflict resolution skills in working through any issues that arise in their care home. The Family Resource Worker will help caregivers problem solve in a constructive manner as well. If a problem persists, a youth may be moved to a different care home.

The number of care homes is limited so it is important the youth are willing and able to fulfil basic expectations in the care home. Unfortunately, there is the possibility that a youth will be exited from the program if we cannot find a care home for her/him.

Complaints in Day Program

Youth are encouraged to speak to program staff about any complaints. We encourage open, honest, and respectful communication among youth and staff members, and are always willing to work through any problems or complaints a youth may have. Youth also have the option of voicing complaints during our monthly Youth Satisfaction Surveys as well as to meet with the program manager.

Mail/ Contact Information

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

First Name Support Recovery (*i.e. John Support Recovery*)
PO Box 2446
Port Hardy, BC
V0N 2P0

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

Michele Keys
250-949-8333
michelek@niccs.org