



## **CLIENT ORIENTATION PACKAGE**

Welcome to the Dave Smith Youth Treatment Centre!

You have just been admitted to the DSYTC in order to receive treatment for your drug and/or alcohol use, as well as other issues that may be troubling you. We know that coming here may have been an incredibly difficult decision for you and for all the people that care about your well-being. We also realize that being here has temporarily separated you from friends, family, and other important people in your life. Please know that our clinical team is here to support you as you adjust to your stay, and to make your time with us as positive and as helpful as possible. Addiction treatment is hard work...but your health and happiness is worth the effort!

Our aim is to provide a safe environment in which to promote positive and healthy choices and to help you develop knowledge and various skills that will serve you well into the future. Our commitment is to provide you the best available treatment possible. Your individual Addiction Therapist will provide further details about the specific treatment you will receive as well as the structure of our program. Please do not hesitate to ask us any questions you may have.

At this time we simply encourage you to take some time to settle in, meet fellow residents and staff and to adjust to your new surroundings.

Once again, welcome to the Dave Smith Youth Treatment Centre - we are looking forward to getting to know you and helping you in any way possible!

## **IMPORTANT INFORMATION – PLEASE READ**

The following few pages will outline a number of important aspects of our residential program, including house rules and daily routines. We know that discussing rules is not particularly enjoyable and can sound kind of harsh, but we do this so that everyone is clear about what type of environment we want to create together, and so to ensure that everyone is treated with respect.

We ask that you read the following pages. Should you have any questions about the contents of this document, please just let us know.

### **CONTINGENCY MANAGEMENT**

We use a point system to reward residents for completion of a number of tasks and routines (e.g., cleaning room) as well as for doing things that are particularly helpful (e.g., assisting another client or staff member). As well, residents can lose points based on their lack of participation in certain tasks and/or for demonstrating negative attitudes or behaviours (e.g., swearing, intimidation). Quite simply, the more points you gain, the more privileges you will be eligible to receive. This system is known as Contingency Management and it will be explained to you in greater detail very soon.

### **CLIENT BILL OF RIGHTS**

Our unwavering commitment to all our clients is to provide a safe environment in which they can work on their recovery goals. We do not use approaches, techniques, interventions or programming which are demeaning, oppressive, degrading, or abusive.

#### During your relationship with our agency, you can:

- expect to be treated with respect and dignity by all members of our staff;
- expect that DSYTC staff will respond reasonably to your request for service and provide for the continuity of your care;
- expect that DSYTC and its personnel will strive to create an environment where you will be treated with respect and dignity by fellow clients/residents;
- expect that DSYTC and its personnel will treat all information you provide in a confidential manner and will not, subject to certain exceptions, release that information to others except with proper consent;
- expect that members of our staff will be honest and forthright with you at all times;
- expect that your treatment plan and objectives will be developed promptly, that care will be delivered in a competent manner and according to the

highest recognized clinical standards, and will be arrived at with your cooperation and input;

- request a change in treatment, a referral to another therapist (where possible) or a termination of treatment if you are dissatisfied (in such situations it is incumbent on the therapist to make all reasonable efforts to arrange treatment follow-up elsewhere)
- request to examine, with some exceptions, your clinical record and to request a correction to that record by completing and attaching to the record a “statement of disagreement” concerning any perceived inaccuracies.

It is important to recognize that the existence of a Client Bill of Rights does not mean that you can do whatever you desire while in our care. With rights come certain basic responsibilities towards both agency staff as well as peers who share the same rights. While staff are obliged to act nonjudgmentally and with empathy, they will also set boundaries and address and correct unacceptable behavior if and when it arises.

In an effort to continuously improve the programs and services we provide, we welcome your feedback. Periodic client surveys will give you the opportunity to comment on the services you received up until that point, and to let us know what you feel our strengths and areas for improvement may be.

### **MAJOR HOUSE RULES**

Your safety, and that of your fellow residents, is our #1 priority. Therefore, we need to ensure everyone understands the rules we all must agree to live by. The following rules apply to residents, staff and visitors alike:

1. *Violating another individual's rights is prohibited. More specifically, every person entering the DSYTC (staff, residents and visitors) have the right to feel safe and to be free from discrimination due to their cultural identity, sexual orientation, or religion. We also all have the right to not be threatened or to be verbally, physically or sexually harassed.*
2. *Sexual relationships and intimate contact of any kind is not permitted. Such relationships may be unhealthy and can greatly distract you from the real purpose for which you are here.*
3. *Given we are a drug treatment facility, no mood altering substances (beyond approved prescription medications) are allowed on the premises. Please respect yourself and each other by ensuring our Centre remains a drug-free facility!*

4. *Violence of any sort (including threats and intimidation) will not be tolerated. You will be taught ways in which to handle conflict in a productive manner – please apply these lessons if/when disagreements arise.*
5. *Tobacco use of any kind (e.g., smoking) is not permitted anywhere or at any time. This includes during outings and other activities that occur off DSYTC property. If desired, you can be provided a Nicotine Patch so to help with nicotine withdrawal. We also provide Smoking Cessation counselling and strongly encourage you to take time at residential to quit smoking and further achieve a healthy lifestyle.*
6. *Random urine screens will be conducted throughout your residential stay. The primary purpose of doing so is to reward your success in treatment by achieving on-going abstinence. Should your urine screen indicate recent substance use, we will talk with you about the results in hopes of turning it into a productive learning experience.*

***Please note that the violation of any ONE of rules #1 to #5 may result in your immediate dismissal from the DSYTC.***

## **FAMILY VISITS**

Family members can visit you while in residential treatment at various times throughout your stay, and you soon will be provided a schedule outlining our visiting hours. Please note that visitors must be “approved” by your Addiction Therapist and that during the first 2 weeks of your stay, only parents/caregivers who are on the approved list are allowed to visit. Visitors must schedule their visit in advance so that we can properly coordinate timing and internal location.

In order to ensure the safety of all involved, there are a few rules to be aware of:

- Family visits occur on DSYTC property. Staff will try to provide you and your guests with as much privacy as possible – space permitting.
- Visits are not allowed to occur in vehicles.
- Visitors must check in with staff in advance of the visit and anything brought into the facility must be provided to staff so to be reviewed and approved.
- Residents are not allowed to use a visitor’s cell phone or laptop computer (a laptop is provided for academic use while in treatment).
- No outside food or drink is permitted during the visit.
- Visitors are reminded that the DSYTC is a smoke-free facility and that smoking

is not permitted anywhere, or at any time.

## **ADDITIONAL EXPECTATIONS & ROUTINES**

### **Morning Routine**

You are responsible for getting up on time each morning and for being dressed in appropriate attire by the noted breakfast time. In order to spread out water usage and minimize logistical problems, showers will be scheduled via AM and PM “shifts” and you must shower in accordance with this schedule. You are required to ensure your bed is made and rooms is tidy (including closets and dressers) prior to school. You are required to maintain good personal hygiene on a daily basis (e.g., brushing teeth, clean clothing, etc.).

*\*Eligible for point additions & deductions*

### **Mealtime Routine**

When meals are ready, you are expected to assemble at the table with other residents. You are responsible for clearing your plate prior to stacking it in the dish tray. Consistent with our healthy lifestyle approach, the meals provided are consistent with the Canada Food Guide.

*\*Eligible for point additions & deductions*

### **Chores**

You will be assigned a weekly chore and chores will be assigned on a rotational basis (i.e., chores will vary). You are required to complete such chores at the designated times and to the best of your abilities; staff will review chore completion and offer feedback as necessary.

*\*Eligible for point additions & deductions*

### **Personal Quiet Time**

This is an opportunity to spend quiet time in your room. During this period, you may choose to nap, read, journal, reflect or listen to music using your head phones. It is important that you choose to do something that is quiet and that does not disturb others. Please note that individual counselling sessions may also be scheduled during this time.

### **Night-Time Routine**

Prior to going to your designated room, you will help in completing a quick clean-up of the Centre. You are required to be in your room at the designated time and, once in your room, are expected to quietly get ready for bed.

*\*Eligible for point additions & deductions*

## **Resident Shopping**

If you require important personal items, arrangements will be made for a staff member to shop and obtain the items as required, utilizing the money from your account. You are asked to submit a shopping “wish list” on Sundays if you have any items you wish to have purchased.

## **Academic Program**

You are required to participate in the on-site DSYTC school program – this component entails individualized programming which may include working towards a high school diploma or preparation courses related to a College or University program of interest. Academic programming generally occurs every morning, Monday to Friday, with other times in the day made available for homework. **Please note that the educational component is not available during the summer months (July & August), and resumes in September when mainstream schools re-open for the academic year.**

*\*Eligible for point additions & deductions*

## **Recreational & Healthy Activities**

This is both a critically important and enjoyable aspect of DSYTC programming. Experiencing healthy, fun and pro-social activities in a non-using environment has many benefits – including a reduction in boredom and other drug use triggers. Outings and activities include regular walks/hikes, sports, museums, plays, and a variety of other leisure activities. Please consult the weekly schedule for the designated days and times of recreational programming.

*\*Eligible for point additions & deductions*

## **Movie Nights**

Generally occurring on Friday nights, this is an opportunity for you to relax, enjoy a movie and the company of fellow residents.

## **Laundry**

Consistent with our life skills component of programming, you are responsible for washing and drying your own clothes and bedding. Please consult with staff and/or the schedule for your assigned laundry time, as well as coordinate with your roommate (if any) so to both have an opportunity to use the facilities.

## **Internet**

Limited and supervised internet usage is allowed at designated times so to assist in the advancement of educational goals. Any unauthorized use of DSYTC computers, including accessing social networking sites (e.g., Facebook, Twitter, etc.), personal

email, MSN, etc. is prohibited.

## **OTHER GENERAL INFORMATION**

### **Phone Calls**

Phone calls should be kept to no more than 10-20 minutes in duration so to allow all clients an equal chance to use the phone. You will be involved in developing an “approved” calling list through your Addiction Therapist, and the earning of points may allow for the addition of other people to this list.

### **Mail**

Although staff do not purposely read any mail you may receive, all external mail/parcels must be opened under staff supervision so to ensure all contents are safe and approved.

### **Expenses**

The Dave Smith Youth Treatment Centre is funded by the Provincial Ministry of Health. Unfortunately, the money we receive does not cover your personal needs/expenses, such as dental work, medication prescriptions, eyeglasses, clothing, toiletries, etc. Clients 18 years of age and older can apply for a personal needs allowance through Ontario Works. Parents/guardians generally cover the expenses for those less than 18 years of age.

### **Money**

Your money will be kept in an individual envelope in a cash box in a secure location in the facility. You must maintain enough funds in your file, at all times, so to cover your one way fare home (e.g., bus train, airplane), and these funds must be provided at the time of admission. Money for such fares are not available for personal use (e.g., shopping). Please note that If you have been observed or admitted to causing damage to DSYTC facilities or contents, proportionate funds will be withheld so to cover the costs of repair or replacement.

### **Medical/Dental Care**

If you require any urgent medical care while in treatment, arrangements will be made to have you examined by a doctor at the closest medical centre or in the event of an emergency, at the closest hospital emergency room. Dental visits are only arranged for emergency dental care (i.e., no cleanings or check-ups). Please note that you **MUST** have a valid Health Card at the time of admission.

### **Illness**

If you are sick, you must “check in” with staff at your soonest possibility (e.g., first

thing in the morning). A plan will then be put in place, dependent on the severity of the illness in question.

### **Personal Belongings**

For client and staff safety, all personal belongings are thoroughly checked at the time of admission as well as after any off-site visits. Some clothing, music, books, jewellery or other items may be deemed inappropriate for while you are in treatment (e.g., contains drug references, alcohol logos, etc.) - these items will be safely stored away until you leave, or your parent/guardian may take such items home when they visit. Radios, and non-video and non-internet capable iPods and other mp3 players are acceptable, but T.V.'s, large stereos, telephones and computers are not permitted. Please also note that perfume, cologne or aftershave is not permitted while at DSYTC.

### **Rooms**

Bedrooms are double occupancy (i.e., shared with one other resident) and the sleeping quarters within the residence are age segregated. In order to promote positive social interaction, you are only permitted to spend time in your bedrooms at designated times, although extended bedroom time can be earned via our Contingency Management system. Residents are not permitted in each other's bedrooms.

*\*Eligible for point additions & deductions*

### **Home Visits**

A weekend visit home, in consultation with you, your caregiver and your Addiction Therapist, may be arranged during your stay. This generally does not occur until at least 2 months within residential care and families are required to provide all funds necessary to cover the cost of all travel expenses.

### **Fire Drill**

Should the fire alarm sound and/or a fire is witnessed, you are to leave the residence via the closest exit. Once outside, you are required to join the group at the designated area (safely away from the building) so that a headcount can occur. For the safety of staff and clients alike, it is very important that under such circumstances, you leave the residence as quickly and as calmly as possible.

***Thank you for taking the time to read and review this important document.  
Should you have any questions, please do not hesitate to ask.***

***Once again, welcome to the DSYTC!***