



Cross Roads Youth Care Program

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Resident Hand Book Information

WELCOME

This booklet will help explain some things the things you need to know about the group home you are staying in.

Read this over carefully or have a staff member read it with you.

If you have and questions please feel free to ask staff.

What to Expect

When you first come into the home you will be set up with various appointments such as a medical, optical and dental appointment. You will also be required to attend Case Conferences every three months with your case worker and family members. If your Case Worker feels it is necessary you will also be set up in group therapy sessions or individual counselling.

All decisions will include your input and will be made final by your case worker and the director of Cross Roads - Bill McMullin. If you do not agree with any decision you do have the right to appeal or file a grievance.

The components of the program which are mandatory, requiring your participation are:

- You must be enrolled in school or be working full time.

- You are encouraged to give your best effort towards your treatment plan goals and your personal goals - there will be no immediate consequence if you decide to not take part in the program however it could lead to you being terminated from the program and moved to a new placement.

One week Orientation

The one week orientation is a time for you to get to know all the staff and peers as well as the routines and rules of the home. There will be no outings allowed until the one week period is up.

Contact List

Each youth will have a contact list. This is done when you have your intake. This list will include contacts that have been approved by your Case Worker and or parents. It is from this list that any social contacts are allowed. (Telephone, visits, outings, etc)

Staff/Counsellor and Resident Relationship

There will be at least one staff/counsellor on duty seven days a week, twenty four hours a day. They are here to supervise you, organize activities and also they are there to help you with any problems you may have.

The staff/counsellor will work with your Social Worker in setting up any appointments you require. (Doctor, Dental, Psychological etc) If you need clothing or personal supplies the staff member will arrange this for you as well.

You will have an individual Treatment Plan set up by Cross Roads. This plan identifies goals that you need to work towards and staff members will help you reach these goals. The staff setting up this Treatment Plan will ask you to have some input into this plan. (Goals you may feel are important)

Rules

There are a variety of rules and which you must follow while living at the home. The staff and other residents will help you become familiar with them. If you are not sure about a rule, be sure to ask a staff member. You will find that the rules are very simple and not difficult to follow.

★ In the back of this handbook you will find a list of rules and consequences.

Privileges

When you come into the home you will have many privileges. When you abuse these privileges or your behaviour is negative, you will lose some of these privileges for a period of time. You will find more information about this in the back of the handbook. (consequences)

Allowances

You will receive allowance once a week every Friday. All youth receive \$ 10.00.

You will be responsible for your own money. Staff will help you open a bank account if you would like to open one.

If you are Awol you will not receive allowance for that period of time. If you cause any damage to the home, the amount for the repairs will be deducted from your allowance.

School

All residents must attend school or be involved in a day program. Such as a job, life skills program, outreach programs or registered into school.

No exceptions. Not participating in a day program (school or work) could result in you being asked to leave the program.

Clothing

Your clothing and personal items will be recorded on a list. This will make sure that your things do not get mixed up with someone else's.

You are not allowed to borrow each others clothing or personal items.

Laundry

You are responsible to do your own laundry. Bedding and towels are to be washed every week as well on your major room clean day which will be posted on the fridge.

Room Search

If the staff suspect that there may be drugs, alcohol or contraband of any sort in one of the rooms or in a residents belongings, staff have the right to search the room or belonging in the presence of the youth in question.

The staff may also do a room search if the resident is a suicide risk or doing self-harm to themselves.

Items to be Locked Up

All razors and medication will be locked up by the staff. If you need to use a razor, you will need to give it back to staff as soon as you are done with it. Medications will be handed out by the staff as needed.

Culture

All residents have the right to request the help of an Elder or to speak to our Aboriginal Resource Person. You are also able to practice and participate in traditional ceremonies of your choice.

Privacy

You will be required to respect everyone's privacy. You may not enter anyone else's bedroom without permission from the youth who stays in the room and also permission from staff.

Outings

Outings are a special privilege, earned through good behaviour and trust. Outings may be earned after your one week orientation period. All outings must be approved by staff.

Grievance

During your intake you signed a Grievance Procedure Form. The procedure should of been explained to you in great detail at that time.

Social Contacts:

Visitors - You will be allowed visitors. Only people on your contact list will be allowed to visit. Visitors may phone ahead to arrange their visit so as not to conflict with school, outings or appointments.

Telephone - You will be allowed to make and receive phone calls under staff supervision. It will be up to the staff to decide when calls are permitted. However most calls will be before 9:30 pm.

Long distance calls will be made after 6:00 pm.

Mail - You may send and receive mail. Incoming mail will need to be opened in the presence of staff. All names must be on your contact list.

Drugs and Alcohol

Absolutely no drugs or alcohol! This will not be tolerated during your stay at the home.

Smoking

There is no smoking at the home on Cross Roads property.

Cell Phones

Cell phones may be allowed if approved by the director and your case worker. Having a cell phone will only be permitted if your behaviours are positive. The phone is considered a privilege and can be taken away for negative behaviours.

Food

You may eat at any time you get hungry. No food or drink should be anywhere else other than the kitchen.

Damage

You are responsible for and must respect all items in the home. Any damage that you cause will come from your allowance and a loss of privileges.

House Keeping and Chores

Daily and weekly chores must be done as specified at the house, and as the need arises.

You are responsible to tidy up your bedroom on a daily basis. Your room must be cleaned before you leave for the day.

If you make a mess in another area of the house, you are required to clean it up.

You are expected to complete all chores daily and weekly in order to receive your weekly allowance.

Rules and Consequences

1. No Fighting - Physical Aggression or Threats

consequence: Grounded for 5 Days

2. No Swearing

consequence: Automatic Time - Out

3. No Staff or Peer Bashing

consequence: Automatic Time - Out. If it continues 24 hour grounding.

4. Refusing to Complete Your Chores

consequence: Time Out (until the youth is ready to complete their chores)

5. Beds Must Be Made In The Morning Before Going To School.

consequence: Loss of outings

6. Not Getting Out Of Bed In The Mornings

consequence: E.B.T (Early Bed Time)

7. Not doing Laundry

consequence: Major Room Clean Up

8. Racial Comments

consequence: Grounded for 24 Hours

9. Skipping School or Disruptive at School

consequence: Grounded for 24 Hours

10. Assaulting Staff or Peers

consequence: Charged by Edmonton City Police

11. No Lending or Borrowing

consequence: Loss of recreational outing for that evening.

12. Stealing

consequence: Three day grounding. If it continues, charged by Edmonton City Police.

EARLY BEDTIMES

Early bedtimes or E.B.T's will be given out only after staff have attempted three times and the youth still refuses to follow direction. EBT's will be no longer then 30 minutes.

FIRE AND EVACUATION

When the fire alarm goes off, ONE STAFF, is to take charge. He/she will check to see where the fire is located.

1. He/she will also designate other staff to gather the residents and other staff and evacuate by the nearest safe exit.
2. Staff and persons served will gather at the stop sign on the corner of 21 avenue and 69 street.

If this is not a drill and there is a fire evident, he/she will ensure that:

- i) all staff and persons served are safe
- ii) the fire department is notified

The fire department must be notified even if the fire has been put out! The number is **911**.

During evacuation staff will escort all persons served to the meeting area at the stop sign where a head count will be made. Any individuals separated from the main group should also use this as a meeting place.

AT NO TIME SHOULD ANY INDIVIDUAL PLACE HIMSELF/HERSELF AT RISK!

UNIVERSAL PRECAUTIONS

Universal precautions are designed to prevent transmission of HIV, AIDS and other diseases. However, adherence to these precautions can reduce the risk of transmitting other serious diseases that are more infectious than HIV and transmitted in similar ways. By following the universal precautions we will have a high level of infection control and prevention of illness

The following Universal Precautions should be practiced at all times:

1. Handle all blood as if it is infective. Body fluid is a concern.
2. Wash skins that have come in contact with blood with non-abrasive soap and water as soon as possible.
3. Wear disposable latex gloves when wiping up blood and body fluids.
4. Disinfect contaminated areas or articles with 1:10 bleach solution
(1 part of bleach - 10 parts of water)

REGARDING HEALTH, SAFETY AND HYGIENE

All persons served are expected to care appropriately for their own personal hygiene.

1. This will include but not be limited to:
 - a. Daily brushing of teeth, washing of face, and combing of hair;
 - b. Showering at least every other day;
 - c. Ensuring that personal laundry, towels and linens are washed on a regular basis and
 - d. Ensuring that any spills, bed wetting or other problems are reported to staff immediately.

Youth are prohibited from sharing: toothbrushes, combs, hairbrushes, razors, towels, facecloths, makeup, clothing, needles, or body piercing jewellery.

Staff will ensure that all health, safety, hygiene issues and workplace hazards are reported to the Supervisor or the Director.

Staff of Cross Roads Residential will use Universal Precautions to control the transmission of infectious diseases such as HIV, hepatitis, tuberculosis, measles, etc

Staff will use Universal Precautions when dealing with potential contamination by bodily fluids even if there is no evidence of infectious disease.

Staff can not ever be certain that an individual does not have an infectious disease in pre or non-symptomatic form. To protect staff and persons served, staff will always use Universal Precautions when in a situation that may expose staff and/or persons served to contamination.

Additionally consistent and regular use of Universal Precautions will reduce the anxiety and stigma that may be a side effect of using such precautions only when a person served has been diagnosed with an infectious disease.

The Director or designate will ensure that up to date reliable information is available to staff. Such information will be in the form of magazine articles, identification of internet sites, brochures and consultation/training through the local Health Unit. This information will be made available to staff during orientation and additionally through staff meetings, memos and other forms of communication as required to keep staff current and alert.

Persons served will also receive orientation/training related to the use of Universal Precautions in order to better understand the actions of staff and to better protect themselves from potential exposure.

The following procedures will be adhered to:

Staff will wear appropriate protective clothing such as disposable, latex or vinyl gloves; Gloves will be kept readily available at all times. Staff orientation will include a briefing regarding the use of Universal Precautions including the location of gloves and other protective devices. If artificial respiration is required staff should utilize an AR mask. Masks should be available in the first aid kits.

A bleach and water solution for disinfecting surfaces contaminated with body fluids will be used and

Materials contaminated by body fluids will be secured in two plastic garbage bags and disposed of at the nearest Hospital.

Potentially contaminated “sharps” such as used needles, razors and items used by persons served in self-mutilation will be kept in a secure container and also disposed of through the local hospital. Clothing, bedding, and other items contaminated with bodily fluids must be cleaned thoroughly with an approved disinfectant and will not be cleaned with any other items.

Exposure to contagious and/or infectious disease will be noted in the medical section of the file of the exposed person(s) served.