



Youth Transition to Adulthood Program

Phone: (780) 915 - 0121 Fax: (780) 988 - 8294

WELCOME TO THE TRANSITION TO ADULTHOOD PROGRAM

SUPPORTED INDEPENDENT LIVING

We are sure you have lots of questions about the program so we put together this handbook to answer the most common ones. It also provides a guide for what you can expect while you are in the program. If you have any questions not covered in this handbook please consult with your Supported Independent Living Program Youth Workers or contact Bill at 780-915-0121.

The Transition to Supported Independent Living - TSIL program exists to prepare youth (15-21) to live independently. TSIL provides financial assistance and strives to enable its participants to develop abilities in problem solving, individual goal setting and independent living skills. A staff, Chris Wilson lives upstairs from your apartment and will be able to assist you with your day to day concerns. As well a youth worker will work with you throughout the week assisting you as you adjust to your new home.

Program Expectations

To be accepted into the Supported Independent Living Program and be allowed to remain, you are required to follow the program expectations as outlined below.

1. You must be willing to work on issues that affect your ability to successfully function in the program and community. You must also be willing to participate in all case planning.
2. You will be involved in school, work or a full-time day program.
3. You are not to use drugs or alcohol or have them in your apartment.
4. You are not to be involved in any illegal activity.
5. You must maintain respect for the property /your apartment.
6. You must attend all scheduled weekly appointments with TSIL staff and attend a series of Life Skills Programming.

Youth Worker

You have the option of one or two Youth Workers who will assist you throughout your time in TSIL. The goal is to develop a mutual helping relationship based on trust, honesty and respect. The Youth Worker will assist and support you in developing independent living skills. This worker will be someone who works with Cross Roads above and beyond the support you receive day-to-day from Chris upstairs.

Case Planning

While in the TSIL Program, you will be expected to participate in all case planning activities. You will be establishing goals on a regular basis according to what you feel are of most importance to you. Your progress in achieving these goals will be reviewed frequently in a service plan/progress report. An emergency case conference may be called if there are significant problems which are interfering with your success in the program.

Individual Meetings

While in the program you can expect your Youth Worker to have regular weekly visits and phone contact to assist you in meeting the goals set out in your service plan. You are expected to attend all scheduled meetings. However, if you cannot attend a meeting please be considerate and give your Youth Worker notice.

Life Skills

Upon admission to the program, you will be scheduled for a series of life/living skills programming called "Skills for Life". This group is mandatory for all youth. Your Youth Worker will also work with you regularly on individual life skills.

Monthly recreational activities will be scheduled for the youth. Involvement with these activities is voluntary. However, participation is encouraged as it gives you the opportunity to meet other youth in similar situations.

Assessment

1. Independent Living Skills

Your Youth Worker will administer this assessment in the first 30 days of participation in the program. It will aid in identifying areas of strength you already possess in living independently and will also identify areas which require further skill development.

2. Support Network

Your Youth Worker will also administer this assessment within 30 days of the program. It will aid in identifying the level of support you currently possess and the areas which require further development.

3. Individual Issues

SIL staff along with significant others (i.e., case worker, psychologist, family, Cross Roads staff), will work together throughout your placement to resolve issues which may be currently impacting you or preventing you from reaching further independence.

Privacy

A set of keys to your apartment will be kept at Cross Roads Residential Youth Care's office which will only be used in emergency situations. We will respect your privacy by not entering your apartment without your permission unless it is absolutely necessary (i.e., suspect that high risk behaviours are occurring and/or your safety is a concern).

Visitors/Out of Town Visits

You are welcome to have friends, relatives, and such at your home. There are to be no overnight guests/visitors without prior approval from your Youth Worker or TSIL staff.

All out of town visits must be approved by your Case Worker and your Youth Worker.

Crisis Situations

You are expected to immediately inform your Youth Worker, Program Supervisor or the on-call worker of any significant, unusual or critical incident (health issue, hospitalization, involvement with the police or any other issue you feel is critical).

Your Youth Worker's number is: Chris Wilson (780) 904-8174.

If you need support from on call staff (i.e., suicide ideation, substance abuse etc) you may contact the Director at Cross Roads Residential Youth Care, Bill McMullin at (780) 915-0121.

Expulsion from the Program

While in the program, if you fail to work to achieve the Service Delivery Plan goals or do not adhere to program expectations, an Emergency Review will be called. When outstanding issues are not resolved at such meetings, you may be asked to leave the program. Dependent upon circumstances, this may be temporary or permanent.

Grievance Procedure

All programs offered by Cross Roads Residential Youth Care Services will have a fair, accessible and structured grievance and appeal process.

Issues / Concerns

- Talk with your Youth Worker and try to resolve any issues
- A meeting will be set up with Program Supervisor
- A meeting will be set up with Agency Director
- A scheduled meeting with the youth, your Case Worker and Agency Director

Applicants for service or current youth may make appeals when decisions or services affecting them are considered unsatisfactory. Upon commencement with the program your Youth Worker will review the grievance process with you and you will be given a copy of the Grievance Procedure.

REMEMBER—while you are part of the Child Welfare System, you always have the right to contact your Case Worker and, when appropriate the Children’s Advocate.

Children’s Advocate

Telephone Number: 780-644-6951

Advocacy and Confidentiality

SIL staff are here to act as your advocates. This means we will listen to your wishes, desires and goals and ensure other people hear them.

To ensure that you receive the best possible service, information will be shared with your Case Worker and he/she will receive copies of all written reports. Information will not be disclosed to any person without consent from you or your guardian, unless otherwise authorized by legislation, specific Court Order or the Minister.

Information from the assessment, workshops, individual meetings and service plans will be stored in your file at Cross Roads Residential Youth Care. You have the right to access and review your file. However, to review any information written by persons outside of TSIL (i.e., Case Worker, Counsellors) you will require their permission to read those reports.

Informed Consent

During your first meeting with your Youth Worker and your Case Worker, you will be asked to sign a consent form agreeing to accept services from the agency. It is important for you to know that involvement in the Supported Independent Living Program is voluntary and your consent can be revoked at any time.

Financial Support

Upon entering the program, you will open up a joint bank account with your Youth Worker. Both you, and your worker will need to sign a withdrawal slip in order for you to take out money. Participants in the program come to the Cross Roads office to make other arrangements with the Youth Worker to receive their pay out. Initially, you will be required to show your Youth Worker receipts from the money given to you. If receipts are not produced funds may be withheld.

Day Program

Upon entrance into the program, you will be expected to be attending or actively seeking a productive full-time (40 hours per week) day program. School takes a priority. If you cannot be involved in a school program, it may be work, volunteer work or a day program of some kind (all year round).

Direct Youth Costs (in own apartment)

Food	\$ 350.00 / month	
Spending	\$ 60.00 / month	
Clothing	\$ 50.00 / month	
Personals	\$ 25.00 / month	
Laundry	\$ 20.00 / month	
Household	\$ 15.00 / month	
Bus Pass	\$ 66.00 / month	
TOTAL MONTHLY		\$ 586 .00

You will receive a cheque every two weeks for \$293.00. One cheque on the 1st of the month and the second cheque on the 15th of the month. A youth worker will help you deposit your cheque into the bank and go grocery shopping with you helping you budget and make the most of your spending.

CHARTER OF RIGHTS

Any individual or family receiving service from Cross Roads Residential Youth Care program is entitled to the following rights:

THE RIGHT TO SERVICE

- All persons who apply for any service will be considered only on the program's service criteria. Any further consideration of a person's ethnicity, colour, religion, national origin, gender, sexual orientation, age, disability or medical condition (not withstanding infectious disease), as a barrier to service, will not be allowed.

THE RIGHT TO BE INVOLVED

- Youth have the opportunity to agree to service before service is started.
- Youth will be told of their right to refuse service at any time.
- All Youth will be actively involved in the planning and reviewing of service (this includes reviewing reports, attending case conferences, etc.).
- Youth will know their right to access file information and request corrections of inaccurate file information.

THE RIGHT TO CHOOSE INVOLVEMENT WITH FAMILY

- The agency will support youth in his/her choice about how much family involvement he/she wishes to have. In cases where wishes of the youth differ from that of the family, the program will work to accommodate both of the parties involved.

THE RIGHT TO CONFIDENTIALITY OF INFORMATION

- Youth will be told with who the agency may share information about them without a signed consent form.

AGENCY STAFF WILL MAINTAIN AND PROTECT YOUTH RIGHTS. THIS WILL INCLUDE BUT NOT BE LIMITED TO:

- The right to food, clothing and housing in order to ensure good health and personal development.
- The right to an environment free from physical abuse, exploitation and degrading treatment.
- The right to reside with parents and siblings except where it is in the best interest of the youth and family members for the youth to reside elsewhere.
- The right to parental and adult support, guidance and continuity.
- The right to an education which will ensure every youth the opportunity to reach and exercise his/her full potential.
- The right to play and recreation.
- The right to respect of privacy.
- The right to be consulted in decisions related to guardianship, custody and determination of status.
- The right to a competent interpreter where language or disability is a barrier in relation to all decisions affecting guardianship, custody or a determination of status.
- The right to an explanation of all decisions affecting guardianship, custody or determination of status.
- The right to be informed of your rights and to have them applied and followed.
- The rights specified in the Canadian Charter of Rights and Freedoms.
- The Alberta Individual Rights Protection Act.

ALL YOUTH WILL BE TOLD OF HOW AND TO WHOM VIOLATIONS OF RIGHTS ARE TO BE REPORTED.

THE SERVICES OR QUALITY OF SERVICE A YOUTH RECEIVES WILL NOT BE AFFECTED IF HE/SHE ASKS FOR THE HELP OF AN ADVOCATE OR MAKES A GRIEVANCE.

AGENCY STAFF WILL NOT DIRECTLY OR INDIRECTLY INTERFERE OR DISCOURAGE ANYONE FROM MAKING A COMPLAINT TO THE HUMAN RIGHTS COMMISSION OR ANY OTHER ADVOCACY BODY.

IMPORTANT TELEPHONE NUMBERS

Aboriginal Resources

Native Friendship Center 780-423-3138
Aboriginal Consulting Services (Family Violence) 780-448-0378
Native Counseling Services 780-451-4002
Nechi Training & Health Promotions Institute 780-459-1884
Poundmakers Lodge Treatment Center (Adult Addictions) 780-458-1884
Red Road Healing Society 780-471-3220

Crisis Lines

Crisis Unit 780-422-2001 (After hours) 780-427-3390
Bullying Help Line 1-888-456-2323
Lurana Shelter Crisis Line 780-424-5875
Sexual Assault Crisis Line 780-423-4121
Child Abuse Hot Line 1-800-387-5437
Children's Advocate 780-644-6951
Kid's Help Line 1-800-668-6868
Suicide Crisis Line 780-429-0230
Distress/Suicide Line 780-482-4357
Salvation Army - Teens helping Teens Crisis Line 780-428-8336

Addictions

Women For Sobriety 780-429-3855
Our House- Addiction Recovery- Men 18+ 780-474-8945
AL-ANON/ALATEEN 780-433-1818
Gambling Help Line 1-866-332-2322
AADAC Youth Services 780-422-7383
AADAC Recovery Center 780-427-4291
AADAC Treatment 780-427-2736

Pregnancy

Pregnancy Crisis Center 780-482-5111
24 Hour Crisis Pregnancy Line 1-800-665-0570
Birthright 780-488-0681
Pregnant Teens and School Group 780-428-3772

Miscellaneous

Poison Control Center 1-800-332-1414
Royal Alexandra Hospital 780-735-4444
Capital Health - Mental Health Services 780-413-4733
The Support Network 780-482-0198
Capital Health 780-408-5465
Edmonton Police Services (non-emergency) 780-423-4567
Family and Youth Court 780-427-2743
In Case of Emergency 911

