
Resident Handbook

This handbook belongs to:

TABLE OF CONTENTS

Contents

INTRODUCTION.....	2
CONSENT	3
RIGHTS	5
EXPECTATIONS	6
CULTURE	7
POSITIVE BEHAVIOUR.....	7
FIRE EVACUATION PROCEDURE	8
COMPLAINT PROCEDURE.....	8
EMERGENCY INFORMATION	11
YOUTH INTAKE FORM	12
ORIENTATION CHECKLIST.....	13
CONFISCATED ITEMS.....	14
PERSONAL ITEMS INVENTORY	15
CLOTHING INVENTORY.....	16
ALLOWANCE.....	Error! Bookmark not defined.
YOUTH BINDER REVIEW	Error! Bookmark not defined.
ADMISSION TREATMENT PLAN	17
DELEGATED AUTHORITY	18

INTRODUCTION

Welcome to Nightwind Treatment Centre (NWTC). NWTC was started over 16 years ago to support youth who need a safe space to heal and learn. NWTC has three programs that support up to 20 youth with over 40 staff who care about you are here to help you be your best!

Some of the things that we hope you will learn more about during your time at NWTC:

1. Daily Living Skills – Includes important skills like cooking, cleaning, shopping and healthy routines to build independence.
2. Social Support – We have developed a group treatment program so that youth support youth. Remember that your role is to work on yourself and help others make positive decision and work on themselves too.
3. Emotional Support – We have experience creating supporting a trauma-informed environment to help with challenges such as trauma, grief, anger, anxiety, family conflict and depression to name a few.
4. Self Regulation Strategies – Learn strategies for managing difficult feelings.
5. Identity – Build courage, self respect and understand more about yourself.
6. Culture – Learn more about indigenous culture, healing practices and participate in cultural ceremony.
7. Health Relationships – Develop healthy communication and the ability to resolve conflict in a positive way.
8. Healthy Decisions – Learn about making healthy decisions to heal from addiction and strategies to avoid alcohol and other harmful substances.
9. Sexual Health – Learn about sexual health and how to make healthy decisions in difficult decisions.
10. Education Success – Participate in school, experience success and work towards graduating.

NWTC is inspired by 7 traditional teachings that have been taught for many generations. These teachings have been shared by knowledge keepers and Elders who support our program:

- Honesty – We act in a manner that is truthful and genuine.
- Humility – We recognize our value and the areas we must improve upon.
- Respect – We treat ourselves, others and traditions with dignity and reverence.
- Trust – We act with integrity and follow through with what we say and what we believe.
- Courage – We do what is right especially when it is difficult.
- Wisdom – We learn from our disappointments, seek counsel from others and use knowledge and experience to make good decisions.
- Love – We treat ourselves and others with kindness. We seek healthy relationships that are uplifting and positive.

NWTC is your home of choice until you have completed your treatment. We maintain a program based on many years of experience learning what works and what does not work. Our programs do have some expectations for your healing journey to ensure that this environment is a safe and healthy one. Please always remember that we are here to help!

CONSENT

Your caseworker and/or your guardian has signed a consent form to have you stay at NWTC. There are also sections in the referral package for you to know about and agree to so that you get the most out of your healing journey. As a reminder, here is a summary:

- NWTC is a treatment program of choice. This is not a secure site where youth are made to stay here against their will.
- We appreciate parent involvement in the treatment program if this will be a positive experience for you.
- NWTC will sometimes have to conduct room searches and search personal items but this is always done to maintain safety.
- Sometimes your counsellor may ask for permission to videotape counselling sessions. This is done for counselling training and only after they have your permission and that of a casework and/or guardian.
- Staff sometimes takes photos of activities for projects but will not be shared with people outside of NWTC.
- Some of our programs have equine therapy. Be sure to ask the staff if the program you are in has equine therapy.
- Some programs require room sharing. This is done on purpose as part of the treatment program and participants agree to room sharing.
- All residents have access to individual therapy. Services are always provided by trained professionals.
- Residents understand that they have the right to confidentiality and privacy and the right to refuse therapy. You will be provided with information about counselling and the boundaries around confidentiality. Here are the following situations where your information might be shared:
- I understand that the following are examples of situations in which my information may be shared with someone else:
 - If I have been or am being neglected, abused, or harmed.
 - If I am thinking of harming myself or someone else.
 - If a court requests access to my records under certain circumstances.
 - When the therapist collaborates with other professionals about how to help me, in which case only necessary information would be shared. For example, this may include a psychologist or other therapist.



- When the therapist receives written permission from the client and/or legal guardian.
- If the therapist becomes ill or must leave suddenly, notes may be transferred to another therapist.
- If the therapist believes that the sharing of information with others is in my best interests.
- NWTC practices through a positive approach and staff do not participate in confinement, restraints, corporal punishment, humiliation, physical or psychological punishment, taking away rights, painful behaviour modification and demands that might be harmful. We also do not use abusive strategies, inappropriate behaviour, withholding basic needs (sleep, meds, food, exercise and spiritual connections) and we always allow visits with caseworkers and contact with the Child Youth Advocate.
- If you have to be discharged early there is a process to make this happen.
- Your caseworker and/or guardian will be billed for any damages that may occur during your stay at NWTC.
- Residents may be discharged early in a number of situations. It is important that residents understand NWTC will help support them to avoid early discharge because early discharge can represent a delay to your healing journey:
 - Clients present as high risk to self or others, or demonstrate behaviours that sabotage another client's treatment progress.
 - Repeated runaways, that ultimately present a safety risk.
 - Repeated use of substances within the treatment environment which ultimately indicate no treatment readiness.
 - Violence towards staff or peers to a degree that is considered a danger.
 - Program non-compliance (repeated).
 - Sexualized acting out/exploitation.
 - Inappropriate or inaccurate referral information, which results in the placement being invalid.
 - Repeated willful damage of center and equipment.
 - If the program cannot meet the needs of the client that need to be addressed by referring them on.
- Residents agree to 14 key rights that will be shared with you later in this handbook.
- Residents agree to work on the following ideas about conflict resolution:
 - Soft on people and hard on issues. When resolving conflict, we must focus on the issues at hand and avoid making conflict personal.
 - Shift from positions to interests. Focus away from your positions on an issue and look at conflict in terms of what you need or want in a situation and why.
 - Timing is essential to effective conflict resolution. Create time to appropriately address conflict. If you are immediately upset, make sure you calm down before addressing the issue. Yet, the longer

situation goes unresolved, the more frustration builds. Sooner is almost always better.

- Take your concern directly to the individual you have a concern with. Don't talk with others about your conflict unless you are consulting with a supervisor. The exception to this principle is when you are making a disclosure of illegal activity or abuse.
 - Narrow the focus of your concern without bringing up lists of concerns. Harboring resentment inhibits trust and leads to suspicion. Limiting the discussion to one issue encourages an open discussion and keeps the lines of communication open in the future.
 - Always look for the good and don't assume the worst. Assume there is more to the story, and that any harm done was not intentional. Try to begin by explaining information about a situation that is of concern. Continue by communicating what the situation "seems" to be and then ask, "Is what I have shared on target or is there more I should know?" Seek clarity and a solution through a genuine desire to understand.
- You do not pay anything to stay at NWTC. The fee that pays for your stay is paid for by your caseworker or another referral agent. No one at NWTC will ask you to pay for anything during your stay. This allows you to focus on healing.

RIGHTS

The rights of our youth to seek or receive service from NWTC are as follows:

1. The Right to be treated with respect and dignity at all times.
2. The Right not to be subjected to corporal punishment. This includes not being detained in locked premises or lockup unless for personal safety or to protect other persons.
3. The Right to access the Office of the Child Advocacy and Human Rights Advocacy Services.
4. The Right to access and receive visits from legal counsel, Ombudsman of Alberta, Child and Family Advocacy Services and elected officials.
5. The Right of privacy with respect to mail, personal property and reasonable, personal privacy.
6. The Right to choose, participate and receive religious and/or spiritual instruction and experiences.
7. The Right to participate and receive quality treatment which meets the client's specific needs.
8. The Right to receive quality, well balanced nutrition in keeping with traditional lifestyles and preferences.

9. The Right to receive appropriate medical care.
10. The Right to receive quality education consistent with individual aptitudes and abilities.
11. The Right to participation in healthy recreational activities as part of treatment.
12. The Right to make a formal grievance/complaint and receive appropriate follow-up.
13. The Right to live and learn in a safe environment free of hazards, harassment and abuse.
14. The Right to be informed of the responsibilities that correspond with the rights as listed above.

EXPECTATIONS

Please note these expectations remain for all youth and staff in the program.

Be respectful of others

- Use language that is inclusive and respects others.
- Limit swearing and vulgar language that may make others feel uncomfortable.
- Respect personal boundaries of others.
- Noise in common areas is kept at a reasonable noise level.
- Clothes worn are inclusive, comfortable and respect the professional environment we are living and working in.
- We resolve conflict with others in productive ways through talking it out respectfully.

Treat residence with respect

- Treat your room and residence with respect. This includes not destroying property, eating in the dining room only, no outside footwear in the house and keeping room free of offensive material.
- Clean up after yourself.
- Maintain a clean and organized room.
- Enter only areas of the residence that you are supposed to access.
- Report unsafe situations in the program so that they can be corrected.

Participate in treatment

- Participate in treatment activities, recreation, exercise, chores and school activities. All of these things together are part of the treatment program. We simply can't improve ourselves by simply watching TV and movies. Don't worry though as you will have plenty of time to relax and spend time with activities you enjoy!

Make healthy decisions

- Contact family and friends who are on your approved contact list.
- Do not bring harmful materials such as weapons or sharps into the program that can be used to harm self or others.
- Alcohol does not belong on the premises and consumption is prohibited. All drugs are unwelcome other than those that are prescribed by a physician.
- We lead others by setting an example of health and wellness.

CULTURE

Our program integrates cultural teaching and ceremony as part of treatment. Please ask the program lead if there is a teaching or ceremony that you would like to participate in and that might be missing.

POSITIVE BEHAVIOUR

You will receive a basic allowance each week that you can use for personal items. You will also have the opportunity to earn additional money for going above and beyond basic duties such as chores. Points are assigned for following routines and participating in treatment. These points can be saved and used for special privileges.

All youth have the opportunity to participate in on-site and off-site activities. The more trust that is earned, the more trust is provided to you. Please see the following chart which gives you an idea of the rewards and trust offered when youth are following expectations. Please note, this chart also provides youth with the path back to trust after difficulties have been experienced.

<p>GREEN</p> <ul style="list-style-type: none"> - Earns points - May redeem points - Available for all onsite and offsite activities - Phone calls during free time - First opportunity for extra duties - Has a say in offsite activities - Maximum flexibility 	<ul style="list-style-type: none"> - Following expectations of the program - Demonstrating safe behaviour - Demonstrating respect for others - Demonstrating healthy conflict resolution 			
<p>YELLOW</p> <ul style="list-style-type: none"> - Earns points - May redeem points by making amends to the situation or circumstance which placed them in yellow 	<p>Not participating in school - Must catch up on missed assignments</p>	<p>Conflict with peers - Must engage in positive conflict resolution with peer</p>	<p>Not respecting Others - Apology to those disrespected along with a plan to</p>	<p>Critical Incident - Must write a draft CIR along with steps to reconcile the issue (i.e. repair damage, apologize to</p>

<ul style="list-style-type: none"> - Available for all onsite activities and offsite activities only occur if amends are made - Phone calls can be made once clients in green have used the phone and during designated call periods - Second opportunity for extra duties - No say in offsite activities - Limited flexibility 	to move to green.	and may request help from staff to move to green.	prevent situation from reoccurring.	peer, or whatever corrects issue) and plan to prevent incident from reoccurring.
<p>RED</p> <ul style="list-style-type: none"> - Earns points - No redemption of points are possible - Available for all onsite activities with safety plan - No offsite activities are allowed - Phone calls to caseworker and youth advocate only during designated periods - Last opportunity for extra duties - No flexibility is offered because of safety concerns 	Drugs on premises 1 st circumstance 36 hours 2 nd circumstance 7 days 3 rd circumstance Possible early discharge	Incident of theft 1 st circumstance 24 hours 2 nd circumstance 2 days 3 rd circumstance 7 days	Self-harm – youth remains in yellow and should demonstrate alternative coping strategies before moving to green	Aggression toward peer 1 st circumstance 24 hours 2 nd circumstance 2 days 3 rd circumstance 7 days

FIRE EVACUATION PROCEDURE

We want to ensure that our programs are safe for everyone. Count on a monthly fire drill to be rehearsed each month to make sure everyone stays sharp and knows how to respond to an emergency.

If you here a fire alarm sound, don't every assume it is a false alarm. Immediately find your nearest exit and move to the designated sign out sign that says "MUSTER POINT" which means "MEETING AREA".

Make sure that you identify yourself to a staff member who will be making sure everyone gets out safely. If you are unsure of where to exit, please see the fire exit signs that are available in each room of the program.

When a fire alarm happens, please do not attempt personal items. These are worth your life. If it is the winter, it is best you grab a jacket and shoes if it is safe to do so.

COMPLAINT PROCEDURE

One of things that we want everyone to learn during their stay at NWTC is the role of resolving issues in a positive way. The following Complaint Procedure is available to any youth who believes that she has been treated unfairly or inappropriately by staff member or client at NWTC. Please remember, sometimes staff have to set limits because of the safe environment we need to maintain. In situations, where other youth or staff have done something that you feel is



inappropriate, please share this with a staff member. If the situation involved a staff member you should share this with the program leader.

- Youth should seek to first try and resolve any disagreement or dispute with the person involved, whether it is a staff member or another youth. This does not include situations of violence or abuse and you should report this to an adult you trust such as the program lead, your guardian or the Child Youth Advocate.
- If this approach does not resolve the situation within three days, the client should ask to speak with senior staff. The senior staff will make all attempts to resolve the situation and inform explain the results to the client the client of the result. At this time, clients will be provided with a Complaint Form where she will safe explain in writing their concerns.
- Your concern will be followed up with and the program leader will meet with you about your concern to let you know what everyone can do to resolve it. Please remember this process may also require you to help follow through with things.



Complaint Form		
Youth Name:		Date:
Complaint is in Regard to:	NWTC Staff:	Other:
Name of person(s) Involved:		
Description of Complaint:		
What would you like to be the outcome?		
Signature of Youth:		
Signature of Staff:		
Resolution of Complaint:		
Signature of Youth		Date:
Signature of Staff:		Date:

EMERGENCY INFORMATION

Emergency Services	911
Kihew House	780-691-3200
GMT	780-349-7010
Thunderbird Landing	780-698-2595
Child and Youth Advocate	1-800-661-3446
Edmonton Crisis	1-800-638-0715
Alberta North Child Intervention Services Crisis	1-800-387-5437

Please only share this information with emergency services in an emergency situation. For safety reasons, these addresses should never be shared with others.

Kihew House, Sturgeon County

26130 TWP Road 572
Sturgeon County, AB
T0G 1L1

(North East corner of Range Road 262 and Township Road 572 in Sturgeon County)

Thunderbird Landing, Tawatinaw Valley

240068 TWP RD 620
Athabasca County, AB
T9S 1R3

(East of Range Road 241A on Township Road 620 in Athabasca County)

Grandmother Turtle House, Westlock

10516 102 Street
Westlock, AB
T7P 1K4



YOUTH INTAKE FORM

Name of Youth:	
Date of Admission	
Location of Intake:	
NWTC Staff Completing Intake:	
Caseworker / Guardian Escorting Youth:	
Region:	
Height:	Weight:
Piercings:	Other identifying marks:
Documentation:	
<input type="checkbox"/> Admission Package	<input type="checkbox"/> Designated Authority
<input type="checkbox"/> Consent for Treatment	<input type="checkbox"/> Resident Handbook Reviewed
<input type="checkbox"/> Copy of birth certificate	<input type="checkbox"/> Copy of Alberta health care card
Special information relating to intake:	
Youth Signature:	
Caseworker/Guardian Signature:	
NWTC Staff Signature:	

ORIENTATION CHECKLIST

Orientation includes a tour of the site and surrounding grounds. Staff on duty will supervise orientation and ensure that the new youth understand all procedures related to safety and emergency evacuation and is shown the following.

- Tour of administration and staff offices
- Tour of the facility and surrounding area
- Review off limit areas
- New resident is shown to their bedroom and provided with the necessary linens
- Shown the evacuation plan, all exit doors with emphasis on the exit door
- Tour the kitchen/dining facility
- Review rules and responsibilities
- Review client rights
- Go over daily schedule
- Introduce youth to:
 - Other youth
 - Program Manager
 - Therapist
 - Key Worker
 - Program Attendants



CONFISCATED ITEMS

A search of personal items will be completed upon intake for all youth by a staff member of NWTC with the caseworker/guardian and youth present. Items that are not safe will be held during your stay at NWTC and returned to you after you have been discharged.

Name of Youth:	
Date of Search:	
NWTC Staff Completing Search:	
Location of Search:	
Unsafe Item:	Reason it was confiscated:
Items that were illegal and surrendered to caseworker/guardian:	
Youth Signature:	
Caseworker/Guardian Signature:	
NWTC Staff Signature:	



ADMISSION TREATMENT PLAN

This treatment plan applies to the first 30 days of treatment. Following this time period, another treatment plan will be developed collaboratively.

Goal	Description	Strategies	Outcomes	Time Line
Youth will orient themselves to the program and familiarize themselves with expectations and routines.	Youth has just been admitted to the program and they are unfamiliar with expectations and routines.	<ul style="list-style-type: none"> The program team will clearly communicate expectations and routines. Staff will support any questions the youth may have. If transition is challenging, staff will develop a positive support staff with the youth to support success. 	Youth will be familiar with program expectations and routines. Youth are following these expectations and rules with support.	30 days
Youth will build positive and respectful relationships with both staff and peers.	Youth has entered a new environment and has to form new social relationships.	The program team will build rapport and trust, while encouraging relationship building activities between youth and peers.	Youth will have both staff and peers within the program that they can trust, and have a supportive relationships with.	30 days
Youth will actively participate in assessment and treatment activities.	Youth has been admitted to the program in order to build new skills and meet various treatment goals.	The program team will work with youth to identify and address specific need areas. Youth will also be assisted in exploring and building upon their strengths.	Youth will have participated in the creation of their first treatment plan, and have made a commitment to follow through with this plan.	30 days
Youth Signature:				
Caseworker/Guardian Signature:				
NWTC Staff Signature:				

