



Wakenagun Youth Healing Lodge

Client Handbook

WELCOME

Welcome to the Wakenagun Youth Healing Lodge. We are very honoured and excited that you have decided to come to stay with us at our Centre for the next 7 weeks.

The purpose of this handbook is to provide you with some important information about our Lodge and our procedures. After reading this handbook, please feel free to ask a case manager any questions you might have.

The Wakenagun Youth Healing Lodge program is a 7-week trauma-informed program for Indigenous youth across the NAN territory from 12 to 17 years of age. By working within a trauma-informed framework, we promote a culture of safety, empowerment, and healing. We provide addictions and mental health treatment in a 24-hour residential setting. The Centre consists of 6-private room/sleeping quarters.

While residing at the Wakenagun Youth Healing Lodge, youth are supported by a multi-disciplinary team. The program works collaboratively with the youth we service and their parents/guardians who agree to participate in **voluntary treatment**. Treatment is provided based on a holistic approach for youth and their families.

OUR MISSION

In keeping with the sacred teachings of the Creator, Wakenagun Youth Healing Lodge will provide a nurturing and supportive environment for First Nations youth who are embarking on their Healing Journey to Wellness of Body, Heart, Mind, and Spirit.

OUR VISION

Our vision is to see through that all youth who have been a part of Wakenagun Youth Healing Lodge will have gained the strength and skills necessary to continue their life's path with pride, dignity, respect, and a strong sense of identity. By working alongside the 7 Grandfather teachings, it is our hope that the youth will achieve balance in their lifelong journey towards fulfillment and will be contributing members of their communities.

I. TREATMENT PROGRAM

Upon your arrival at Wakenagun Youth Healing Lodge you will be greeted by staff who will help you get comfortable and situated in your room. You will be provided with an orientation which includes a tour of the centre and brief introduction to staff members. You will also be meeting with a case manager to complete the initial screenings and Intake Summary and going over the rules of the facility.

You will have Youth Wellness Workers who will be there to assist you with your daily care and well-being. The case managers will maintain regular contact with parent/guardian to keep them updated on your progress. If one case manager is not available, another case manager will be assigned to you to take over these responsibilities.

During your first week, you will be given an introduction and overview of your rights and responsibilities, as well as the expectations and policies of the Healing Lodge such as:

- ✓ Access to medical care
- ✓ Fire and emergency procedures rules
- ✓ Grievance procedures
- ✓ Discipline
- ✓ Recreational activities
- ✓ Communication
- ✓ Volunteers
- ✓ Activities
- ✓ Youth rights
- ✓ Privileges

Individual Treatment Plan (ITP):

An Individualized Treatment Plan (ITP) will be developed in collaboration with youth. It is based on the strengths and needs of an individual. An ITP is a personalized plan that is strength-based, person-centered, culturally competent, and addresses personalized goals and objectives.

Classroom:

Youth are expected to attend school and participate in educational teachings. The classroom operates in conjunction with the youth's community school.

- ✓ The Teacher obtains curriculum information from the youth's home school. Youth are then able to earn course credit for completed work.

- ✓ Youth who have been out of school for some time, will have a teacher create a program based on appropriate skills and curriculum, until transition to community school is arranged.
- ✓ The Teacher will also work closely with the youth's home school when they are leaving from the program to return to the community.

Therapy Groups:

All youth are required to participate in daily groups that benefit their personal treatment goals. Group content is modified to accommodate youth's personal and academic capabilities. The Clinical Lead facilitates the groups, and outside agencies and presenters may provide presentations and information.

II. GROUP PROGRAMS

Morning Check-In:

This group is held every morning and is a time for youth to reflect on the previous day's events, set goals for the current day, and to briefly discuss how things are going. A relaxation exercise is also incorporated into this group.



Recreation: This group focuses on physical fitness & sports. An emphasis is placed on team sports in order to develop social skills associated with team play while engaging in a variety of physical activities.

Anger Management:

This group explores the concept of anger and introduces a range of methods of handling anger appropriately. Concepts introduced include defining anger, identifying personal triggers, physical reactions, actions, consequences, and the practice of assertiveness and problem-solving skills.

Self Esteem:

This group is intended to provide youth with the opportunity to develop a positive sense of self-worth by identifying and changing negative thoughts, emotions, and situations that hinder their ability to value themselves as a person.

Life Skills:

This group focuses on increasing skills in the areas of self-care (i.e., grooming, hygiene, and nutrition), productivity (e.g., study skills, job readiness) and leisure.

Social Skills:

This group teaches skills to enhance social interactions with others. Skills covered include body language, volume, tone of voice, listening, interrupting appropriately, manners, giving/accepting compliments, making and keeping friends, accepting no, and agreeing/disagreeing appropriately.

External Presenters:

Periodically, a guest speaker will come to the centre to discuss various topics with the youth and may include smoking, substance use, bullying, cultural teachings, arts and crafts, etc.

III. DAILY LIVING AT WAKENAGUN YOUTH HEALING LODGE

Routines help individuals live together without overly interfering with others. Routines support the Healing Lodge's objectives. Cooperation with developing and following effective rules and routines is a key component in evaluating the youth's commitment to becoming a positive contributing member.

- ✓ Youth are awakened at 8:00 am
- ✓ 8:00 medications are administered, youth take care of their personal hygiene like brushing teeth and showering (have scheduled ten-minute showers), and it is your responsibility to make your bed and ensure your room is clean.
- ✓ Breakfast is served from 8:00 – 9:00 am.
- ✓ Morning smudge and sharing circle is from 9:00 – 9:30 am.
- ✓ Morning Fitness is from 9:30 – 10:00 am.

Hygiene:

Youth are expected to shower once a day and to use good hygiene skills (brushing teeth, washing hands, etc.).

Meals:

Meals are planned and prepared according to Canada's Food Guide. The youth will help prepare breakfast, lunch, supper, and snacks. Please inform staff of any food allergies.

Laundry:

All youth are responsible for washing their own clothes according to a posted schedule. A washing machine, dryer, and detergent are available for use by the youth. Laundry days are assigned to each youth to ensure machines are available.

Youth are responsible for putting their dirty clothing in a hamper each night. Linens and bedding are washed once a week by the youth. Youth are required to put away clothing properly.



Arriving and Leaving Programming:

All youth are escorted to and from the program by the referent of the program. During their stay at the program, they will be escorted by a staff member if leaving the premises.

Chores:

Youth are expected to participate in a major room clean up once a week. This typically occurs on Sundays. Other common household chores are assigned on a rotating basis.

A “Schedule of Chores” will be posted for the youth.

Chores are assigned each week to youth and they are responsible for meeting the chore expectations satisfactorily and on time each day.



Bedroom Expectations:

- Dirty clothes are to be placed in clothes baskets provided
- Towels must be hung on the hooks provided in rooms. Towels are **not** to be hung over doors
- Coats, pants, and shirts need to be folded
- Approved personal items can be kept in drawers or shelves in furniture,
- Books and magazines must be stored in rooms.
- Beds are provided with a fitted sheet and a comforter. Extra blankets are provided if required
- Waste basket must be emptied
- Nothing may be on the floor except furniture
- **No food or drinks permitted in the resident rooms**

Phone Use:

Youth may use the phone with staff permission. Youth are allowed to make one phone call per day to ensure all youth have an opportunity to use the phone.

Guardians will establish an approved callers list with the case manager.

If an emergency should arise, please call the lodge and a youth wellness worker will notify the on-call manager, i.e., an injury, death, or serious illness within the immediate family. In these cases, arrangements will be made, when possible, for the youth to visit members of the immediate family or attend the funeral.

Incoming Calls to Residential Youth:

Only individuals on the approved callers list will be allowed to make phone contact with youth.

Visits:

Requests for visits must be made at least 24hrs in advance by calling the lodge and informing the youth wellness workers. Youth wellness workers will then inform the case manager and plans will be made for any visits.

The Wakenagun Youth Healing Lodge will not be responsible for transportation of family members to and from the Centre, nor will family be transported to any location while visiting the Centre. Contact your local band administration office to assist with arrangements.

During your visit we ask that you refrain from bringing snacks or beverages for the youth you will be seeing as healthy meals and snacks are provided and we strive to maintain equality for all youth in treatment.

Please note:

Substances that are toxic or contain alcohol are banned from the premises. These include products such as hairspray, perfume or aftershave, hair gel, mouthwash, nail polish, any product containing alcohol, and all aerosol cans. Please do not bring any of these products when you visit the Centre. All visitors may be subjected to a search of their personal property.

Tele-health Sessions:

Families can easily be connected to their family member in treatment through the Tele-health system. This is a video conference system that connects people from one reserve to another.

In order to use the Tele-health system, please contact your band administration to find out where Tele-health is in your community. Most Tele-health systems can be found at most health-related centres. You simply book your time with your local Tele-health Coordinator and contact the Wakenagun Youth Healing Lodge staff so we may have your youth ready at the specified time. We will also give you the number you will need to call to connect with us.

We encourage parents/guardians to use the Tele-health system to provide much needed encouragement and support for their son/daughter. Wakenagun Youth Healing Lodge requests your regular participation with the Tele-health system on a weekly basis if possible.

Bedtime:

Saturday to Thursday	10:00 pm
Friday	11:00 pm

Bedtime means lights out and the youth must have completed bedtime routines prior to 10:00pm or 11:00pm on weekends.

Video Surveillance:

Please note: All premises at Wakenagun Youth Healing Lodge are under constant video surveillance.

IV. PERSONAL ITEMS

Clothing and Personal Care Items:

Personal hygiene supplies (i.e., deodorant, toothbrush, toothpaste, etc.), haircuts, and clothes, or funds to purchase these items, are to be supplied by the parent/guardian. Soap and shampoo are provided by Wakenagun Youth Healing Lodge.

Valuables/Articles from Home:

Wakenagun Youth Healing Lodge is not responsible for lost or stolen items. All valuables (i.e., money) are the responsibility of the youth.

Money, debit cards, etc... will be kept in the staff office for safekeeping. Upon discharge, the items will be returned to the youth.

Electronic Devices:

Cameras and recording devices are not permitted as per Centre policy (this includes iPods with a camera feature).

Wakenagun Youth Healing Lodge Dress Code:

- T-shirts - No tank tops or shirts that expose shoulders, bra straps, chest, cleavage, back and biceps in the Centre or on outings
- Tank tops - with shoulder straps at least two finger widths wide on summer outings or for physical recreation
- Long sleeved shirts, sweatshirts, and sweaters
- No exposed bra straps, cleavage, or midriff
- Shorts worn at waist or hip - no lower, and covering upper thigh
- Jeans / Pants worn at waist or hip - no lower
- Skirt length no shorter than mid thigh / end of fingertips
- Logos on clothing – no profanity, no provocative sexual, racial, or gender statements, no alcohol labels, no drug labels.
- Watches, rings, bracelets, neck chains - only those that cannot be used as weapons - no heavy amulets, rings, chains, studded watch straps etc. (in general, all chains should be easily breakable by pulling on them)
- No bandanas
- No hats at school, check-in, groups, or while preparing or eating breakfast, lunch, or dinner, or at meetings with the WYHL team
- Slippers must be always worn in the Healing Lodge

Items Not Permissible at the Healing Lodge:

- Mouthwash, hairspray, hair gel, nail polish/remover, perfume, and aerosol spray or any item containing alcohol
- Blow dryers and flat irons can only be used under supervision of a staff member
- Any potentially dangerous objects (e.g., pocket-knives, matches or lighters) will be disposed of or sent home with parents. Items such as scissors, razors, tweezers, nail clippers, etc. are to be kept in the staff office and may be used at the discretion of WYHL staff
- Tobacco products (i.e., cigarettes, snuff, etc.)
- Cellular phones, pagers, cameras or Ipods with a camera function
- Money, debit cards, credit cards, etc.. (Will be inventoried into an accounting log and given back upon discharge)

Please Note:

Items which were not taken with the youth following discharge or graduation are not the responsibility of the Wakenagun Youth Healing Lodge and will not be stored. If the youth wishes these left items returned, the guardian/youth will need to contact the Healing Lodge and arrange for the transport of these items at their own cost.

V. WAKENAGUN YOUTH HEALING LODGE EXPECTATIONS

All programming is based on the principle of respect and safety for all parties to the therapeutic process, including youth, participants, parent/guardians, and staff. We believe the principle of respect and safety is necessary to provide a therapeutic environment.

We encourage self-respect by helping youth to make healthy choices. We believe that health involves making safe choices in relation to drug and alcohol use. It is a requirement that youth agree not to utilize any substances while in treatment. We respect each other's privacy, culture, religion, ethnicity, orientation, tastes, and opinions. We keep a peaceful, safe, healthy environment by using the following:

REASONS FOR EARLY DISCHARGE:

1. An illegal act, such as theft or property damage, committed against Wakenagun Youth Healing Lodge property or Wakenagun Youth Healing Lodge staff property.
2. Bringing alcohol or illicit drugs into the treatment facility.
3. In the opinion of treatment staff, the Youth is not making adequate progress toward accomplishing the treatment goals.
4. Refusal to cooperate with the treatment policies or to follow treatment recommendations.
5. Violent or threatening behaviour directed toward staff, other youth, or Wakenagun Youth Healing Lodge property.
6. Behaviours which significantly detract from the treatment experience of other youth.
7. Services provided at the Healing Lodge are not appropriate for presenting concerns of the youth.

A youth is discharged successfully from the Wakenagun Youth Healing Lodge when the established treatment goals and objectives have been accomplished.

V. PERSONS SERVED ACCESS TO PERSONAL FILE

Access to person served record from persons served

The individualized treatment plan goals created will be shared with the person served on a regular basis. This data will be separated from other documentation stored on their record while being viewed.

Information that contains details on family of origin, assessment reports (psychologist, psychiatrist), or case notes (if not in best interest of youth) will not be shared with the person served.

Positions that may access files or other communication mechanisms

Youth Wellness Workers, Case Managers, Clinical Lead and Management have access to person served files.

Youth & Family/Guardian Contract

Youth Agrees to:

1. Attend and participate in treatment to the best of your ability.
2. Provide us with information we need to offer you the best service possible.
3. Respect the privacy and confidentiality of others in the program.
4. Take part in all groups, activities, and treatment sessions.
5. Do all homework given by the teacher and/or group leader.
6. Not to use drugs and alcohol. Drug related items are not allowed on the property.
7. Not smoke or bring cigarettes, lighters and matches on the property.
8. No violence, physical or verbal. This can lead to criminal charges.
9. Take responsibility for damaged or stolen property as appropriate (e.g., pay for the property and/or restitution)

Parent/Guardian Agrees to:

1. Co-operate with the treatment plan, which will include attending case conferences and family therapy sessions.
2. Plan visits with the treatment team for the youth via in person, teleconferencing, or videoconferencing.
3. Provide funds for the teen to purchase necessary personal care items (toothpaste, soap, deodorant, etc.) or clothing.
4. Provide spending money or allowance as appropriate.
5. Work with staff on discharge planning.
6. Respect the rights and dignity of all parties

Wakenagun Youth Healing Lodge Staff Agree to:

1. Keep a safe and therapeutic environment through use of behaviour management techniques as per Wakenagun guidelines and best practice standards.
2. Regularly review progress with youth and families.
3. Respect the rights and dignity of youth and families.
4. Review this contract with youth and family regularly (roughly every four weeks).

Through working with us, we hope you will make your future life more positive and fulfilling.

- All programming is based on respect and safety for everyone including youth, parents/guardians, and staff.
- Any violations of respect and safety will be cause for review, appropriate consequences, and possible discharge from the program.
- Examples of violations are bringing in any banned or non-permissible items such as drugs or dangerous objects on the premises, lying, verbal abuse, physical abuse, breaking confidentiality, vandalism, racist, sexist or homophobic behaviour and self-abuse.
- By signing this contract, you agree that your participation in this program is voluntary and that you will follow the guidelines and expectations of the program.
- You also understand that your treatment progress will be reviewed with you on a regular basis.
- Finally, you may be contacted three months to one year following graduation for an evaluation of the program.

YOUTH RIGHTS

- **You** have the right to be treated with respect
- **You** have the right to express your feelings in an appropriate manner
- **You** have the right to change your mind
- **You** have the right to make mistakes
- **You** have the right to ask questions when you don't understand
- **You** have the right to say "NO" to negative pressures and not feel guilty about it
- **You** have the right to personal privacy
- **You** have the right to confidentiality

** Please note that Wakenagun Youth Healing Lodge maintains a standard of strict confidentiality regarding all information pertaining to the person served. To ensure high quality and effective services, information regarding person served may be shared with other WYHL personnel during file reviews and clinical supervision when relevant and appropriate.*

Information of persons served will not be shared with anyone outside of Wakenagun Youth Healing Lodge without written signed consent except for the following reasons (indicated above and):

1. *A child or youth is suspected of being abused or is believed to be in danger of being abused; and*
2. *A person is believed to be at risk of harming her/himself or others.*

RESIDENT COMPLAINT PROCESS

1. Making a complaint will not result in any form of retaliation on the part of any employee or agent of Wakenagun Youth Healing Lodge.
2. If you are not satisfied with the service provided your first step, whenever possible, is to talk directly to your Youth Wellness Worker and/or Case Manager regarding your concerns.
3. You have the right to have a support person with you when making a complaint.
4. If your concerns are not resolved by talking to a youth wellness worker and/or case manager, the next step is to prepare a formal written complaint and book an appointment to discuss the issue with Treatment Services Manager.
5. The Treatment Services Manager shall seek to resolve issues raised in the complaint through informal or formal mediation involving you and staff member. The Treatment Services Manager shall provide you with a written response to a complaint.
6. If you are not satisfied with the response from the Treatment Services Manager, you have the right to appeal to the Director of Operations. The Director of Operations will investigate the complaint and will provide you with a written response.
7. You have the right to lodge complaints at any time with the:
 1. Child and Youth Advocate Toll Free 1 (800) 661-3446

ACKNOWLEDGEMENT OF YOUTH HANDBOOK

I, _____ have read and understand
Youth Name

the items addressed in the Wakenagun Youth Healing Lodge Client Handbook.

I have been informed of and understand my Youth rights.

Youth Signature

Date

Staff Signature

Date

Date Reviewed	Youth Signature	Staff Signature
1.		
2.		
3.		
4.		
5.		

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