



Youth Orientation Package



youth
wellness
hubs
ONTARIO

carrefours
bien-être
pour les jeunes
DE L'ONTARIO

About The Timmins Youth Wellness Hub

The Timmins Youth Wellness Hub (TYWH) is a **safe, inclusive** and **welcoming** space for all youth aged 12-25 to access mental health, addictions and wellbeing services, resources and support.

In September 2018, the Timmins Youth Wellness Hub was established to provide programs and services (in English and in French) that support the wellbeing of youth aged 12-25 in the community.

The TYWH is part of a network of Hubs, called Youth Wellness Hubs Ontario (YWHO). YWHO is an initiative that aims to bring the right services to youth and their families, at the right time and in the right place.

Contact Information

Phone: (705) 268-0400

Email: info@ywhtimmins.ca

Hub Headquarters Address:

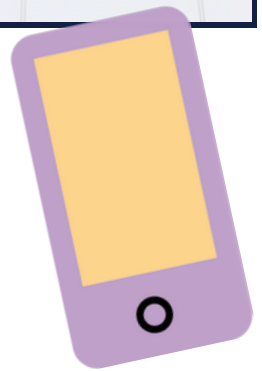
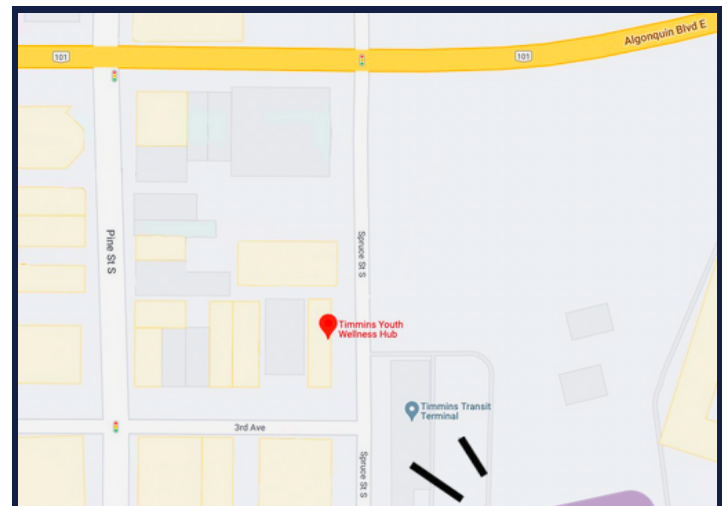
45 Spruce Street South, Unit 102

Timmins, Ontario, P4N 2M4

Website: ywhtimmins.ca

Facebook: facebook.com/YWHTimmins

Instagram: instagram.com/ywhtimmins



Crisis Resources

If you're in a crisis, please call 911 or a local crisis line:

- NEOFACS: 705-360-7100)
- Timmins and District Hospital: 705-264-3003
- Canadian Mental Health Association – Cochrane-Timiskaming: 705-267-8100 (NOTE: This line is open Mon- Fri, 8:30am - 4:30pm)

If you need to talk to someone, you can reach Kids Help Phone by phone (1-800-668-6868) or text CONNECT to 686868.

Programs & Services



Skills & Wellbeing Activities

Skills & Wellbeing Activities are structured or unstructured, drop-in or scheduled **recreational, leisure, health, and/or learning activities**. Youth can come to hang out with staff and other youth while doing a variety of activities or workshops that are fun, help develop important life skills, and support your wellbeing.

Mental Health & Substance Use Services

Through support from YWHO and our Community Partners we are able to offer free counselling at the Hub! TYWH Counsellors are **available by appointment or walk-in** to have conversations with youth who may be struggling with mental health or substance use. They help create a safe and welcoming environment for youth and are able to refer them to further services and support as needed.

Primary Care

Primary Care is the **care given by a healthcare provider**. This provider acts as the first contact and principal point of continuing care and co-ordinates other specialized care that the youth may need. Primary care will be offered at the Hub in the near future through an arrangement with Northern College - East End Family Health Team.

Peer Support

Our Peer Support Worker and Peer Mentors contribute to the creation of a safe, inclusive and welcoming space that is **free of judgment and stigma**. Our Peer Support Worker and Peer Mentors are trained to recognize when a youth may be struggling with mental health challenges, respond in a manner that supports that person's wellbeing, and determine when professional help may be needed and how to connect the person to that help.

Programs & Services

Care Coordination (System Navigation)

The Care Coordinator will, in collaboration with youth and their families, assess care needs, determine eligibility for services, and develop individual care plans to **help youth receive the services and supports they need**.

Community and Social Support Services

Other services offered, with the support of our Community Partners include: **employment support, educational support, housing support, food security and income support**.

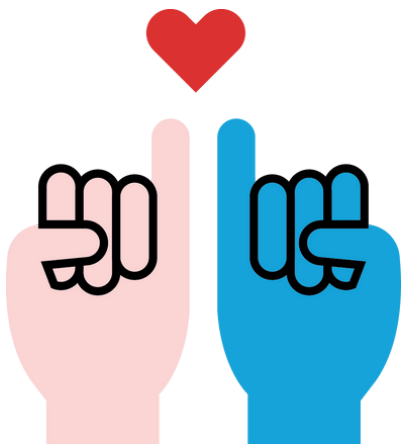
Other Services & Supports

If there is a support that is not listed that you could benefit from, please bring this to the attention of a TYWH staff member, and **we will do everything we can** to find the support you require.



Our Community Partners

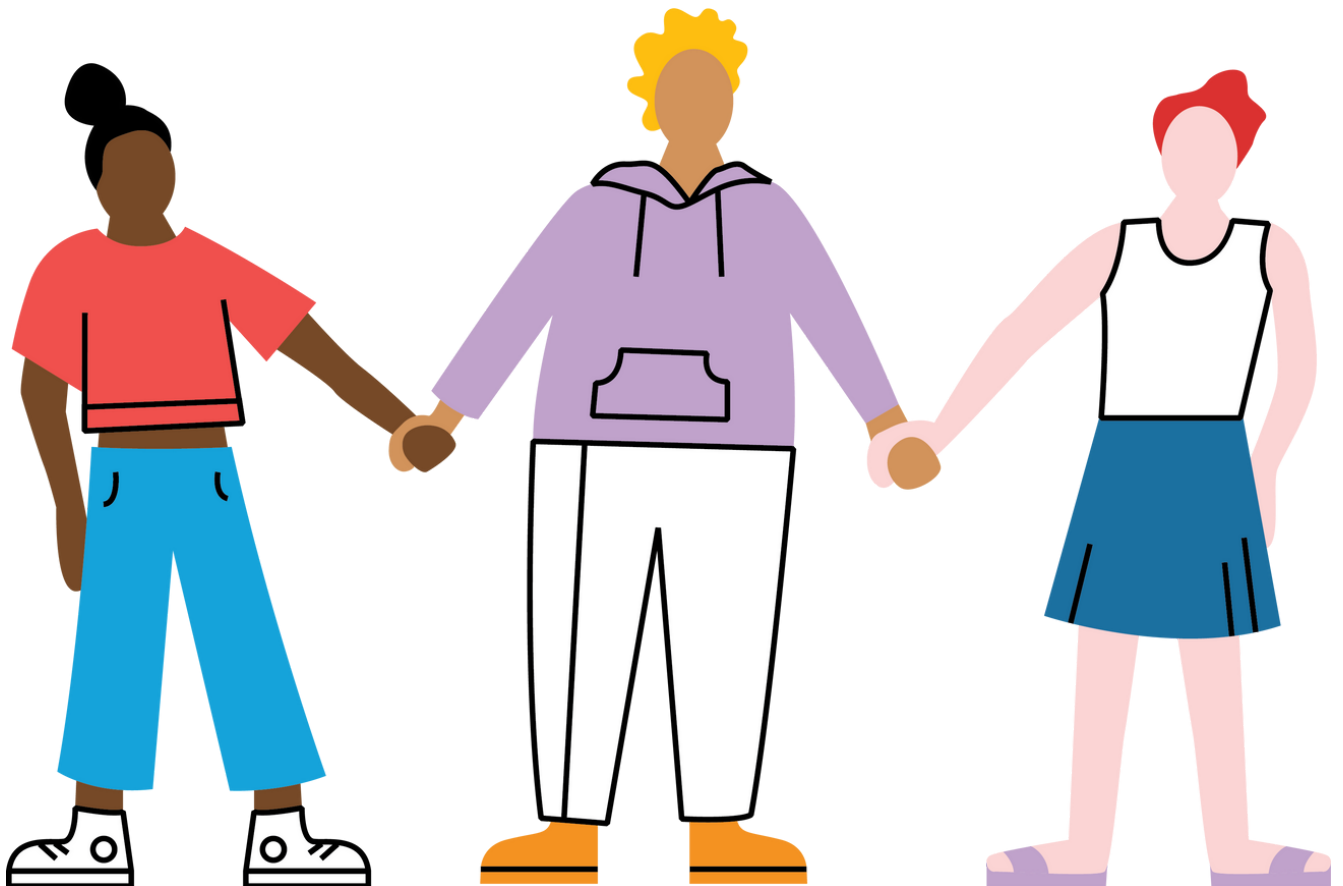
- Anti-Hunger Coalition Timmins
- Canadian Mental Health Association Cochrane-Timiskaming
- Centre de santé communautaire de Timmins
- CIBC Wood Gundy
- City Of Timmins
- Cochrane District Social Planning Council
- Cochrane District Social Services Administration Board
- Collège Boréal
- Conseil scolaire catholique de district des Grandes Rivières
- Conseil scolaire public du Nord-Est de l'Ontario
- Digital Creator North
- District School Board Ontario North East
- Dollar A Day Foundation
- Ellevive
- Employment Options Emploi
- Fidelity Investments Canada
- Glencore Kidd Operations
- Living Space
- March of Dimes
- Misiway Milopemahtesewin Community Health Centre
- Metis Nation of Ontario
- Newmont Porcupine
- Northeastern Catholic District School Board
- North Eastern Ontario Family and Children's Services
- Northern College / East End Family Health Team
- Ontario Native Women's Association
- Ojibway & Cree Cultural Centre
- Porcupine Health Unit
- Scotiabank
- South Cochrane Addictions Services
- The Venture Centre
- Timmins & Area Women in Crisis
- Timmins and District Multicultural Centre
- Timmins Economic Development Corporation
- Timmins Family Counselling Centre
- Timmins Learning Centre
- Timmins Museum
- Timmins Native Friendship Centre
- Timmins Police
- Timmins Public Library
- United Way Centraide North East Ontario
- Université de Hearst



Youth Rights

When at the Timmins Youth Wellness Hub, **you have the right to:**

- Be treated with dignity and respect
- Be in a safe and secure environment
- Provide feedback and suggestions about programs & services
- Participate in programs & activities as much or as little as you wish
- Be in a place free of discrimination and racism
- Be who you are
- Have differences celebrated and supported
- Confidentiality unless reporting is required by law
- Have access to a conflict resolution and complaints process



Important Rules & Expectations

When at the Timmins Youth Wellness Hub, **you are expected to:**

- Participate in activities at the Hub in a way that does not interfere with other's participation
- Clean up after yourself
- Respect the decisions agreed to by the TYWH community
- Be respectful of other persons and their belongings
- Be respectful of TYWH building and space
- Ensure the safety of yourself and others
- Use respectful language
- Follow the rules when using TYWH transportation
- Play media that is respectful to everyone, (i.e.: content and volume)
- Be respectful of others' diversity, differences and refrain from racist or discriminatory language, acts and behaviours
- Refrain from alcohol, illegal drugs, cannabis, cigarettes and vaping, and scents such as perfume and cologne, while at the TYWH
- Promote and participate in a violence free environment within the TYWH, (i.e.: no physical, social or verbal violence and no weapons). Note: anything that could be seen as a weapon will NOT be allowed in the space
- Leave the Hub after hours and refrain from loitering in the area



Additional Rules & Expectations

Food and Drink

Food is available while at the Hub, but cannot be taken to go. Please ask a staff member if you want a snack or drink, and they will help you. Please only **take what you need and save some for others**.

Hub Supplies

All of the supplies from the TYWH must remain at the Hub and **used in an appropriate manner**, within an approved zone, unless a staff member gives you permission to do otherwise.

Sleeping at the Hub

We cannot accommodate sleeping in Hub spaces. If you need somewhere to sleep, **talk with a staff member** about places you could go.

Drug-Free and Alcohol-Free Environment

The TYWH is committed to providing a drug-free and alcohol-free environment. The possession, sale, purchase, use, or consumption of drugs, drug paraphernalia, or alcohol on TYWH premises or at TYWH activities is **strictly prohibited**. Persons under the influence of drugs or alcohol are prohibited from entering or remaining at the TYWH or attending TYWH activities.

Abuse and Harassment

The TYWH is committed to providing a safe, welcoming, and inclusive environment and will **not tolerate** any form of physical, sexual, emotional, verbal, or psychological abuse, neglect, or harassment.

Use of Cell Phones, Laptops, and Tablets

To help protect everyone's safety and well being, **please refrain** from taking any photographs or recording any videos in our space. Please do not share your cell phone, laptop, or tablet.

Additional Rules & Expectations

Discrimination

The TYWH is committed to providing an inclusive and welcoming environment, **free from all forms of discrimination to everyone** - including individuals who participate in TYWH programming or activities, volunteers, staff, Board members, and members of the community who visit the TYWH. Discrimination means behaviour based on prejudiced feelings and attitudes, which lead to differential and unfavourable treatment of people, based on factors such as race, physical differences, culture, gender, sexual orientation, religion, and class.

Disclosure of Personal Health Information

TYWH Staff are legally obligated to release, upon request, clients' private/personal health information without informed consent, to third parties **in the following situations**:

- **Duty to Report:** a professional who is concerned that someone under the age of 18 may be in need of protection from physical, sexual, or emotional abuse, trafficking, neglect, or is at risk of harm must disclose information to the local children's aid society.
- **Duty to Warn:** to eliminate or reduce the risk of significant bodily harm to a person or group.
- **Release of information to the police** upon receipt of a court order, a search warrant, or a consent form signed by the youth or substitute decision-maker.
- **Reporting of communicable diseases:** a professional must report all suspected or confirmed reportable communicable diseases to the local Health Unit. A list of reportable communicable diseases is available upon request.



Additional Rules & Expectations

Social Media Relations Between Youth and Staff

Youth participants are asked **not to follow or add any TYWH staff or volunteers** on any social media platform. Any negative posts will not be tolerated. Any youth who are found to be in violation of this policy will be suspended from the TYWH. Employees and volunteers are asked not to follow or add any TYWH youth participants on any social media platform.

Use of Cellphones, Computers, and Networks

All individuals are expected to use technology, including all TYWH computers, gaming consoles, or other devices that access the internet, personal cell phones and social networks in a **respectful and acceptable manner**. All persons who contravene this policy by engaging in unacceptable use of TYWH computers and/or the wireless network may lose this privilege and be subject to additional consequences.

Safe Sharps Disposal

Please **do not dispose of sharps in the trash can!** To help protect everyone from injury, please let a staff member know if you require a medical sharps container.

PDA-Free Zone

To ensure the safety of everyone at our Hub, we ask that all youth, staff, and volunteers **refrain from any public displays of affection** in our spaces.

Failure to Follow Hub Rules

If anyone is not following the Hub's Rules, staff are there to remind them. If someone continues to not follow the rules, staff **may ask them to leave and come back another day**. In some circumstances, staff may need to ask you to not come to the Hub for a week or more.

Service Philosophy & Delivery

Policy

TYWH believes that all youth regardless of their developmental, emotional, mental health and/or physical health needs can identify and use their strengths. TYWH's commitment is to **engage, work with and support youth to strengthen their skills and increase their capacity to achieve autonomy**, resulting in improved developmental and mental health outcomes and enhanced quality of life.

Within its service framework, TYWH utilizes a wellness model that incorporates harm reduction and strength-based approaches in all services. TYWH wellness and treatment services are also **trauma-informed, anti-racist, accessible, responsive, and adaptive to changing needs**. TYWH recognizes and adapts to the unique needs of the youth in Timmins. These approaches support youth in recognizing strengths they may already have and building on those skills to reduce risk-taking behaviours.

Central to TYWH's approach is an integrated service delivery model. Partnerships with a wide range of community organizations and services support the TYWH's principles of **collaboration and co-creation with youth, holistic programming, and early intervention**. TYWH believes that a dedicated, knowledgeable, and trained staff is the foundation, as is TYWH's commitment to youth engagement and working collaboratively with service partners and recipients to continually improve the service system.



Service Philosophy & Delivery

Procedures

1. With a focus clearly on youth needs, TYWH utilizes a variety of ways to ensure **youth co-create or are consulted on the programs and services they receive**. Youth and their families (parents, caregivers or chosen family) may be involved in designing, delivering, and evaluating the programs they participate in. They participate in organizational committees providing valuable insight and experience in the decision-making process.
2. TYWH **respects and welcomes youth from all sexual orientations, gender identities, ethno-cultural, and racial communities**, and delivers services to youth with mental health, substance use issues and complex special needs. Effort is made to accommodate unique language, cultural and communication needs.
3. TYWH will encourage and co-facilitate the creation and implementation of **youth-driven/youth-directed programming**.
4. The approach to the services is holistic and includes gathering the appropriate types of information for the appropriate type of **service that considers the inter-relationship of a youth's home, school, community, family life and support networks** as well as other pertinent domains. The amount of information gathering, and sharing is guided by privacy legislation.
5. TYWH promotes and delivers services to address a broad range of emergent/presenting needs, **utilizing evidence-based and evidence-informed approaches** where appropriate. Services are offered using a stepped care approach according to the needs and wishes of each youth.

Service Philosophy & Delivery

Procedures

6. TYWH clinical/treatment programs occur within the context of an interdisciplinary team, where the focus is on **ensuring that an individualized, comprehensive, and integrated service plan is developed** in consultation with each youth and their family where appropriate, respecting and incorporating their input and personal goals. Youth are informed of their rights, including the right to refuse or discontinue services and the right to decide which organization has access to their data. The assessment, treatment and service agreements may include input from other disciplines such as psychiatry, primary care, social services, and others, which informs youth goals and the treatment that is provided. These goals are monitored regularly with the youth, and their family or chosen family according to the youth's wishes.
7. TYWH ensures that programs and services are **low-barrier and accessible**. Service hours may be varied and may include evening hours. Transportation is provided when needed. TYWH will facilitate interpretation services when required.
8. **Youth provide feedback** on services through a variety of means such as in-session, surveys, focus groups, meetings and through the comment card box located at the Hub.
9. The TYWH supports individual staff growth and development to ensure that they have the tools necessary to provide quality support and/or facilitation services. Staff in clinical programs are trained in evidence-informed practices and **use measurement-based care to ensure that youth receive the most effective intervention for their presenting needs**. In addition, staff are trained in nonviolent crisis intervention where appropriate.

Service Philosophy & Delivery

Procedures

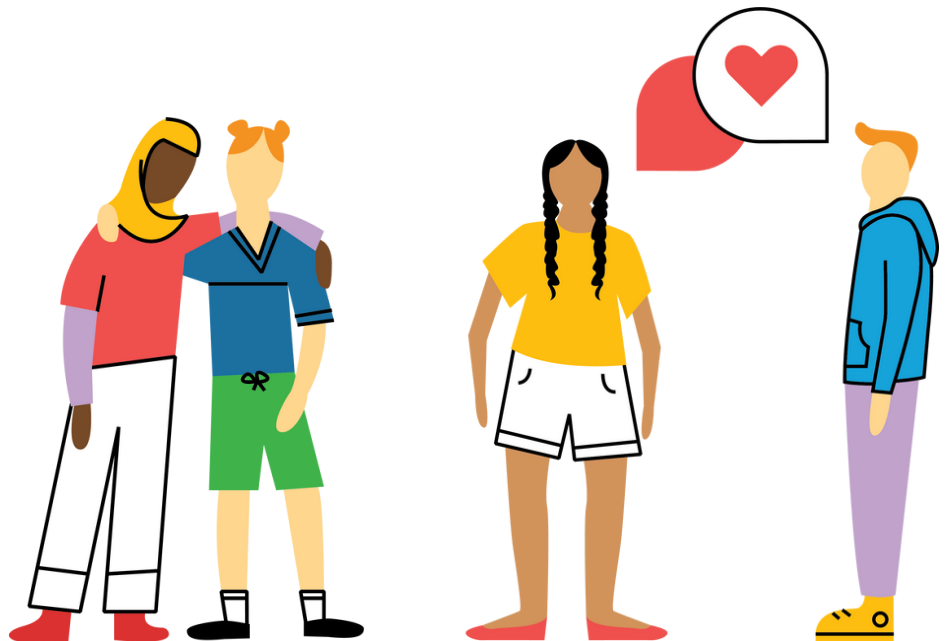
10. Where more than one TYWH service is being provided to the youth, the **Care Coordinator ensures that information is integrated and coordinated** accordingly.

11. Programs/services are designed to **reflect the relevant knowledge and evidence** that is currently available.

12. **Programs are reviewed** at minimum annually, considering the current knowledge and available research, on a schedule determined by the organization.

13. TYWH staff are oriented to and **aware of the needs of vulnerable populations**. Staff recognize potential issues, discuss these with their supervisor and take appropriate action including, when necessary, reporting concerns to the authorities.

14. TYWH's service delivery philosophy, articulated above, is **shared with youth and stakeholders** and is part of staff and youth orientation.



Information and Photo Release / Autorisation de partager de l'information et des photos

I give to the **Timmins Youth Wellness Hub ("TYWH")**, its employees, volunteers, agents and assigns, unlimited permission to use, publish and republish in any form or media, now and in the future. /

Je consente au **Carrefour bien-être pour les jeunes de Timmins**, leurs employé.e.s, bénévoles, agent.e.s et autres ayant droits, la permission illimitée d'utiliser, de publier, et de rééditer dans n'importe quels formats ou médias, maintenant ainsi que dans le future.

(Check all the apply/Cochez toutes les possibilités qui s'appliquent)

- My name or other information about the agencies that work with me / Mon nom ou autres informations des agences avec lesquelles je travaille
- Reproductions of my likeness in photos, videos, web, etc. / La reproduction de ma ressemblance dans des photos, vidéos, sur le web, etc.
- My voice / Ma voix

Collectively, the "information" in Canada and abroad, in forms including but not limited to: websites, newsletters, posters, public marketing materials and historical archives, for the purpose of fundraising, reporting or promoting TYWH activities, in accordance with TYWHs mission, vision and principles. I waive any rights to inspect or approve the final materials. I agree that I shall have no claim against TYWH or against anyone using the Information. /

Collectivement, l' "information" au Canada et à l'étranger, dans des formulaires incluant, mais non limité à: des sites web, des bulletins, des affiches, des matériaux de marketing publique et des archives historiques, pour l'objet d'une cueillette de fonds, d'un reportage ou la promotion des activités du CBEJ de Timmins, conformément à la mission, vision et principes du CBEJ de Timmins. Je renonce aux droits d'inspecter ou d'approuver les matériaux finaux. Je suis d'accord que je n'aurai pas de réclamation contre le CBEJ de Timmins ou n'importe qui qui utilise cette information.

I/Je, _____, fully understand and agree to the terms above/comprend bien et consente aux énoncés ci-haut.

*Participants under the age of majority (18) must have a parent/guardian fill out the following: /
*Les participants qui n'ont pas atteint l'âge de la majorité (18) doivent avoir un parent/tuteur/tutrice pour remplir ce qui suit:

I am aware of and support my child/legal dependent's decision to participate at the TYWH. /
Je suis conscient.e et je soutiens mon enfant/ma personne à charge de participer au CBEJ de Timmins.

Name/Nom: _____

Relationship to Applicant/Relation à le/la candidat.e: _____

Telephone Number/Numéro de téléphone: _____

Signature: _____

Application's Signature/Signature du/de la candidat.e: _____

Date: _____

Witness Name/Nom du témoin: _____

Signature/Signature du témoin: _____

Date: _____



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Youth Rights, Rules, and Expectations Acknowledgement

I acknowledge that I have reviewed and understand my rights at the Timmins Youth Wellness Hub, as well as the rules and expectations provided by the Timmins Youth Wellness Hub.

I have received a copy of my rights and the TYWH's rules and expectations, and agree to abide by these while at the Timmins Youth Wellness Hub.

I have been provided an opportunity to ask questions, and I understand that if I have questions, at any time, I can ask a TYWH staff member.

Name: _____

Signature: _____

Date: _____