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ROP POLICIES & PROCEDURES MANUAL

POLICIES, PROCEDURES AND PROTOCOLS



**Referral/Intake
Procedure #: 01**

**Original Date: 05/12/06
Reviewed: 15/04/14**

I. Purpose

To ensure that the intake process is an effective, caring, intervention and means of gathering information.

II. Procedure

A. Information Session

An information session is set up for the youth interested in ROP. The session outlines the ROP program, program expectations and will include a tour of the residence.

B. Referral

A referral is made by one of the Team Leaders at the CHT Residence, a Community Support Services Worker or a Community Partner. This referral should include the following:

1. Referring Source Recommendation
2. Youth Application Form
3. Health Assessment Form
4. Plan of Care/Social History Notes
5. Resume, Job and/or School Verification Forms
6. A copy of the Saving Tracking Form
7. Copies of any Identification the Youth might have and verification that the youth is in possession of the original documents.

C. Document Review

The ROP Team Leader reviews all documents to determine the appropriateness of the referral.

D. File Review

The ROP Team will review the youth's residential file.

After the Referral package is reviewed and deemed appropriate:

- The ROP Team Leader will inform the youth and referral source that the youth is on the waitlist for a suitability interview and give them the date of the next planned discharge from



ROP. The youth can then choose to remain on the waitlist or apply to other programs. ROP will only waitlist 4 referrals, 2 male and 2 female.

- The referral source will be expected to update the ROP Team Leader if there is any change in the status of the youth. In some cases, referrals may be placed “on hold” at the request of the referral source. The referral source is expected to inform ROP of the reasons for the “on hold” status. These referrals will be taken off the waitlist.
- The referral source is responsible for updating the ROP Team Leader on any changes to the youth’s plan or status in the shelter.

E. Suitability Interview

The youth will meet with an ROP Team member. The team consists of the Transitional Housing Manager, ROP Team Leader, and the the Life Skills Coordinator. The team will discuss the applicant’s strengths and weaknesses and make a recommendation at the next scheduled CMT.

F. Program Expectations

The ROP Intake Team will ensure the youth understands the following program expectations:

- No use of drugs or alcohol while residing at ROP (in or out of the building).
- No weapons allowed in any CH facility.
- No inappropriate physical contact with other resident.
- No profane or obscene language in or around CHT property.
- No form of sexual acting out.
- No pornographic material may be brought into the building. Material deemed to be pornographic will be confiscated and not returned.
- No employment in any aspect of the sex industry.

G. Acceptance

If the youth is accepted, the following will occur:

- The ROP Team Leader will issue an Admission Letter to the youth, with a copy going to the Referral Source. This letter will include a move in date. Youth on the Employment Track will be expected to move in within 48 hours, while youth on the Education Track should be ready to move within 72 hours.
- If the youth is enrolled at the McGill Street School, the school will be notified and an information sheet will be sent to the school.
- Health Care Services will be notified. If the youth has not already had a physical exam, one will be set up.
- The ROP Team Leader will contact the Operations Administrative Assistant to procure a key and access for the youth.



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- The Referral Source is responsible for ensuring that all youth entering ROP have purchased linens and toiletries, have photo identification taken, and that their belongings go through the CHT Bed Bug Process. Shelter staff are also responsible for notifying the Operations Department to assist with the move.



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Covenant House Toronto Rights of Passage ("ROP")—21 McGill Street, Toronto Residency Agreement ("Agreement")

This Agreement dated the ____ day of _____, 20____, between Covenant House Toronto ("CHT")
and _____ (insert Youth's name—please print).

This Agreement is being entered into because you have decided to actively participate in the ROP Program. ROP is intended to provide transitional housing and support services to you for a maximum of one (1) year.

Terms and Conditions:

1. **Your Room**—As part of this Agreement, CHT agrees to provide you with a Room (Room #____) at 21 McGill for your use only. You must share all other parts of the Building with other youth.
2. **Rules and Policies**—You agree to abide by the Rules of this Building and our Policies which can be found in the ROP Participant Handbook and Orientation Manual. As an ROP Youth, I understand the following:
 - No pets of any kind are allowed in the Building
 - No visitors or guests are allowed in the Building at any time
 - No smoking is allowed in any part of the Building, including my Room
 - No drugs or alcohol are allowed in the Building I agree to abstain from use of drugs and alcohol while in the program
 - No food is allowed in my Room
 - Other risks to the sanctuary of the program are not allowed, such as verbal or physical threats of violence, theft and illegal activities.
3. **Services and Case Plan**—In coming to ROP, you agree that you are in need of the services offered and are willing to work with staff to develop your Case Plan.
4. **Length of Stay**—You will occupy your Room from _____, 20____ and ending no later than _____, 20____, for a maximum length of stay of one (1) year. Your stay at CHT will end at an earlier date if we determine that the objectives of the services have been met or will not be met. Because this housing is provided as part of your Case Plan, it may be terminated early if you are not meeting your objectives. You understand and agree that your housing in ROP is accommodation exempt from the rules that apply to an ordinary tenancy arrangement under the *Residential Tenancies Act*.
5. **ROP Youth Savings Account**—ROP Youth will be required to deposit money in their ROP Youth Savings Account. It is understood that if part of your Case Plan requires regular deposits into an ROP Youth Savings Account (held in safekeeping by CHT under your name), it will be returned to you in full when you leave ROP. These payments do not represent rent payments.
6. **Agreement of the Youth**

I, _____, have had a chance to read this Agreement and I understand my rights and responsibilities as a Youth in ROP. I give CHT permission to communicate or exchange information about my occupancy with the City of Toronto who funds the program.

I understand that I may live at my assigned Room, subject to the terms of this Agreement and the relevant laws, provided that I comply with them.

I understand and agree that as part of this program, I am able to stay for a maximum of one (1) year.

Signed this ____ day of _____, 20____.

Youth Signature

Witness



**Chore Protocol
Procedure #: 03**

**Original Date: 30/03/06
Reviewed: 15/04/14**

I. Purpose

The chore protocol assists the resident of the program to improve their skill level through hands on training of specified chores; with staff support if required. This is a graduating process, which would enable the resident to be better prepared for independent living.

II. Procedure

Residents are expected to complete 2 chores per week under the supervision of staff. This will allow staff to assess the resident's skill level and guide them through the process of completing each task correctly:

- Posting the chores for each area (i.e. lounge, kitchen, laundry room etc.)
- Expand description of each chore
- Indicate what cleaning agent (chemicals) is to be used on what task
- Divide chores into weekly or daily chores
- Staff assigning chores to ensure fairness and complete rotation of all chores
- During the resident's orientation period, staff supervision is necessary to ensure that resident are given a thorough orientation of all the chores

Resident are only allowed to do one chore per day



**Room Check Procedure
Procedure #: 04**

Reviewed: 15/04/14

Covenant House Toronto's ROP program **does** do regularly scheduled room checks to review and support cleanliness of the environment; and/or if there is suspicion of contraband.

If a resident is marked out and it is at least 1 hour past that resident's curfew the staff will follow these steps:

- Knock on the resident's door.
- Announce yourself i.e. "X. It's Joe, may I come in?"
- Repeat this if resident does not answer.
- If there is no response after the second attempt, staff should enter the room.



Room Expectations

Procedure #: 05

Original Date: 20/06/06

Reviewed: 15/04/14

Beds:

1. Beds should be made.
2. Items stored under the beds must be in appropriate containers.
3. Youth should have the proper linens-sheets, pillowcases, blankets, etc.
4. Bed linens should be clean.

Windows:

1. All windows must have screens.
2. The window ledge should be free of debris.

Clothing:

1. Items in the drawers should be arranged neatly.
2. Items in the closet should be on hangers.
3. Dirty clothes should be stored in the laundry basket provided.

Toiletries:

1. Toiletries should be kept in a basket on the dresser.
2. Towels should be hung up to dry.

Walls /Carpet:

1. Youth should not hang items using tape or any item which would damage the walls.
2. Floors should be swept and mopped on a weekly basis.
3. Trash cans should have bags and be emptied on a regular basis.

Other:

1. Food is not to be eaten or stored in the bedrooms.
2. Drug paraphernalia/alcohol/pornography is strictly prohibited and will be confiscated.
3. Smoking in the bedrooms is not allowed.



**Kitchen Access Protocol
Procedure #: 06**

**Original Date: 26/03/13
Reviewed: 15/04/14**

The Kitchen Access Protocol will be facilitated by the CW within the first week of a youth's intake. This is a part of Orientation, but the responsibility lies with the CW to initiate and to conduct the Assessments. The youth are expected to attend and participate in the Assessments, but if they choose not to follow through, they will not gain access to the kitchen. CMT will review.

A Kitchen Passport document will be attached to the Youth's PDN and used to map and monitor their progress through the assessment and then their management of their access (ie., any access restrictions).

Section A. Verbal Assessment.

The CW will set time at least an hour with their youth to conduct the first stage of assessment. The CW will seek to discover if the participant can, with some degree of confidence and competence, speak to the various good safety themes contained in the assessment. It is an informal conversation, yet the CW is looking for any issues that could jeopardize the sanctuary of the youth or the program in allowing this youth independent access to the kitchen.

The staff will make notes directly on the sheet and following the assessment will make a recommendation based on the conversation with the youth. Do they recommend that the youth proceed to the next section or do they feel that the youth requires a little bit more education and support with food management/safety themes?

The Participant and the CW sign the bottom of this section.

Section B. Physical Demonstration.

Again the CW will initiate and conduct the Assessment and the youth are expected to attend and participate. The CW is seeking to discover if the participant can, with a greater degree of confidence and competence, physically show that they can engage in the various good safety themes.

This section is hands on. The assessment should take place in the kitchen allowing the youth to actively demonstrate their skills. This section is much more detailed. Staff will make notes directly on the sheet and following the youth's demonstration, will make a recommendation based on how they witness the youth perform the tasks. Do they recommend that the youth proceed to the next section or do they feel that the youth requires more education and support with food management/safety themes?

The Participant and the CW sign the bottom of this section.

Section C. Life Skill Attendance

This section is a combination of sections A and B. It is a hand-on show and tell of good food management/safety themes.



It does not have to be the CW who conducts this workshop. The facilitator will make notes directly on the Kitchen passport document. They will make a recommendation based on how they witness the youth perform and respond during the workshop. Do they recommend that the youth be able to Independently Access the Kitchen, or do they feel that the youth requires more education and support with food management/safety themes? These will be clearly outlined on the document and passed to CMT and the LSC for further follow up and support.

Kitchen Access Restrictions

Youth will be given independent access to the kitchen. Youth will be able to cook meals or snacks within reasonable time periods (dependent on their plans, bedroom curfews and staff availabilities for support). However, due to the nature of the potential sanctuary risks, there need to be restrictions placed on youth who are unable to meet the expectations of safe food handling and or show disregard for program safety. They are as follows:

Expectations. A youth will be in breach of Kitchen expectations if they are unable to meet the following expectations:

- Clean up after themselves. Wash and clean pots, pans, dishes after preparing food
- Safely store their purchased or cooked food items
- Safely prepare food items (i.e., use appropriate cutting boards for raw food)
- Fail to appropriately load the dishwasher
- Mis-use microwave or other small appliances or utensils (burned pans)

Similar to the 1 2 3 system of the program's consequence/privilege protocol, they will have opportunities to address their behaviour.

The first event will result in a Verbal warning and an exchange with staff regarding the behaviour. The second event will result in a one day restriction from independent use of the kitchen and an exchange with staff regarding the behaviour. The third event will result in a three day restriction from independent use of the kitchen, a review at CMT and a conversation with TL or LSC. If the youth is unable to maintain the expectations on-going, they will be put immediately on a one day restriction with CMT, TL and/or LSC review.

Sanctuary A youth will be in breach of Kitchen Sanctuary if they are unable to perform and maintain the following safety practices:

- Leaves a burner on the stove on unattended
- Leaves knives or other sharps out, unattended
- Inappropriate or unsafe use of stove or knives
- The discovery of program knives in Y's room



- Any other behavior that threatens the sanctuary of the environment

In keeping with the program's Supporting Positive Change philosophy, they will have opportunities to address their behaviour.

The first event will result in a Verbal warning and a review of Section B of the Assessment-Physical Demonstration. The second event will result in a three day restriction from independent use of the kitchen and an exchange with staff regarding the behaviour. The third event will result in a suspension for one night. Re-admittance to the program can be done by staff but independent use of the kitchen will need to be reviewed by CMT, TL and/or LSC. If the Youth is unable to maintain Sanctuary in the kitchen they are *immediately* put on a 3 day restriction with a review of Section A & B Assessments with a final review and sign off by the TL/LSC for returned kitchen access.



Kitchen Passport

Participant Name: _____

CW Signature: _____

Date: _____

Section A- Verbal Assessment

CW will seek to discover if the participant can, with *some* degree of confidence and competence, speak to the following good safety themes. Staff are looking for details of the issues, if vagueness exists, persist for examples.

- How do you boil water?
- What would you do if a fire started while you were cooking fried chicken on the stove top?
- Describe how you would clean a kitchen counter/cutting board?
- How do you know if milk has spoiled?
- What shouldn't you put into the microwave?, what could happen?
- How would you defrost chicken?
- What is Salmonella, how do you prevent it?
- You have just made a meal of Kraft dinner and hot dogs. Describe how you would clean all the dishes?
- You have opened a can of beans and only ate half, what do you do with the left-overs?
- You have just cooked bacon and have all that grease left over in the pan. What do you do with it?
- What should you do if you burn your hand **on** the stove and it starts to get red and blister?

Staff recommendation:

Youth to proceed to Section B

Yes

No



Participant Name: _____

CW Signature: _____

Date: _____

Section B- Physical Demonstration

The CW seeks to discover if the participant can, with a *greater* degree of confidence and competence physically show or speak directly to the following kitchen concepts.

1) Use of stove. The Youth will be able to:

- Describe which dials operate which burners
- Why are some burners small and some big?
- Correctly put a small pot of water on the burner to boil, and to simmer
- Correctly and quickly respond to a stove fire
- Correctly choose an oven temperature for French fries, roast chicken.
- Use of knives. The Youth will be able to:
- Correctly identify the various uses of the different knives
- Correctly display how to chop, pare and mince
- Correctly handle and wash knives

2) Display of safe food handling/ storage. The Youth will be able to:

- Correctly display how to wash hands before cooking
- Safely store frozen, raw and cooked food
- Explain what salmonella and food poisoning are and how the use of various cutting boards will help eliminate illness.

3) Display of safe cleaning and cleaning products. The Youth will be able to:

- Demonstrate the safe method of washing cutlery, cups, dishes and pots and pans
- Correctly read and interpret the WHYMIS labels on in-house cleaning items
- Correctly disinfect an area before and after cooking

Staff recommendation:

Youth to proceed to Section C

Yes

No



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Participant Name: _____

CW Signature: _____

Date: _____

Section C- Life Skill Attendance

Has youth attended Kitchen Access Workshop? Yes No

KITCHEN ACCESS?

Incomplete

Youth requires further support in the following areas before they can access the kitchen independently.

1.
2.
3.

Complete

Youth is able to independently access the kitchen. Youth may have access but requires support with specific items such as knives.

1.
2.
3.



**Residents Savings with Finance Department
Procedure #: 07**

**Original Date: 22/05/02
Reviewed: 15/04/14**

I. Purpose

The Rights of Passage program seeks to support residents as they move towards maintaining stable housing. In order to fully support and assist in the facilitation of financial literacy and money management, youth are encouraged to save a portion of their weekly income, simulating rent in the community.

A Savings plan has been established between the ROP program and the Finance Department of Covenant House Toronto. This will enable youth to deposit a sizable portion of their monthly income into a secure account. During a case plan, both the resident and their Consistent Worker will determine the amount to be deposited. It is a clear expectation of the program that the youth participate in this savings plan. The accumulated money will be returned to the youth once they have graduated from the program. If a youth chooses to leave the program prior to their plan, their money will be returned to them in full.

II. Procedure

1. As agreed by CMT, each resident will deposit cash with the Shift Coordinator. The cash is retained in the safe in the TL office until a deposit summary is completed and taken to Finance.
2. Each youth signs an acknowledgement that the amount is accurate, by signing a receipt. The original receipt is given to the resident and one copy to Finance.
3. The Team Leader confirms with the Finance Clerk or Designate, a time to deposit the money on the next business day.
4. The Team Leader takes the cash over to Finance and counts it in the presence of the Accounting Clerk or Designate.
5. Both the Team Leader and Finance Clerk or Designate sign and retain a copy of the statement of cash.
6. Finance prepares a statement of cash held for each youth, updated with each deposit to the bank.
7. If/when a youth's Savings account exceeds \$5,000, they will meet with their TL/CW to make plans for moving this money in to a financial institute to be secured for the remainder of their Residency.



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KEY & ACCESS CARD SECURITY DEPOSIT FORM

Residents admitted into the CH-ROP program are required to make a Security Deposit of \$50 which will be kept in trust and returned upon graduation.

Residents, upon leaving the program, are expected to return their room key and their access card. If the above are not returned, or lost, \$12 will be deducted from the security deposit for each item. If the room and or contents therein are left in a damaged condition, CH staff reserve the right to keep the security deposit in part or in full, according to the damage. For example, \$5 for graffiti or \$25 for holes in the walls.

DEPOSIT PARTICIPANT NAME: _____

SIGNATURE: _____

WITNESS: _____

DATE: _____ RECEIPT #: _____ Card #: _____

DATE: _____ RECEIPT #: _____

DEPOSIT RETURN

PARTICIPANT SIGNATURE: _____

WITNESS: _____

DATE: _____ AMOUNT: _____

EXPLANATION IF A DEDUCTION HAS BEEN MADE: _____



**Case Management Protocol
Policy: #08**

**Original Date: 01/06/04
Reviewed: 15/04/14**

I. POLICY

CASE PLANS

Your Case Plan may consist of school, work, job searching, volunteering or other alternative day plans. Plans are reviewed in our CMT meetings and are approved by the team. Your plan and progress is then reviewed bi-weekly.

If at any point your plan becomes FT Job Search, we require that your efforts are structured from 9am to 5pm. We may also require that you work with Vocational Support Services.

Pay stubs, and bank balance statements are to be submitted bi-weekly and as requested. This will assist us with providing you with support regarding money management, your budgeting, savings and debt repayment skills. CMT will request itemized bank statements to support financial literacy.



EMPLOYMENT ACTION PLAN

EMPLOYMENT GOAL Date:

What do I have?	What do I need to do?	When can I do this?	When did I do this?
MARKETING TOOLS			
<input type="checkbox"/> Résumé			
<input type="checkbox"/> Cover Letter			
<input type="checkbox"/> Interview Skills			
<input type="checkbox"/> References			
<input type="checkbox"/> Other			
JOB SEARCH PLAN			
<input type="checkbox"/> Newspapers			
<input type="checkbox"/> Internet			
<input type="checkbox"/> Employment Programs			
<input type="checkbox"/> Other			
TRAINING			
PLAN/UPGRADING			
High School/GED			
<input type="checkbox"/> Post High School			
<input type="checkbox"/> Apprenticeship			
<input type="checkbox"/> Other			

I _____ have agreed to follow this mutually agreed upon action plan and follow-up with my CMT about my employment status. In addition, I will initiate contact with staff about changes to action plan.

Youth Signature: _____

Date: _____

I _____ have agreed to be available to support this mutually agreed upon action plan and follow-up with the participant about her/his employment status.

TL/CW's Signature: _____

Date: _____



Curfew Extension (Following Orientation)
Policy #: 10

Original Date: 19/03/02
Reviewed: 15/04/14

I. Policy

Youth who successfully meet their orientation expectations are entitled to have a review of their existing curfew.

The Rights of Passage program looks to support youth as their move towards improving quality of life through stable housing.

Program flexibility allows youth opportunities to participate in appropriate socialization and employment related activities.

II. Procedure

1. All ROP applicants will be given the expectations and information regarding the program's curfew, extension and exceptions.
2. Youth will continue to be given information regarding curfew extensions and the process to be followed, during their assessments and reviews.
3. Youth are not guaranteed a curfew extension simply because they have completed their orientation period. All orientation period curfew extensions are reviewed by the CMT and are granted subject to their approval. The Team Leader will contact youth regarding a possible curfew extension of this nature.
4. Prior to completing orientation all youth will have a 10:00 P.M. curfew. Subsequent curfew times will be as follows:
Sunday through Thursday = 11:00 P.M.
Friday through Saturday = 1:00 A.M.
5. As youth complete Life Skills Workshops and earn credits, they are eligible for an additional half hour for every two credits to a maximum of 3:00 A.M. This privilege can be revoked by CMT in order to support the resident in meeting plan expectations, i.e. an 11:00 P.M. curfew will be re-instated if a youth is not maintaining morning routines due to late nights.
6. Each youth who resides within the program will possess some form of curfew.



Curfew
Procedure #: 11

Original Date: 19/03/02
Reviewed: 15/04/14

I. Purpose

Curfew is a concrete expression of our Principle of Structure. It serves to assist the residents in developing the skills to discharge their daily living responsibilities (school, work, chores, etc.) during their stay in, and upon graduation from the Right of Passage program.

II. Procedure

1. All residents of ROP will have a curfew.
2. During their orientation period, all youth who are admitted to ROP must be in the Facility by **10:00 P.M. from Sunday to Thursday; and 11:00 P.M. on Friday and Saturday**, unless CMT has approved a Curfew Extension.
3. All residents who have passed their orientation period must be in the facility by **11:00 P.M. from Sunday to Thursday; and 1:00 A.M. on Friday and Saturday**, unless CMT has approved a Curfew Extension. (Please see Policy # 7 – Curfew Extensions.)
4. All residents who have not returned to the facility by their CMT approved Curfew, are considered to be late for curfew. Such curfew breaches are to be noted in the residents RDN's and carried over to CMT for weekly review.
5. Any resident who returns late for curfew must meet with the Team Leader/Program Manager on the next business day to explain the reasons for being late. Late is late. The Consistent Worker (in conference with CMT) will reinforce with residents the need to plan and organize outings to meet curfew expectations.
6. If a resident consistently returns late for curfew, the resident and Consistent Worker with the CMT will develop and implement an appropriate plan to overcome this challenge.



**Curfew Extension
Procedure #:12**

**Original Date: 19/03/02
Revised Date: 10/05/02
Reviewed: 15/04/14**

I. Purpose

The Rights of Passage program seeks to support residents as they move towards maintaining stable housing. Curfew extensions allow residents the opportunity to participate in appropriate recreational, socialization and employment related activities.

II. Procedure

1. All ROP applicants will be given the expectations and information regarding the program's curfew extension and process to be followed when requesting one.
2. Residents will continue to receive this information during their assessments and reviews.
3. Residents will make their request for a curfew extension to an CW or TL prior to the day for which the extension is required.
4. In order to determine a realistic time for the extended curfew, travel time from the activity must be considered.
5. All requests for a curfew extension must be approved by CMT.
6. In emergency situations, the TL/Shift Coordinator may approve a curfew extension after consultation with the ROP Manager.



Overnight Passes Policy #: 13

Original Date: 05/04/02
Reviewed: 15/04/14

I. Purpose

Program flexibility allows for youth to participate in appropriate socialization activities. Occasionally these activities may require that the youth remain off site overnight.

II. Procedure

1. All ROP applicants will be given the expectations and information regarding the program's use of overnight passes, exceptions and expectations.
2. An overnight pass is not a right of the Rights of Passage resident; it is a privilege, which is earned. Overnight passes are granted based on resident's performance in the program. An overnight pass **can be revoked** if the recipient's performance deteriorates between the time that the request was approved and the event for which it was approved.
3. Youth will make their request for an overnight pass to the Case Management Team. Youth are encouraged to plan their requests in advance. It is unacceptable for a youth to call at their curfew time requesting an overnight. Flexibility regarding advance notice of a request may be warranted in special circumstances (i.e., family medical concerns).
4. Requests for overnight passes will be decided by CMT.
5. An overnight is considered 1 (one) evening off site. The resident may return by their curfew the following day or be considered AWOL and treated as such. Only in very special circumstances are 2 (two) consecutive overnights granted.
6. Youth will not receive more than four overnight passes per month (except in special circumstances as determined by CMT).



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Overnight/ Curfew Extension Request Form

Please complete the following form and submit to your Consistent Worker/Youth Worker. This form should be completed and submitted a CMT meeting prior to your requested overnight/curfew extension.

Resident Name: _____
(Please print clearly)

I am requesting the following Overnight Pass or Curfew Extension:

Start: _____ Return: _____
Day/month/year Day/month/year

Total Number of nights requested: _____

Total Number of nights earned (per month): _____

Number of nights already used this month: _____

I acknowledge and accept the condition that this pass can be revoked if my performance in the program deteriorates between the time that I make this request to the day of the event for which I have received approval. I also acknowledge that the expectations of the program must be met (ie., my chores, my room clean) before this Pass will be granted.

Signature: _____ Date: _____

The following request for an Overnight pass has been approved: Yes No

Team Leader _____ Date _____

Room condition: _____

Chores completed: _____

Contact Information: _____



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**Life Skills Program Protocol
Policy: #14**

**Original Date: 01/06/04
Reviewed: 15/04/14**

I. POLICY



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**This is Me Program Protocol
Policy: #15**

**Original Date: 01/06/04
Reviewed: 15/04/14**

I. POLICY



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**Mentor Program Protocol
Policy: #16**

**Original Date: 01/06/04
Reviewed: 15/04/14**

I. POLICY



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**Aftercare Transition Protocol
Policy: #17**

**Original Date: 01/06/04
Reviewed: 15/04/14**

I. POLICY



I. Purpose

To support youth in obtaining and maintaining stable housing. To provide youth with the additional assistance that may be required to meet this goal.

II. Procedure

Program extension refers to increasing the time a resident of ROP can stay in the program.

Youth may be granted an extension for the following reasons.

Circumstances outside the youth's control.

For example a roommate cancels at the last minute or the apartment is damaged and not inhabitable.

An extension of 30 days may be granted.

Youth should make CMT aware of situation as soon as possible (at least one week prior to graduation date).

Youth will be asked to provide verification.

Special Circumstances.

For example, a youth has worked hard while living at ROP but due to language or other barriers, is not prepared for independent living.

An extension of 60- 90 days may be granted.

Youth's Consistent Worker should make CMT aware of request at least one month prior to graduation date.

Request will be presented to the CMT for discussion.

A plan will be developed in conjunction with the LSC as to what needs to occur during the extension.

The plan will be reviewed on a weekly basis.



**Transportation
Procedure #: 19**

**Original Date: 06/20/06
Reviewed: 15/04/14**

I. Policy

Covenant House Toronto assists residents with transportation needs.

II. Purpose

To co-ordinate and provide adequate transportation.

III. Procedure

A. Tokens

1. All ROP residents with savings in excess of \$100.00 are required to provide their own transportation unless otherwise determined by CMT.
2. Residents in full-time secondary school or equivalent will be provided with a monthly Metro Pass unless otherwise determined by CMT.
3. Residents with a valid TTC Metro Pass are ineligible to receive CHT Tokens.
4. Tokens are only distributed to facilitate case planning, not personal needs.
5. Residents should, in conjunction with their workers, develop and implement a budget that includes an "emergency transportation fund" to cover transportation cost should they lose their job.
6. Walking distance is considered to be the area between King Street to the South, Bloor Street to the North, Parliament to the East and University to the West. In foul weather, compassion dictates flexibility to the above.

B. Bus Fare-Outside of Toronto

1. Bus fare is provided to facilitate case planning, not personal needs. It should not be given when a youth has been suspended for the night.
2. The Shift Coordinator oversees the distribution of all monies for bus fare.

C. Taxi

1. Taxi vouchers are available when required.
2. The Shift-Coordinator is responsible for the co-ordination and distribution of all taxi vouchers.



**Use of the Storage Space
Procedure #: 20**

**Original Date: 20/06/06
Reviewed: 15/04/14**

The Rights of Passage has access to a storage area in the basement of 21 McGill.

The use of this space will be limited to those youth who are preparing for graduation. This will be defined as individuals in the last 3 months of their stay. Exceptions can be made in extreme situations, but the process must go through CMT.

Use of the space should be limited to large items (televisions, microwaves, beds, couches and other pieces of furniture) that would not fit safely into the resident's room.

Residents will be required to give staff 24-hour notice before they can either place items in storage or remove them. This will allow staff adequate time to contact the operations department.

Staff should refrain from carrying heavy objects while assisting residents.



**Incident Report
Policy #: 21**

**Original Date: 05/04/02
Reviewed: 15/04/14**

I. Policy

Incidents shall be defined as but not limited to, any of the following:

- Emergency responses
- Weapons, use and/or possession
- Fights
- Physical confrontations
- Verbal confrontations
- Suicidal ideation/attempts
- Alcohol/Drug consumption or possession
- Injury of youth and/or staff by youth
- Any incident placing youth/staff/facility in jeopardy

Any staff that observes and/or receives information regarding any of the above shall immediately provide a verbal report to the appropriate manager. A written report will be filed in a timely manner. If there is no supervisor (Team Leader) available at the time, staff will report verbally and with an accompanying written report at the soonest available time. The Director of Program Services will inform the Executive Director as soon as possible.

II. Purpose

To ensure that all appropriate parties are notified regarding any threat to the safety, health, or well being of youth, staff and/or facility.

III. Procedure

1. The observing staff member will provide a verbal report immediately to the appropriate manager (please see I Policy for exceptions).
2. The shift coordinator/team leader/manager will ensure that the necessary measures are in process to protect youth/staff/facility; that the appropriate officials outside the Agency are contacted (laws enforcement, emergency services etc.,) and that the situation is under control and contained.
3. At the direction of the shift coordinator/team leader/manager, the observing staff will ensure that other appropriate staff are briefed.
4. The observing staff will provide a written Incident Report to the appropriate staff by completion of their shift (see III, 5).
5. Copies of the Incident Report will be distributed to:
 - Youth's file
 - Incident Report Binder (ROP Workstation)



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- McGill Main Reception
 - Team Leader
 - Program Manager
 - Life Skills Coordinator
 - Covenant House Toronto Main Reception
 - The Ombudsman
 - All other Support Services (health care, Education, Outreach) if appropriate.
6. All Incident Reports will be discussed by the CMT during the next meeting to determine further consequences.
7. The Residential Manager, Covenant House Toronto, needs to be copied on any Incident that happens outside of the ROP facility, or any Incident that leads to a suspension, because our youth access ROP through Residence after hours.



Psychiatric Emergencies Procedure #: 22

Original Date: 10/29/05
Reviewed: 15/04/14

I. Policy

Covenant House Toronto responds to emergencies by immediate activation of resources, internal and/or external, as described in the Emergency Response Plan.

A situation is considered a psychiatric Emergency when a resident exhibits behaviours, which may be harmful to themselves or others. Such behaviours include.

- Homicidal Behaviour/Ideation/Verbalization
- Suicidal Behaviour/Ideation/Verbalization
- Irrational Combative Behaviour

II. Purpose

To ensure the safety and well being of our youth and staff and to facilitate the acquisition of psychiatric care needed by our youth who are in a psychiatric crisis.

III. Procedure

- 1) Staff witnessing a youth exhibiting bizarre behaviours that pose an **immediate risk** to themselves or others during business hours will:
 - a) Immediately discuss the situation with the Team Leader.
 - b) The TL asks a Nurse to further assess the behaviours of the youth.
 - c) The Nurse refers the youth to an emergency service as indicated.
- 2) Staff witnessing a youth exhibiting bizarre behaviours that pose an **immediate risk** to themselves or others during evenings or weekends will:
 - a) Immediately discuss the situation with the Shift Coordinator.
 - b) The Shift Coordinator will use the guidelines outlined under policy “Medical Intervention When Health Care Services Is Closed” (see Policy # V1.4)
- 3) In order to develop an accurate diagnosis, thereby facilitating the development of an appropriate plan of intervention, underlying physical pathology must be determined and treated. It is only then, that a differential diagnosis, made by a qualified psychiatrist can be made and an intervention/treatment plan proposed.
- 4) All staff witnessing a youth exhibiting bizarre behaviours also completes an incident report (see policy # 1.12, Incident Reports).



**Supporting Positive Change Protocol
Policy: #23**

**Original Date: 01/06/04
Reviewed: 15/04/14**

I. Policy

ROP staff and participants will discuss issues and potential consequences prior to consequences being implemented. If, however, there are immediate safety concerns, consequences may be imposed without discussion.

II. Purpose

Successful Transition into Adulthood

As a program of Covenant House Toronto, the Rights of Passage program practices value communication, respects choice, maintaining sanctuary and personal responsibility.

III. Procedure

If you are unable to meet the expectations of your case plan or of the expectations of the program, the following three-tiered approach will be implemented by all staff.

1. Verbal Counselling

If a youth is not meeting the responsibilities of their case plan or the expectations of the program, they will immediately engage in an active discussion about this behaviour with staff. The process to support positive change will be clearly explained at this time. This is not a threatening conversation, rather an open explanation of your role in the choices of your life.

This behaviour could be failure to complete chores, low efforts during job search, inability to rise for school/employment expectations, inability to keep room clean, etc.

2. Written counselling

If you continue to exhibit an inability to follow your case plan or meet program expectations, you will again have an active conversation with staff about this. At this time you will be issued a Written Counselling. Together you will explore possible reasons for the continued behaviour and will look specifically for any barriers or concerns that may be blocking your success. CMT may also decide to add supports to your plan such as a room curfew or computer suspension.

3. Suspension

If you still continue to be unable to follow your case plan or meet program expectations you will again have an active conversation with staff about this. At this



time you may be suspended from the program. Upon your return, the TL or CW will review your behaviour and seek solutions to prevent repeats of the behaviour.

A participant suspended from ROP will be offered a referral to another shelter. Participants on suspension may enter the building for appointments only. Types of behaviour meriting a suspension from ROP may include but are not limited to:

- Failing to comply with a program expectation
- Threatening behaviour
- Being in an unauthorized area



Written Notice Failure to Comply with Plan

Name: _____

This is a Written Notice regarding the following:

As you know, when you entered the Rights of Passage Program you signed an agreement that you would abide by all the rules and expectations. Failure to follow these rules can result in discharge from the program.

This is your _____ Written Notice. Written Notices are reviewed at
(# of Written Notices)

CMT and should it appear you are regularly disregarding program expectations, you may be asked to leave the program.

Resident: _____ Date: _____

Youth Worker: _____ Date: _____

****This notice is included in the resident's file once it is reviewed with participant by a youth worker. If a Resident refuses to sign, please indicate so in Resident signature line.**



Overnight Suspensions Policy #: 24

Original Date: 21/03/02
Reviewed: 15/04/14

I. Policy

Youth need to be made aware that we value their safety and sanctuary. We are responsible for, and hold reverence for, all other residents and staff alike. Their behaviour will not jeopardize the safety and security of other residents or staff.

II. Purpose

To provide youth and staff with a secure and safe environment.

To ensure and reinforce that all five Principles and Covenant House Toronto Philosophy are being met and upheld.

III. Procedure

1. It is the responsibility of the Youth Worker, Team Leader, the Manager or any other member of ROP staff to suspend a youth whom they deem to be a threat to the sanctuary of the house. Any youth who is given an overnight suspension will be:
 - Escorted out of the building.
 - Asked to surrender his/her access card and keys.
 - Provided the telephone numbers and addresses of alternative housing for the duration of the evening.
2. If this violation occurs during the week (Monday to Thursday), the resident will be asked to return between 10:00 A.M. – 2:00 P.M. the following day, to meet with the Team Leader or Program Manager. The youth should be instructed to call ROP prior to returning to ensure that the TL or PM will be available to arrange a meeting.
3. If the violation occurs on a weekend or any other time when a TL or PM is unavailable, the resident will be advised when one will be available, and asked to return at that time to have the meeting. (E.g. Friday infraction; no available TL or PM; the resident will be asked to return on Monday to conduct meeting). At this meeting, the TL or PM will decide what course of action should be taken. This action should be a suspension or a discharge from the program, depending on the youth's previous behaviour while in ROP.
4. Housing is provided as part of a Resident's case plan and may be terminated if youth are not meeting their objectives and plan expectations as agreed by CMT.

A youth may receive a suspension for the following:



Sanctuary: Any behaviour that breaches of the Principle of Sanctuary may lead to an overnight suspension, with the Team Leader and CMT making a final decision regarding any other consequence.

AWOL: Youth who do not return within 1 hour of their established curfew and who have not contacted ROP staff is considered AWOL (see Late Policy). If a youth returns AWOL, the Shift Supervisor is responsible for referring that youth for the night. The youth may return the following day to speak with the Team Leader regarding follow up actions. AWOL's are listed on the Shift Change form.

Under the Influence of Drugs/Alcohol: Youth who staff assess to be under the influence of drugs or alcohol will receive an overnight suspension from ROP and be discharged from SMIS. (See Resident Using Drugs and or Alcohol Policy). The youth may return the following day to speak with the Team Leader regarding follow up actions.



Residents Using Drugs and/or Alcohol
Policy: #25

Original Date: 08/03/02
Reviewed: 15/04/14

I. Policy

The use/possession of drugs or alcohol, or the possession of drug paraphernalia by residents is strictly prohibited anywhere at anytime. This policy will be discussed with all applicants to ROP during the Intake Process.

Residents whose use of drugs and/or alcohol interferes with meeting their plan goals will be assessed by the Case Management Team to determine appropriate intervention and treatment.

Rights of Passage will provide referrals to the appropriate community agencies to assist the youth with the management of their drug/alcohol problem.

Possession of drugs or alcohol (or related paraphernalia) on the premises, or engaging in the selling of drugs or alcohol on or off the premises will result in immediate discharge from the Rights of Passage Program.

II. Purpose

To ensure the Sanctuary of the environment by keeping it free of drugs and/or alcohol.

To provide those residents who are in recovery from drug/alcohol use the opportunity and safe space to discuss their problem and to seek or continue treatment.

III. Procedure

1. Any resident who returns to ROP after having consumed or used alcohol or drugs will be referred to an outside agency for an overnight suspension.
2. If this violation occurs during the week (Monday to Thursday), the resident will be asked to return between 10:00 A.M. – 2:00 P.M. the following day, to meet with a Team Leader. The youth should be instructed to call ROP prior to returning to ensure that the TL will be available to arrange a meeting.
3. If the violation occurs on a weekend or any other time when a TL or PM is unavailable, the resident will be advised when one will be available, and asked to return at that time to have the meeting. (E.g. Friday infraction; no available TL or PM; the resident will be asked to return on Monday to conduct meeting).
4. **At this meeting, the TL or PM will decide what course of action should be taken. Depending on the nature of the infraction, this course of action will**



need to await a meeting of the CMT. The youth will be informed of this decision if it is chosen. This action could be a suspension or a discharge from the program, depending on the youth's previous behaviour while in ROP.

5. If a resident returns to the program after having used alcohol or drugs, and proceeds to behave in a way that jeopardizes or threatens the sanctuary of the environment, s/he may receive a permanent discharge from the program. A resident's program status (i.e., past behaviour/conduct) will impact the decision to discharge or to extend a further violation notice.
6. As per the original Rights of Passage Resident Agreement, residents who have moved beyond their probationary period are not permitted to utilize Covenant House Toronto's Residence/Crisis programs while under suspension.
7. Any suspension, referral or incident that occurs as a result of a drug or alcohol related event, must be documented on an Incident Report, T.P. List, RDN and Daily Log. Team Leaders and Program Managers must be informed of such events via the Incident Report.
8. Residents who do not return to the program within their designated curfew time as a result of alcohol or drug consumption will not be admitted to the program. They instead will follow the procedure of III.1. Following any three-violation notifications, a resident will be discharged from the program.



**Discharge
Policy #: 26**

**Original Date: 20/03/02
Reviewed: 15/04/14**

I. Policy

Covenant House Toronto defines its expectations and standards for unplanned discharge.

II. Purpose

Discharge is an opportunity to reinforce our belief that consequences follow behaviour.

Although the youth relinquished all Covenant House Toronto services with a program discharge, it must be made clear to youth that Covenant House Toronto maintains an ongoing commitment to all youth requiring special assistance.

III. Procedure

Any discharge outside of a graduation from the program is considered an unplanned discharge.

Any conduct or behaviour that threatens the safety and sanctuary of the environment is considered to be grounds for a discharge. (Please see Section I, The Covenant House Philosophy and the Five Principles.)

Only CMT has the authority to discharge a resident. Youth Workers cannot discharge a youth from the program, although they may give an overnight suspension pending review by the TL or CMT.

Generally, a youth would receive 3 (three) notices of not meeting plan expectations prior to receiving an Unplanned Discharge. However, if a youth behaves in a way that seriously threatens the safety and security of the Program, a discharge may be given without the process of written notices. For example, if a youth is found to be in possession of a weapon; or is involved in the sex trade industry in any way, an immediate discharge would be appropriate.

A youth who is discharged should be made aware of the following:

- The Appeal process
- Clarify the Limitation of Service (reminded of CH Residency Agreement)
- That they are entitled and responsible for the retrieval of all monies and personal valuables.



When a youth is discharged, the following should be addressed/managed by staff within that working day:

- Complete all Discharge documentation (SMIS, ETO, discharge summary report, discharge card.)
- Distribute above noted forms/cards to all program areas of Covenant House Toronto (Main Reception, CSS, Education Services, CFL and McGill Reception).
- Forward copies to the ROP Manager and Team Leader and place copies in the youth's file.

Follow up:

- The youth's discharge must be reviewed at the next CMT, ensuring that all staff are aware of the youth's status with the program.



Service to Transgender/Transexual/Two Spirited Youth

Policy: #27

Original Date: 01/06/04

Reviewed: 15/04/14

I. POLICY

Covenant House respects the integrity and individuality of all of our youth. The structure of the program aims to strike a balance between individual needs and the challenges posed by a large communal living situation. All youth will be informed of this policy at the point of intake.

II. PURPOSE

To facilitate consistent guidelines in how service delivery is offered to youth identifying as Transgender.

III. PROCEDURE

1. Youth who declare themselves as transgender will be assigned to the floor of the gender in which they self-identify. Room assignment will be based on the youth's preference to be integrated into the general population or to reside in a transgender specific room.
2. Often youth will utilize a name other than the one on their birth certificate. Covenant House is required to use legal names in our documentation; however, the name preferred by the youth who identifies as transgender, will be noted on all documentation in brackets. **Staff will verbally address the resident using the name and pronoun appropriate to their gender of choice.**
3. Youth are allowed to wear the clothing of their choice, male or female. As with all residents we will continue to counsel youth around wearing attire that supports their discharge plan and does not jeopardize their safety within the house or on the street. Safety for all youth is the underlying principle.
4. If the youth is taking Hormone supplements they must speak with Health Care Services for an assessment. Covenant House cannot support the use of Street Hormone Supplements.
5. A referral can be made to another shelter if the youth expresses discomfort in out setting.
6. Covenant House makes it a priority to seek and provide training opportunities to staff regarding the issues affecting the transgender population.



Petty Cash Policy & Procedures Policy #: 28

Original Date: 17/05/02
Reviewed: 15/04/14

I. Policy

Small “one time” items may be purchased through the Petty Cash Fund (PCF). Such items are defined as costing up to, but not exceeding \$100.00 Canadian.

II. Purpose

To reduce the amount and cost of paperwork (i.e. processing Purchase Requisitions (PR's), Purchase Orders (PO's) and Invoices) that may exceed the cost of the purchase.

III. Procedure

1. Only the Team Leader or the Shift Coordinator is allowed to disburse petty cash.
2. The Team Leader or Shift Coordinator must complete a Petty Cash Voucher (PCV) indicating the purpose, for which the petty cash was disbursed, the recipient (print), the amount and the date.
3. The recipient of the petty cash disbursement must sign the above mentioned PCV as received.
4. **Within the shift the PCV is counted as cash until the receipt is returned. Then and only then, is the petty cash disbursement recorded as an expense on the Expense Report.** *In cases (exceptional) where petty cash is used to make disbursements to Residents, and where no receipt is expected, the PCV will serve as the receipt and is recorded as an expense at the time of the disbursement.*
5. Expense Reports are kept in the Petty Cash Binder until they are retrieved by the Team Leader or Manager for reconciliation.
6. If for any reason the Petty Cash Fund is over or (under) the Imprest Balance (the starting amount of the PCF), staff must not add to or take money out of it in order to bring it to the Imprest Balance. For example, if the Imprest Balance is \$300, and our expenses and cash on hand equal \$299.75, staff must not add .25 cents from their pocket to bring it to \$300.
7. The incoming Team Leader or Shift Coordinator must physically count the cash on hand and PCV's to ensure that the amount of PCF being handed over is correct.



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8. **Birthday Cards for staff or any other item for staff that is not directly work related cannot be purchased from Covenant House Operating Funds, including PCF. (Staff may make staff collections for these items)**



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