



BeConnected

Support Services

Ready. Support. Go.



PROGRAM HANDBOOK FOR **CHILDREN AND YOUTH SERVICES**

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TERRITORY ACKNOWLEDGMENT

BeConnected acknowledges with gratitude and respect the traditional and unceded territories of the **Lkwungen** (Songhees), **Xwsepsum** (Esquimalt), and **WSÁNEĆ** (Saanich) nations on which our children and youth services are provided.

We recognize and honor the Indigenous Peoples as the original stewards and custodians of this land throughout generations.

We acknowledge the ongoing struggles faced by Indigenous Peoples as a result of colonization, displacement, and systemic injustices. We are committed to learning from the past, fostering positive relationships, and actively working towards reconciliation.



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WELCOME TO CHILDREN & YOUTH SERVICES



This handbook identifies information specific to children and youth services at BeConnected. For general information about the organization, our philosophy, and our procedures please review our **Handbook for Individuals and Families**.

BeConnected supports children and youth in our four Staffed Homes: **Chrystal, Galbraith, Highrock, and Phelps**. Supports are provided 24/7 by a team of staff who rotate through the home according to an established schedule. At any one time, Chrystal House and Highrock House may each support up to four individuals. Galbraith Place may support up to five individuals and Phelps House may support up to two individuals

Some individuals stay with us full time, while others stay with us for temporary periods, called Respite. The type of stay and amount of respite hours available to you is determined by MCFD.

01 HOUSEMATES

Although you may share the home with others, you will always have your own room available to you for your privacy. We also understand that you may get along with some people better than others.

Your Coordinator will take into consideration the ages and personalities of individuals scheduled to receive services at the same time.

02 VISITORS & GUESTS

We support individuals to meet up with their friends in the community. If you would like to have visitors to the program they must first be approved by the Coordinator. We keep a list to make sure we know who is allowed into the program in order to keep you and others in the home safe.

Once approved, visiting times must be scheduled in advance in order to respect the needs and privacy of the other individuals. Visits may be cancelled by the Coordinator with no notice due to risks of health and safety.

03 PETS

In order to ensure a healthy environment and to promote the efficient use of resources, residential pets will not be permitted. Service animals require a risk assessment and environmental scan prior to admission.

Where there is proven therapeutic value, for an individual to have access to a pet, an employee may be permitted to bring their pet to the home. Pet therapy must be documented in the specific plan with stated outcomes.

All employee owned pets must meet specific criteria such as being properly trained and be in good health with all vaccinations.

If you have allergies, phobias, or other concerns regarding pets, please let us know.

04 HOUSE RULES

Each home has their own list of house rules. You will be made aware of these rules before you begin staying with us.

Any natural consequences will be mutually decided upon and written in your care plan. You can always regain these privileges by showing safe and appropriate behavior.

05 PERSONAL BELONGINGS

We will create a record of your personal belongings so we know exactly which items belong to you and make sure you have them with you when you leave.

06 VEHICLES

All individuals being transported in vehicles operated by BeConnected personnel must be properly secured with seat-belts or child restraint systems. Please note the minimum requirements for child restraint systems in British Columbia:

- **Child Seat:** used until the child is at least 40lbs
- **Booster Seat:** may be used once a child reaches 40lbs and required until at least 9 years of age or 145cm, whichever comes first.

Children may continue to use child restraint systems beyond the minimum requirements as long as they remain within the seat manufacturer's height and weight specifications. It is generally safer to remain in child seats or booster seats as long as possible. Please speak with your Coordinator about the best option for your child.

07 ILLICIT ITEMS (ITEMS NOT PERMITTED)

Illegal drugs and **weapons** are not permitted in any site or vehicle operated by BeConnected.

Legal drugs (such as cannabis), **alcohol**, and **tobacco/nicotine products** are not permitted at Children and Youth programs. Our children and youth programs are smoke free properties.

We receive all of your **prescription medication** directly from the pharmacy in blister packs. **Over-the-counter medication** such as Tylenol may only be administered by personnel if prescribed by a medical practitioner. We cannot accept other medications.

These rules apply to you, visitors (including your family), and the people who work with you (our employees).

Illicit items will be confiscated and secured in the office immediately. In the event an employee, family member, or other visitor requires personal medications during their time at the program we ask that the medication is kept locked in their personal vehicle or locked in a drawer in a locked office.

08 PHONE CALLS

House Phone Calls: At BeConnected we have a philosophy that the home is shared with everyone, please be mindful when calling the house. If you would like to arrange set phone calls please speak with your Coordinator.

Family Notification: During intake we ask family members under what circumstances you would like to be contacted during the respite stay. If these circumstances change please speak with your Home Coordinator.

Children's Helpline: If you need to talk to someone in a safe environment you can call the Helpline for Children operated by MCFD at 310-1234 (no area code required). You can call at any time of the day or night and you do not need to give your name.

Emergency Services: If you feel your health and safety is in immediate danger contact the police, fire department, and/or ambulance at 911.

Reliable Communication: It is our job to provide reliable communication equipment in a private setting for you to use to contact emergency services and the helpline. These numbers will also be posted at the program.

Phone Calls to the Manager & Coordinator: Our Program Managers and Residence Coordinators work a variety of hours, based on the needs of the program.

Phone calls are welcome during regular working hours, and after hours for emergencies only.

Please talk to your Manager about their regular working hours.

09 BACKYARD POOLS & WATER FEATURES

Backyard pools are not permitted at BeConnected program locations except for small wading pools which meet the following criteria:

- Persons served must be supervised at all times when pool is filled;
- Pools must be emptied when not in use/supervised; and
- Pools must be stored in such a manner that it cannot collect rainwater.

Water features, including ponds and fountains, are not permitted. Staff must ensure that there is no standing water at BeConnected programs.

SCHEDULING RESPITE



We will work with you to create a respite program tailored to the needs and preferences of you and your family based on the amount of hours determined by MCFD.

While we strive to accommodate your preferred schedule, we must also consider the needs of the other children and youth in our care, as well as our operational constraints.

PICK UP AND DROP OFF TIMES



As a general guideline when children and youth are not being picked up or dropped off at school:

Monday to Friday:

- Drop off between 3pm & 4pm
- Pick Up at 12pm

For pick up and drop offs on weekends, please arrange with the Coordinator the Monday prior to the visit.

If you require a pick up or drop off time other than those above, please contact your Coordinator the Monday prior to the visit.

ILLNESS



To ensure the health of all individuals receiving services at our programs and to minimize the exposure and transmission of illness, we ask that families cancel their respite stay in the event of illness.

Individuals may return to the program 24 hours after symptoms have cleared, or in the event of scabies, once treatment is complete.

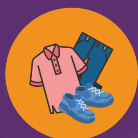
BeConnected reserves the right to cancel a scheduled respite stay if the youth presents with an infectious or contagious illness.

It may be possible to have missed respite day rescheduled on a case by case basis with the Coordinator.

PERSONAL ITEMS



Please label all clothing and personal belongings prior to your respite stay. When you arrive at the home, we will complete an asset inventory so that we can ensure you have all of your belongings when you leave.



Weather & activity appropriate **clothing** (i.e. socks, underwear, t-shirts, pants, shorts, pajamas, jacket, bathing suit, incontinence swimwear) and **footwear** (i.e. sandals in the summer, boots in the winter, running shoes for activities)



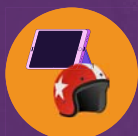
Preferred **toiletries** and oral care items (toothbrush, toothpaste, deodorant, etc)



Any special **comfort items** you may want or need to sleep **at night** (blanket, stuffed animal, pull ups, sound machine)



A few **personal items** to play with (toy cars, hockey cards, Barbie's, iPod, stuffed animals, colouring books, games)



Special equipment (medical, recreational, sensory items, or communication device) and **protective equipment** for use of your own equipment such as a skateboard or scooter



Lunch kit and **water bottle**



Recreation Pass

RIGHTS OF CHILDREN & YOUTH

SUPPORTED BY BECONNECTED



ALL CHILDREN AND YOUTH HAVE RIGHTS, BUT WHAT ARE RIGHTS? RIGHTS OUTLINE SOMEONE'S BASIC NEEDS & HOW THEY SHOULD BE TREATED, NO MATTER WHO THEY ARE OR WHERE THEY LIVE. YOUR RIGHTS ARE OUTLINED IN THE UNITED NATIONS CONVENTION ON THE RIGHTS OF THE CHILD

CHILDREN AND YOUTH IN CARE IN BC ALSO HAVE RIGHTS OUTLINED IN THE **CHILD, FAMILY, AND COMMUNITY SERVICE ACT**. YOUR RIGHTS CAN BE SUMMARIZED INTO 4 CATEGORIES: "THE 4 B'S" THESE RIGHTS CANNOT BE TAKEN AWAY FROM YOU

BE SAFE

- PROTECTION FROM ABUSE, NEGLECT, RACISM, EXPLOITATION, & OTHER FORMS OF DISCRIMINATION
- A SAFE PLACE TO LIVE, PLAY & LEARN
- TO HAVE PEOPLE YOU TRUST

BE HEALTHY

- A HEALTHY BODY & MIND
- ACCESS TO FOOD, CLOTHING, & SHELTER
- PROPER MEDICAL CARE, DENTAL CARE, ELDERLY, & COMMUNITY MEMBERS

BE YOURSELF

- HAVE WHAT YOU NEED TO BE FREE & PROUD TO BE YOURSELF
- PARTICIPATE IN YOUR LANGUAGE & CULTURE
- PARTICIPATE IN RECREATIONAL & SOCIAL ACTIVITIES & EDUCATION

BE HEARD

- ABILITY TO EXPRESS YOUR FEELINGS, THOUGHTS, & OPINIONS
- ABILITY TO TELL PEOPLE WHAT IS IMPORTANT TO YOU

SOME EXAMPLES OF OTHER RIGHTS INCLUDE:



- TO BE INFORMED ABOUT YOUR PLAN OF CARE
- TO REASONABLE PRIVACY
- TO POSSESSION OF PERSONAL BELONGINGS
- TO BE FREE FROM CORPORAL PUNISHMENT
- TO BE INFORMED OF THE STANDARDS OF BEHAVIOUR EXPECTED BY YOUR CAREGIVER & THE CONSEQUENCES OF NOT MEETING THEM
- TO BE CONSULTED, ACCORDING TO YOUR ABILITIES, ABOUT SIGNIFICANT DECISIONS WHICH AFFECT YOU

YOUR RIGHT TO CONTACT PEOPLE TO HELP YOU

- WE WILL PROVIDE YOU WITH A PHONE 
- IF YOU ARE IN IMMEDIATE DANGER CALL 911 TO REACH POLICE, FIRE, OR AMBULANCE
- IF YOU NEED TO TALK TO SOMEONE SAFE CALL THE HELPLINE FOR CHILDREN AT 310-1234

THE CANADIAN CHARTER OF RIGHTS & FREEDOMS GUARANTEES THE BASIC RIGHTS AND FREEDOMS TO EVERYONE IN CANADA. THE CHARTER SAYS YOU HAVE THE RIGHT TO:

- BE TREATED FAIRLY & EQUALLY REGARDLESS OF YOUR COLOUR, SEX, AGE, OR WHETHER YOU HAVE A PHYSICAL OR DEVELOPMENTAL DISABILITY
- CHOOSE YOUR RELIGION
- LEARN AND EXPRESS YOUR OWN THOUGHTS
- GATHER WITH OTHER PEOPLE

WHAT CAN I DO IF MY RIGHTS AREN'T BEING RESPECTED?



TALK TO SOMEONE YOU TRUST.

THIS MAY BE YOUR COORDINATOR, SOCIAL WORKER, PARENT, OR ELDER. THEY CAN HELP YOU TAKE THE NEXT STEPS

INFORMATION REGARDING MCFD'S COMPLAINT'S PROCEDURE CAN BE FOUND ONLINE OR CALL TOLL FREE 1-877-387-7027



REMEMBER, RIGHTS HAVE LIMITATIONS.

THE RIGHTS OF AN INDIVIDUAL CEASES IF IT INFRINGES ON ANOTHER INDIVIDUAL OR GROUP.



RIGHTS ALWAYS COME WITH RESPONSIBILITIES!

YOU NEED TO BE RESPONSIBLE FOR EACH CHOICE YOU MAKE!



AS YOU GET OLDER, THERE WILL BE **MORE** RIGHTS TO LEARN ABOUT.

WE CREATED AN ADULT RIGHTS DOCUMENT TO HELP YOU WHEN THE TIME COMES.



YOU ALSO HAVE THE RIGHT TO REQUEST THIS AND OTHER INFORMATION IN A WAY THAT YOU CAN UNDERSTAND. BECONNECTED HAS DEVELOPED A NUMBER OF WAYS TO TALK TO YOU ABOUT YOUR RIGHTS. TO LEARN MORE, TALK WITH YOUR COORDINATOR.



- JUNE 2025 -