



**YOUVILLE CENTRE**  
**M.F. McHUGH EDUCATION CENTRE**  
**St. NICHOLAS ADULT HIGH SCHOOL**



***STUDENT HANDBOOK***

Youville Centre  
150 Mann Avenue  
Ottawa, Ontario  
K1N 8P4

Phone: 613-231-5150  
Charitable Registration #118848456RR0001

Website: [www.youvillecentre.org/](http://www.youvillecentre.org/)  
Facebook: [www.facebook.com/pages/Youville-Centre-Ottawa](https://www.facebook.com/pages/Youville-Centre-Ottawa)  
Twitter: [twitter.com/@YouvilleCentre](https://twitter.com/@YouvilleCentre)  
Instagram: [www.instagram.com/humansofyouville](https://www.instagram.com/humansofyouville)  
Blog: [www.youvillecentre.org/blog/](http://www.youvillecentre.org/blog/)

Dear Student,

Welcome to Youville Centre, the M.F. McHugh Education Centre, and St. Nicholas Adult High School! We are happy to have you with us and we hope you will find our staff and students to be friendly and helpful.

You have made two very courageous decisions – to *parent* and to *study* at the same time. We look forward to supporting you in accomplishing both of these goals. Our teachers, Counsellors, Child Development Program (CDP) staff, and our Intensive Treatment Support Staff (ITSP) are able to provide a number of services to assist you as you strive to obtain your Ontario Secondary School Diploma and achieve your personal goals.

We urge you to read this Student Handbook to have a full understanding of the services and guidelines in place at Youville, as well as important dates, deadlines, events and projects. Please plan to contribute to the Youville Community – Youville will be even better with your involvement.

Have a wonderful year!

Sincerely,



Bev MacKillop  
Executive Director  
Youville Centre



Nicola Benton  
Principal  
M.F. McHugh Education Centre



Philip Capobianco  
Principal  
St. Nicholas Adult Highschool



## YOUVILLE CENTRE

The name “Youville” is taken from Canada’s first Canadian-born Saint. Marguerite d’Youville was born into a poor family in 1701. She married and, as a widow, she raised two children on her own. In 1737, she formed a group of women who tried to help the poor. Her small group cared for prostitutes, abandoned babies, and women who were sick or homeless. Her greatest concern was for single mothers and children, since she knew from first-hand experience how difficult it was to be a good parent and to earn a living at the same time.

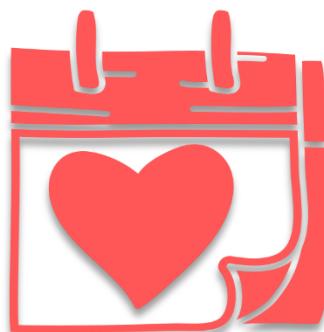
The picture in Youville Centre’s front staircase is that of a Grey Sister teaching the little children of the farmers who produced food for the sick. Within each of us lies the courage and determination to become loving, caring persons who are aware of others. As we reach out to others our self-esteem grows. During your time at Youville Centre, try to catch the spirit of Marguerite d’Youville.



St. Marguerite D'Youville

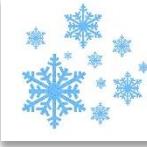
## DAILY SCHEDULE

8:30 AM	-	9:30 AM	Breakfast
9:30 AM	-	10:30 AM	Period 1
10:30 AM	-	10:45 AM	Break (snack)
10:45 AM	-	11:45 AM	Period 2
11:45 AM	-	12:30 PM	Lunch
12:30 PM	-	1:30 PM	Period 3
1:30 PM	-	1:45 PM	Break
1:45 PM	-	2:30 PM	Period 4
2:30 PM	-	3:00 PM	Childcare pick-up
3:00 PM			OC Transpo special bus pick-up



## ACADEMIC CALENDAR 2019-2020

First day of school	FRIDAY, September 6
Early Dismissal/Pick-Up	WEDNESDAY, September 25
PD Day (childcare open)	FRIDAY, October 11
Thanksgiving (centre closed)	MONDAY, October 14
Early Dismissal/Pick-Up	WEDNESDAY, October 23
Agency Day	FRIDAY, November 1
PD Day (childcare open)	FRIDAY, November 15
Early Dismissal/Pick-Up	WEDNESDAY, November 27
Early Dismissal/Pick-Up	WEDNESDAY, December 11
Christmas Break (centre closed)	MONDAY, December 23 – FRIDAY, January 3
Childcare re-opens after break	THURSDAY, January 2
Early Dismissal/Pick-Up	WEDNESDAY, January 8
Agency Day	WEDNESDAY, February 5
PD Day (childcare open)	FRIDAY, February 14
Family Day (centre closed)	MONDAY, February 17
Early Dismissal/Pick-Up	WEDNESDAY, February 26
March Break	MONDAY, March 16 – FRIDAY, March 20
Good Friday (centre closed)	FRIDAY, April 10
Easter Monday (centre closed)	MONDAY, April 13
Early Dismissal/Pick-Up	THURSDAY, April 16
PD Day	FRIDAY, April 24
PD Day (childcare open)	FRIDAY, May 15
Victoria Day (centre closed)	MONDAY, May 18
Early Dismissal/Pick-Up	FRIDAY, May 27
PD Day (childcare open)	FRIDAY, June 5
PD Day (childcare open)	FRIDAY, June 16
Agency Day	THURSDAY, June 18
Graduation Day (non-grads early pick-up)	FRIDAY, June 19



## STUDENT RIGHTS AND RESPONSIBILITIES

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### **STUDENT RIGHTS**

All students have the right to:

1. Be in a safe, secure and supportive learning environment.
2. Be treated with dignity and respect by others, regardless of age, race, creed, gender, religion, nationality, sexual orientation, abilities, marital status and/or political beliefs.
3. Have their privacy respected and their personal information treated with confidentiality.
4. Have access to a complaint process to express concerns about Youville Centre.
5. Receive a copy of the Youville Centre's Student Handbook, outlining Student Rights and Responsibilities, Policy and Procedures, Centre Resources and Community Resources.



### **STUDENT RESPONSIBILITIES**

All students have the responsibility to:



1. Be Responsible.
2. Be Respectful.
3. Be a Role Model.
4. Access Youville Services, including the Intensive Treatment Support Program and Counsellors.

### **BENEFITS AND RISKS OF ATTENDING YOUVILLE'S DAY TREATMENT PROGRAM**

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As a Youville Centre student, you will receive many benefits from the programs we offer, such as treatment, parenting classes, and academic instruction. Like many things in life, when there is a benefit there is sometimes a risk involved. There are also risks to participating in our programs here at Youville Centre, and we want you to know what they are. During your intake with the Intensive Treatment Support Program, your ITSP worker will review the benefits and risks with you and you will be asked to sign to a form indicating that you understand and accept the benefits and risks of attending our program. You may ask for a copy of this document at any time.



## CONFIDENTIALITY

Youville Centre recognizes every individual's right to privacy and during the intake process all clients are made aware of the risks and benefits of treatment and reasons that confidentiality may be breached. All information observed or received by staff must remain confidential unless a client gives permission for their information to be shared or it is required of staff to disclose such information due to child protection concerns or legal matters. Obligations must meet legal, professional and/or ethical guidelines. For more information, please read the Youville Centre Privacy Handbook.



## COMPLAINT PROCESS

Clients of Youville Centre have access to a complaint process if they have a concern about any aspect of our services. Complaints may be made verbally or in writing.

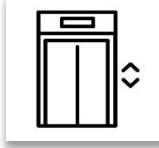
**The first step in addressing a complaint would usually be to talk to your Intensive Treatment Support Program Worker (ITSP).** If this does not resolve your complaint, or if you do not feel comfortable discussing the issue with your ITSP worker, you can bring your complaint to another trusted member of Youville Centre's Leadership Team, (i.e., Child Development Coordinator, Program Manager, Mental Health Counsellor).

If you are still unsatisfied with the handling of your concern, you can direct your complaint to the Executive Director. This can be done by calling 613-231-5150 x105 or by email at [director@youvillecentre.org](mailto:director@youvillecentre.org).

## YOUVILLE CENTRE POLICIES

### ELEVATORS AND STAIRS

Children are not permitted to be on the stairs. Students who are required to bring their child(ren) upstairs must use the elevator. A key is located at the front desk and all staff members also have a key to the elevator.



### DRESS CODE

In support of the Safe Schools Policy, both students and staff are expected to dress in a manner appropriate to encourage a safe and respectful learning environment. This includes:

1. Following the "5 B's Rule" (backs, breasts, belly, butts or bras) means clothing must cover certain areas of your person.
2. Clothing with wording or graphics that are profane, sexist, racist, demeaning, advocate violence, alcohol or illegal drugs, or can be associated with gangs are not permitted.



## **DRUG USE AND SMOKING REGULATIONS**

Smoking, including vaping, is not permitted in school buildings or on school property as per Board Policy F-20. Under the Tobacco Act, persons who violate this policy may be fined \$305.00.



There is a designated smoking area outside of school property that students may use during their breaks and lunch time. Students are asked not to smoke where they are visible to the children in our Child Development Program.

Students who are found to be using substances during school hours (including lunch and break times) risk immediate discharge from Youville Centre. Individuals who are suspected of being under the influence of drugs or alcohol face similar consequences. **Children will not be released to any individual who is suspected of being under the influence.**

Clients who have medical authorization for cannabis use must submit a copy of authorization to the Executive Director (ED). The ED can then request further information (e.g. frequency, manner and delivery, effects) from authorizing physician.

## **STROLLERS**

Students are asked to keep their strollers folded in the stroller room, which is located in the vestibule between the set of main doors. Children are not permitted in the stroller room. When picking up their child(ren), students are asked to leave their strollers in the gym to ensure easy access to the main door in case of an emergency.



## **LOCKERS**

A locker will be assigned, by a teacher, to each student at the beginning of the school year. Combinations and locker number will be recorded by your teacher and kept on file.

## **ATTENDANCE**

Daily attendance and taking responsibility for absences demonstrate commitment to Youville Centre. Students are expected to:

1. Let their teacher/ITSP staff know in advance when they will be absent, e.g., Dr.'s appointment, court date, etc.
2. Text/phone ITSP staff at **613-220-4542** and Childcare at **613-404-5742** if they are unable to make it to the Centre due to illness or an emergency, or if they are running late.



Failure to discuss absences with your teacher/ITSP staff could result in unapproved absences. Student Childcare subsidy days are used when your child is not in attendance. Ontario Works could be reduced or cancelled if a pattern of unapproved absences continues.

## **STUDENT CLASSROOM EXPECTATIONS**

1. Students are to conduct themselves in a manner which allows both them and others the opportunity to work in a safe, quiet, productive environment.
2. Students will show respect for themselves, others, school property, and equipment.
3. Students will attend, be punctual, and prepared for all classes and programs.
4. Students will put forth their best effort at all times.

## **CELL PHONE AND COMPUTER USE**

Students will be requested to sign an “Acceptable Use of Technology Agreement” at intake.



## **SIGNING IN/OUT OF CLASS/YOUVILLE**

Students who wish to meet with their ITSP worker or Counsellor can do so during class time by communicating with their teacher. Alternatively, students can sign up to see their ITSP worker or Counsellor and they will be called down to the second floor. Students who wish to leave Youville due to illness, appointment, etc. will need to have a slip signed by the student’s teacher or ITSP staff. The slip is then given to the receptionist at the front desk upon leaving. This is to ensure staff knows who is in the building at all times in the event of an emergency.

## **ONTARIO SECONDARY SCHOOL DIPLOMA (OSSD) REQUIREMENTS**

In order to receive an OSSD, students must earn 30 credits. Students receiving an OSSD must meet the Ontario Literacy Test requirements (ask your teachers for more information about the Literacy Test) and have completed 40 hours of community service prior to graduation.



Requests for transcripts can be made to your teacher.

## **TUTORS**

Youville Centre may have volunteer tutors available who will assist students in their course work. Ask your teacher for more information.

## **CHILDCARE EXPECTATIONS**

All students have the responsibility to:

1. Have their child(ren) in Childcare daily.
2. Text Child Care at **613-404-5742** if their child(ren) will be absent due to illness, appointment, etc.
3. Respect Childcare policies.
4. Inform Childcare of any concerns their child(ren) is, or are, experiencing.



## **SUBSIDY INFORMATION**

All Childcare spots at Youville Centre are subsidized by the City of Ottawa and bound by strict rules for attendance and punctuality. Repeated or excessive absence of a child from Childcare could result in cancellation of subsidy, and discharge of mother and child from Youville programs.

## **YOUVILLE SUPPORT SERVICES**

### **INTENSIVE TREATMENT SUPPORT PROGRAM (ITSP)**

Upon arrival at Youville, every student is assigned an ITSP Case Coordinator. ITSP staff support students by helping with:

- crisis intervention and prevention
- problem solving techniques
- contacting Ontario Works and Children's Aid Society
- legal aid and housing
- peer mediation
- accompanying students to appointments and advocating for students/children
- arrangements for more extensive counselling
- referrals as required



### **INDIVIDUAL TREATMENT PLANS (ITPs)**

ITPs are created with the help of your ITSP Case Coordinator to outline students' areas of strength and areas of growth. All students meet with their ITSP Case Coordinator bi-weekly to update progress on their goals.

ITPs allow for the student and staff to create short and long-term personal, academic, and child development goals, which are reviewed throughout the year.

### **COUNSELLING SERVICES**

Every student has the option of benefitting from the counselling services provided at Youville. Each student will be assigned a Counsellor, who she can meet with once a week. To sign up for a counselling session, students write their name on the chalkboard outside their Counsellor's office.



Counsellors are able to help students with: depression, anxiety, post-traumatic stress disorder (PTSD), substance use, eating disorders, low self-esteem, domestic violence, physical, sexual and emotional abuse, grief and loss, and other trauma-related issues. Students can also benefit from our on-site Parent-Child Attachment Counsellor, who will work with each mom individually to develop a strong, healthy relationship with her child(ren).

## AFTER HOURS EMERGENCY CONTACT

If you are calling after hours and in crisis, please contact the Distress Centre at 613-238-3311 or in an emergency call 9-1-1. If you wish to speak with someone at the Centre after normal business hours, please call Youville Centre at 613-231-5150, ext. 221. Someone will return your call within 24 hours.

## DOCTOR - GENERAL PRACTITIONER

**WEDNESDAYS 9:00 AM - 12:00 PM (end time may be subject to change)**

Dr. Sarah Oliver, a general practitioner, comes to Youville every Wednesday morning and is able to see both students and their children. Dr. Oliver can assist with:

- Colds
- Allergies
- Flu symptoms and nausea
- Other minor illnesses
- Health education and more

To sign up to see Dr. Oliver, please see a Case Coordinator.



## BRIGHTER FUTURES BREAKFAST PROGRAM

**DAILY 8:30 AM-9:30 AM**

Free breakfast is available every morning in the Collective Kitchen for students of Youville Centre. Breakfast includes yogurt, cereal, bagels, toast and milk. Hot plate options, available most days, could include eggs, beans, hash browns, etc. Students who use this service are asked to help keep the Collective Kitchen clean. This includes rinsing and placing their dirty dishes in the dishwasher for cleaning.



Healthy snack options, such as veggies and dip are also available for students to eat during snack times, or during class time with permission from their teacher. Students are asked to rinse and place their dishes in the dishwasher.

## COMMUNITY SERVICE VOLUNTEER HOURS

Students who require community service hours are encouraged to sign up for **Child Dining Hall Clean Up**. Students can sign up at the front desk each morning. Students will receive a free lunch on that day, as well as time towards their community service graduation requirement.

## LUNCH

Students who wish to purchase lunch can do so each day before 10:30 AM at the front desk. Cost for lunch is \$1.00.

## YOUNGBUCKS

YouBucks are given out by staff members when a student contributes positively to the Youville Community by trying to catch the Spirit of Marguerite D'Youville. This could include coming to class on time, helping to clean up after lunch, or doing a good deed for someone. YouBucks can be used in the YouStore to purchase new items for students and their children, as well as to purchase grocery bags during Food Bank.

## YOUTORE

**MONDAYS and FRIDAYS 12:00 PM-12:30 PM**

The YouStore contains new donations that can be purchased using YouBucks during lunch hours on Mondays and Fridays. Items such as baby clothes, household items, and toiletries are available.



## **FOOD BANK**

### **FRIDAYS 2:30 PM**

The Ottawa Food Bank delivers food to Youville Centre each Friday. Students are required to sign up for Food Bank on Friday morning at the front desk. Students must be present in person to sign up and collect food bank items. Students are expected to cooperate with Food Bank procedures. Names are drawn at random to determine the order of collecting.



Students are encouraged to bring their own reusable bags to food bank to help reduce waste. Students who bring their own bag will receive \$2 YouBucks. Reusable bags can be purchased for \$2 YouBucks.

The Food Bank can be accessed at other times during the week. Please ask a Youville staff for more information.

## **SWAP SHOP**

### **TUESDAYS, WEDNESDAYS and THURSDAYS 11:45 AM-12:30 PM**

The Youville Centre receives daily donations of gently used clothing and merchandise. The SWAP SHOP is open on Tuesdays, Wednesdays, and Thursdays during lunch. Students can sign up at the front desk. Names will be drawn at random for students to enter SWAP.

## **LEAP WORKERS**

### **EVERY THURSDAY 9:00AM-11:00AM**

A representative from LEAP (Learning, Earning, and Parenting) is available to connect with students on-site every Thursday morning. Students may sign up with ITSP if they wish to see the LEAP worker. Any questions regarding OW should be directed to the worker at this time.

## **MENTORSHIP PROGRAM**

### **ONCE A MONTH**

Sponsored by TELUS, the Mentorship program matches a Youville student with a community member. Once a month, students and their mentors go for lunch in the community. If interested in becoming a mentee, students should speak to their Case Coordinator.



## **DISCHARGE PROCEDURES**

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### **STANDARD DISCHARGE**

Clients will be discharged when their children turn 30 months, or if their child has no more City of Ottawa subsidy days remaining, or when clients earn their high school diploma.

### **EARLY DISCHARGE**

Although client circumstances are addressed on an individualized basis, taking into consideration the needs of the client, some general concepts apply to identifying the need for an early or exceptional discharge from services. They are as follows:

- Not participating in programs (e.g., not attending individual and/or group counselling sessions, not attending school programs, non-attendance of child in Childcare program);
- Significant non-compliance (e.g., refusing to follow established rules as outlined in the Student Handbook);
- Treatment needs surpassing our ability to provide service (e.g., significant substance abuse problems, severe psychiatric symptoms, acting-out behaviour requiring physical restraint);
- Significant verbal abuse, physical assault and behavior towards other clients, or inciting any of the above in other clients;
- Significant verbal abuse, physical assault and aggressive behavior towards staff;
- Use of prohibited substances.
- Inappropriate use of social media including but not limited to inappropriate comments/abuse of Youville Centre clients.

Case Coordinators will discuss any potential discharges with you and explore alternatives to discharging where available and when appropriate.

Clients and child(ren)'s needs will always be considered during transition planning. Resource package of community services are offered, and appropriate referrals made with student's permission or at her request.

- If students require additional support or information to transition to community services, they may discuss this with a Case Coordinator or Counsellor.

### **CLIENT WITHDRAWAL**

Students may choose to withdraw from Youville Centre services at any time. In this case, Case Coordinators will engage in transition planning with the student to ensure that her needs and her child(ren)'s needs are being met.

## **COMMUNITY RESOURCES AND CONTACT INFORMATION**

Youville Centre	613-231-5150
ITSP Cell Phone	613-220-4542
Child Care Cell Phone	613-404-5742
M.F. McHugh Educational Centre	613-747-6885
Ottawa Police – Emergencies	613-230-6211
Ottawa Police – Call Centre	613-236-1111 ext. 7300
Ottawa Community Police Centre (Vanier)	613-236-1222 ext. 5823
Ontario Works	613-560-0624
Ontario Works – Patrick	613-580-2424 ext. 24275
Ontario Works – living cost support	613-560-6000
Service Ontario	1-800-267-8097
CRA – Income Tax	1-800-959-8281
CRA – Child Tax Benefit	1-800-387-1193
CRA – Trillium Benefit	1-877-627-6645
St. Mary's Home	613-749-2491
Social Housing	613-526-2088
Housing Help	613-563-4532
Children's Aid Society	613-747-7800
City of Ottawa Child Subsidy – EAST	613-749-5505
City of Ottawa Child Subsidy – WEST	613-580-2400
24/7 Crisis Line	613-260-2360 Toll Free 1-877-377-7775
YSB Mental Health	613-562-3004
Ottawa Rape Crisis Line	613-562-2333
Mental Health Crisis Line (and Mobile Unit)	613-722-6914
Violence Against Women Helpline	613-745-4818

