Archway
Community Services

2420 Montrose Avenue,
Abbotsford, BC
V2S 3S9

Youth Resource Centre
Client Handbook



Our Vision

Justice, opportunities and equitable access for all.

Our Mission

Archway Community Services strives to be an agency that fosters community well-being and social justice through positive action and leadership.

Statement of Diversity

We are children, youth, adults and seniors.
We are of all races, religions, all cultures, all abilities, all sexual orientations, all genders, and all economic levels.
We speak many languages.
We value diversity. We endeavor to reflect this diversity in our volunteers, board and staff.
We respect all our neighbours and clients and extend our respect to them in all that we do.
We embrace all types of families.
Therefore, we will act to promote inclusion of all in our agency and in our community.

At Archway, you have the right to:



1. Be treated with courtesy, dignity and respect, without regard to race, ethnicity, gender, sexual orientation, family, religion, age or ability.

2. Be considered an expert in your own life experience. To show this we will collaborate with you regarding :

- Gathering information from you regarding your need for services.
- From the initiation of services, including you in personal assessments (identifying strengths, needs, abilities and preferences), planning services, setting goals, and regularly reviewing them.
- The services you could receive and how they could be provided.
- Accepting your decision to participate or not, in some or all of the services offered (unless required under a court order).
- Including you in deciding when to end services or in planning follow-up.
- Welcoming your ideas for improving our services, during and after receiving them.

3. See your personal information in your file by making a request to Archway's privacy officer.

4. Be told of any fees charged before beginning services.

5. Tell us your concerns about the services you have or have not received. If you are not happy with services or your worker, please let the program supervisor know.

6. Confidentiality, except for the legal and ethical limits explained in this brochure.

7. Allow us to share information to help you get better service.

8. Feel safe. The use of seclusion and restraint is never permitted in Archway programs, nor are sanctions or incentives used.

9. Be free from abuse of any sort, including but not limited to physical, mental, financial or other exploitation, humiliation, or neglect.

10. Only be involved in research projects that you have consented to.

Limits to Confidentiality

Archway will protect your private information except in the following cases:

- Possible child abuse or neglect must be reported to the Ministry of Children and Family Development or the Fraser Valley Aboriginal Child and Family Services Society.
- When a client is a danger to themself or others (for example, suicidal, making threats, or driving while under the influence of alcohol or drugs).
- Court order for the release of records; for instance, WorkSafeBC may obtain information if you have made a work-related injury claim.
- Giving evidence in court when required.
- Internal and external professional reviews for quality services.'
- When filing a claim with government agencies such as ICBC, WorkSafeBC, Disability, etc. there may be situations where you have waived your privacy rights, and your worker could be required to submit a summary report.

Minor Clients

If you are under the age of 13, your parent or legal guardians may have to give consent for services and may have the right to access the information in your file on your behalf.

Other Exceptions

If there are other exceptions to confidentiality in the program you attend, your worker will inform you.



Information will be shared with the following people when necessary to ensure quality service:

- Program supervisors
- Other workers in the program
- Other Archway programs on a "need to know" basis for referral and service coordination
- Funders
- Professionals making referrals

All these people follow professional codes of ethics to protect your confidentiality.



You Are Responsible to:



1. Share accurate information when asked, so Archway workers can plan your services.

2. Tell staff about any relevant medical condition, disability, barriers, cultural needs or anything else that we can do to provide better services for you.

3. Treat others with fairness, honesty and respect, including:

- Keeping information about other clients you see here confidential.
- Avoiding any activity that might harm other clients, staff members or visitors.
- Following Archway rules or requests.

4. Not bring any weapons, alcohol or drugs to Archway

- If a weapon is found on you, you will be asked to leave the premises and return with no weapon. As per Canadian law, if a gun is brought to Archway, the police will be notified.
- If alcohol, recreational marijuana or illegal drugs are found on you, you will be asked to leave the premise and return without it.
- If wanting to partake in tobacco products or vaping, only do so in the designated areas. Smoking products may not be used in vehicles owned or operated by the organization or its staff.
- When you need to take medication, only bring what you need that day and keep it on your person.

5. Tell your worker or other staff if you are not able to attend an appointment or will be late.

6. Tell your worker or other staff of any changes to your address, phone numbers or court orders.

7. Supervise your children while at Archway unless childcare is provided by the program.

8. Inform Archway staff if bringing a guest with you to services, and advise visitors that they are also expected to follow Archway rights and responsibilities.

9. Tell us if you are going to end Archway services.

10. Tell us if you have any concerns or complaints.

11. Not record via audio or video unless given permission to do so.

If you are unable to meet these responsibilities, you may be denied further services. If this happens, you will be informed by the program how to regain access to services.

Service Restrictions

As a participant, you may face restrictions to your services if you choose to ignore the program responsibilities (listed in the previous section). Services may also be suspended or revoked if any participant:

- Carries a weapon while accessing services (even if off Archway property).
- Uses threatening behaviour towards other participants, staff, or property.
- Uses destructive behaviour towards other participants, staff or property.
- Appears to be under the influence of drugs or alcohol while engaging in services.

Your worker will make every effort to work with you to resolve this situation and make a plan as to how you can access our services while respecting the rights and responsibilities of all participants.

Feedback Process

If you have feedback, we want to know so we can address your concerns. We take your concerns seriously! There are two ways to address concerns with no reprisal to you or your services.

Informal - share your concerns with your worker or the program supervisor.

Formal – if the complaint can't be resolved through the informal complaint process, you can fill out a complaint form at Archway.ca/Feedback

Paper copies are available at the Montrose reception site or by asking a program staff for a copy.



Privacy

Archway programs and staff follow all government laws concerning privacy.



Information is gathered for the following reasons:

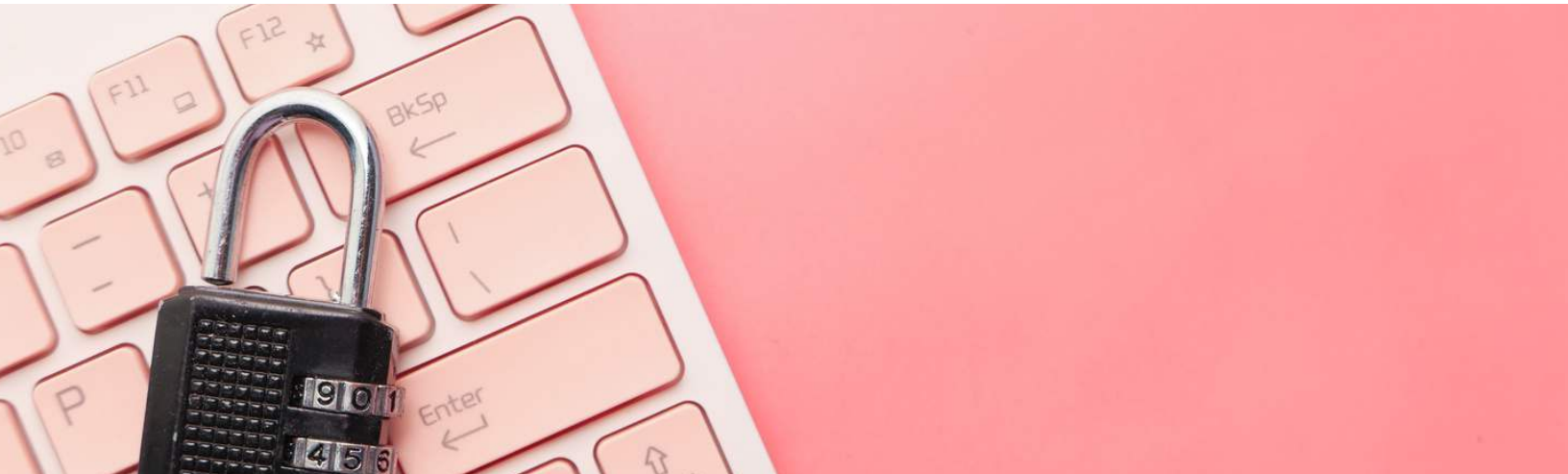
- Your need for services
- Referrals
- Service planning
- Service activities
- Your progress
- Follow-up
- Improving our services

If you have concerns about confidentiality, please contact the Archway Privacy Officer at PrivacyOfficer@Archway.ca

Accessing Your Personal Information

Much of the information that Archway collects falls under the Personal Information Protection Act (PIPA). However, some of our programs collect information that is only to be released by the program's funder and this is governed by the Freedom of Information and the Protection of Privacy Act (FIPPA).

You have the right to access most information at Archway regarding you. To do so, you must file an access to information request with the agency. The Archway privacy officer will process the request and collect the information you have requested. There may be fees for the collection, sorting, and printing of the information you requested.



Youth Resource Centre (YRC)

Location: 2420 Montrose Avenue, Abbotsford, BC, V2S 3S9
Hours of Operation: M-F 9am-5pm (some flexibility)

Contact
infoyrc@archway.ca
604-870-4972

What Do We Do?

YRC offers individualized outreach support and advocacy to youth, young adults, and families, ages 12-24, who are experiencing increased stressors within their lives. Stressors may include parent-teen conflict, parenting, crisis intervention, homelessness, daily living skills, aging out of care, physical and mental wellness, substance use, unhealthy relationships, gang involvement, youth justice support and connection to community

What is Our Referral and Prioritization Criteria?

Prioritization is based on level of need and referrals from MCFD and FVACFSS. We accept all referrals, including self-referrals.

How Does Our Program Collaborate with You?

Assessments and goals are done with - and led by - you! Once goals have been established, they will be reviewed regularly with the option of changing priorities and goals if and when it's needed.

What is the Purpose and Process of Assessment?

YRC staff will have a conversation with you about your current life situation to identify potential concerns and goals. This will help to guide our work together.

What are Our Staffs' Credentials?

YRC staff have a degree in a human-services related field and 2 years of program delivery experience.

How Do I Transition to Other Services?

Please speak to Archway staff; we would be happy to help you with this!

Who Gets Reports of my Progress?

If referred by a social worker or probation officer, they may receive monthly or quarterly progress reports.

What is Your Policy for Court Appearances?

YRC staff are rarely subpoenaed for court. If this occurs, they are required to attend.

How Can I Effect Change in Programs?

At the end of services, feedback will be requested regarding service provision and your experience. However, questions and suggestions can be brought to staff at any time.

What Behaviours or Attitudes Would Lead to a Loss of Services?

Guidelines and expectations are discussed at the beginning of services. If a participant struggles with these expectations, they will be supported to meet them. If the behaviour continues, clients will be given a warning. If there is no change the session ends. In rare cases services might be suspended.

If There is a Loss of Services, How Can I Get Them Reinstated?

If services are suspended clients will meet with their YRC staff, a supervisor, and their care team, to problem-solve and develop a plan around what is needed for services to continue.

How Do I Exit the Program?

Services end when you have accomplished your set goals, have aged out of the program, have moved from the Abbotsford area, or have chosen to end services. Clients can access their YRC outreach worker for follow-up support as needed.

After Hours Support

If you are in crisis and need emotional support, please let your worker know. If the crisis occurs after 4:30pm or on weekends, please call your local crisis line.

Name	Number	How to Contact
Fraser Health Crisis Line	1-877-820-7444	Call
Kids Help Phone	1-800-668-6868	Call or web chat www.kidshelpphone.ca
VictimLinkBC	1-800-563-0808	Call or text
BC Suicide Crisis Hotline	1-800-SUICIDE	Call

Looking for our designated smoking area? Smoking pits are provided at the far eastern edge of the Montrose large parking lot.