



all in for youth
United for school completion.



ALL IN FOR YOUTH

Program Handbook





OUR VISION

A community where everyone can flourish

OUR PURPOSE

We support growth across generations

OUR VALUES

Courage

We willingly embrace growth and don't see it as optional.

Learning

We choose to grow through uncertainty, even when status quo feels easier.

Empathy

We relentlessly care about the growth of others, and won't let anyone go unsupported.

Impact

We go beyond what seems doable and prove that growth is possible.



All Are Welcome Here

We are committed to creating a welcoming, safe and inclusive environment for everyone. Our programs celebrate diversity while creating space for all voices, stories and experiences to be heard and valued. We are committed to ongoing learning and meaningful action toward Truth and Reconciliation, while advancing anti-oppressive practices within Trellis and throughout the communities we serve.

Land Acknowledgment

Our commitment to reconciliation starts by acknowledging that Trellis Society is honoured to serve in the traditional territory of the Blackfoot Confederacy, home to the Siksika, the North and South Piikani, and the Kainai Nations. We also acknowledge the Tsuut'ina, Īyārñé Nakoda (the Chiniki, Bearspaw and Goodstoney Nations), and the Otipemisiwak Métis Government of the Métis Nation (Districts 4, 5 and 6).

Finally, we acknowledge all nations, genders and spirits who live, work and play in Treaty 7 territory. We are all Treaty People and being here comes with the responsibility to care for this land out of respect for each other and hope for the future generations to come.





All In For Youth

AIFY

Program Overview

All In For Youth (AIFY) supports youth to stay engaged in their education and be successful in school. AIFY Success Coaches provide youth the opportunity to create meaningful relationships with a diverse group of supportive adults. AIFY supports youth by identifying, navigating and/or removing barriers to school completion, ensuring access to basic needs, addressing academic needs and connecting to other physical and emotional supports.

LOCATION & CONTACT INFORMATION:


All in for Youth and Trellis Success Coaches operate in select high schools in Calgary. For more information about a specific school, please contact your Success Coach or Program Managers.

Your Success Coach is: _____

You can reach them by text/phone at: _____

You can find them on-site at your school here:

Find us online at:
www.growwithtrellis.ca



To get in touch with the program manager or director about any concerns or feedback, please phone:

403-219-3477

About AIFY

In partnership with the United Way's All In For Youth (AIFY) Initiative and the Calgary Board of Education, Trellis Success Coaches operate in thirteen high schools across Calgary, seeking to remove barriers for youth to increase high school completion rates.

Success Coaches collaborate with school administrative and support teams to identify youth experiencing challenges which may prevent them from completing high school, returning to school, and/or successfully transitioning out of high school.

Using a relationship-based, trauma-informed and harm reduction approach, success coaches help youth identify these barriers, create and work to achieve goals, connect youth to AIFY community partner agencies, and ultimately aim to reduce risk factors and increase protective factors for them.



Meet Our Team

Success Coaches

Success Coaches are located directly within Calgary high schools to help youth identify and navigate barriers to completing high school. Success Coaches work in the school full-time during school hours and can work with youth out in the community or on evenings and weekends when planned in advance.

All In For Youth operates year-round, which means that your Success Coach can connect with you over school breaks to help you work toward your goals.

Calgary Board of Education Staff

Work collaboratively with your AIFY Success Coach to identify students who are a good fit for the program and provide ongoing support as needed. This could include the school's principal, guidance team, teachers and other service providers who operate within the school environment.

Manager

Oversees the overall operations of the program and all associated staff.

Director

Provides direction and oversight to the program in alignment with other Trellis programs and priorities

Success Coach Support

Your Success Coach will work with you to identify your strengths and any challenges you may be experiencing.

Together, we'll create an action plan to navigate these barriers. We work collaboratively with you, your natural supports, school staff, and community agencies to ensure that you have access to the support you need to thrive. Your Success Coach is here for you along the way to encourage and connect you with other resources.

Success Coaches can offer support in several different areas, including:

- Education and employment goals
- Emotional support
- Transportation
- Accessing a doctor
- Recreational activities
- Referral to mental health and/or addiction supports
- Basic needs (food, hygiene, shelter)
- Free or low-cost clothing
- Student funding
- Life skills
- Tutoring
- Cultural resources
- LGBTQ2S+ resources
- And more!

Participation

Anyone can refer youth to a Success Coach for support. This could be a guidance counsellor, principal, teacher, friend, or family member. All that we require is that the youth is attending an All In For Youth high school and wants to meet with the Success Coach. Our program is completely voluntary!

Your Responsibilities

Youth are asked to be committed to working with their Success Coach. Your coach will work alongside you and at your guided pace, helping to keep you accountable and responsible for progress on your goals.

When out in the community with your Success Coach, we ask that you do not engage in substance or alcohol use.

If we suspect that you are under the influence of drugs or alcohol, we may end the meeting, ensure you are able to keep yourself safe and support a plan to get you to your next destination. If we think there's a risk of harm to yourself or others, we may be required to contact your parent/guardian.

Action Plan

We use a tool called the Youth Strengths Scale to identify goals that YOU want to pursue. This tool is used to help create an action plan with your Success Coach so you can navigate barriers and achieve the intermediate goals that are often the building blocks of success in school and life. As you meet with your Success Coach throughout the semester, you'll collaborate on making this plan together.



Transition & Feedback

Transition

Transition from the program happens at different points for everyone. This could be at the time of graduation, high school completion, when moving to a new school or community, or when moving to a new community support or resource. Because All In For Youth is a voluntary program, youth and their families can choose to withdraw at any time by notifying their Success Coach



Feedback

We want to hear from you!

For us to do a good job, we learn from your feedback. You are the expert and know better than any of us what you need. We are always working to learn more about what we do well and where we can improve, through tools like surveys as well as ongoing conversations with you.

We also regularly report back to the community and to United Way of Calgary and Area, who funds the program, about what kinds of activities we're doing, what's changing through your involvement in the program, and your direct feedback about your experience.

If you want to know more about this, please let us know!

Abuse, Harassment and Bullying

Trellis is committed to ensuring that everyone is able to achieve success in an environment that is free from abuse, harassment and/or bullying.

Under no circumstances will any forms of abuse, harassment and/or bullying be tolerated (from, to and/or between persons served and staff alike). Such behaviours may result in disciplinary actions or criminal charges.

Due to the nature and concern of abusive, harassing and bullying behaviour, Trellis will ensure that information regarding support/advocacy, investigation and resolution is made available to all personnel employed by Trellis and/or individuals receiving services.

The following are protocols for reporting such circumstances:

1

Abuse

Abuse is considered to have occurred if one person experiences the following at the hands of another person:

- Physical actions that are intended to inflict violence or pain
- Emotional or psychological coercion used to manipulate
- Inappropriate and unwelcome sexual contact
- Failure to meet physical and/or emotional needs (also known as neglect)
- Bullying, inappropriate administration of medication
- Exploitation

Abuse, Harassment and Bullying

2

Harassment

As defined by the Alberta Human Rights Commission, harassment occurs when someone is subjected to unwelcome verbal or physical conduct because of:

- Race
- Religious beliefs
- Colour
- Place of origin
- Gender
- Physical or mental disability
- Age
- Ancestry
- Place of origin
- Marital status
- Source of income
- Family status
- Sexual orientation

Alberta Human Rights Law prohibits worksite harassment based on these grounds.

2

Bullying

Bullying is “seen as acts or verbal comments that could ‘mentally’ hurt or isolate a person. Sometimes, bullying can involve negative physical contact as well.

Bullying usually involves repeated incidents or a pattern of behaviour that is intended to intimidate, offend, degrade or humiliate a person or group of people. It has also been described as the assertion of power through aggression.”

To formalize an abuse, harassment or bullying complaint, follow the grievance procedure.

Universal Precautions & Illness Prevention

We follow the guidelines of Universal Precautions in all interactions in our program. For the health and safety of all, please do not attend a meeting, visit, program, etc. if you are feeling unwell and/or have symptoms of any illness that could put the health of others at risk.

Some indicators that your child should stay home may include but are not limited to:

- Fever over 99.5F (37.5C)
- Head Lice
- Nausea, vomiting or diarrhea
- Yellow skin or eyes
- Eye infections e.g. conjunctivitis
- Cough
- Runny nose
- New or unexplained rash with fever
- Rapid or difficulty breathing
- Sore throat
- Present ear infection
- Muscle or joint aches
- Chicken pox, measles, etc.



Interventions & Restrictive Procedures

We want to create and keep a positive, safe, and healthy environment. We use strategies that are meant to help you manage your behaviors while teaching better ways to deal with hard situations.

Accepted Strategies

- **Loss of Privileges**
- **Positive Behaviour = Positive Reward (and vice versa)**
- **Managing the Environment:** Being aware of and using the environment to prevent and de-escalate crises (ex: leave the room, go for a walk)
- **Prompting:** Signaling and cueing to someone to either start a positive behavior or to stop an inappropriate action
- **Caring Gesture:** Non-verbal physical gesture (pat on the shoulder, etc.)
- **Hurdle Help:** Offering help and support to someone, when they are feeling frustrated
- **Redirection and Distractions:** Removing a person from a group or changing the activity
- **Proximity:** Being mindful of how physically close we are to someone
- **Directive Statement:** Stated in a clear and assertive manner
- **Time Away:** Allowing the person to go to a quiet area to give them some time to process their feelings before debriefing what happened. How long this is will be based on how old you are and how much time you need to calm down, which will never be longer than 20 minutes. If you are under 10 years old, this will be no longer than 1 minute per year of age.

Interventions & Restrictive Procedures

Prohibited Strategies

- ❑ Corporal punishment
- ❑ Any behaviour that is intended to ridicule, humiliate, degrade, insult or undermine someone's dignity or self-worth
- ❑ Mechanical restraints
- ❑ Group punishment for one person's behaviour
- ❑ Giving someone medication for punishment
- ❑ Intentionally harmful or abusive practices
- ❑ Locked confinement
- ❑ Not allowing someone to sleep
- ❑ Not giving someone meals or food
- ❑ Denying someone the right to spiritual observances
- ❑ Denying someone the right of connect with your family, a CS/DFNA worker, a Children's Advocate, and/or a lawyer

Your Rights

These will be reviewed with you every 3 months.



Right to Voluntary Involvement

You have a choice whether you want to work with us or not. We encourage you to talk to staff and your supports before you decide. We can support you with accessing a different program if needed.



Right to Advocacy

You have an important voice and we will support you in advocating for yourself. We will also be there to advocate for you and can connect you to other advocates if that is something you would find helpful.



Right to Conflict Resolution & Grievance Procedure

You have the right to be supported through times where you may not agree with your worker or the program. The full procedure is outlined later in this handbook.



Right to be Supported in Diversity, Safety, and Wellbeing

You will be respected and supported for who you are, what you believe in and how you practice your culture.



Right to Access Options to Connect or Reconnect with any Natural Supports

Who are the people who are important to you? We can help you stay connected with them.



Right to Indigenous/Cultural/Spiritual/2SLGBTQIAP+ Resources

You will be encouraged and supported to access communities that are important to you.



Dignity and Respect

You will be treated with dignity and respected at all times by everyone.



Right to Confidentiality

You tell us who we can share your information with and who we can ask your information from. The only times we would share your information without your permission is for a medical emergency, a concern for you or someone's safety, or a legal subpoena.



Right to Future Planning

You have the right to be actively involved in planning for your future. This means you set goals that you want to work towards and make decisions that are important to you.



Consent to Participate in Program Activities

You have the option of joining the program on recreational activities, realizing that there are risks depending on the activity.

Grievance Procedure

A grievance can be made by a person served, their family and/or anyone who believes that they are not being treated properly. Persons served have the following rights:

- to initiate a complaint and utilize the following procedures
- to use an advocate (natural or community) for support

The result should be that everyone understands the issue, how it was fixed, and how to prevent the issue from happening again.



Step 1

Talk to **STAFF** directly about what is bothering you. You can ask a support person to be with you if you feel uncomfortable doing this on your own.

Not Happy?

You may ask the **PROGRAM MANAGER** (your staff's boss) who will connect with you within 7 business days after getting your contact



Step 2

Still not Happy?

You may ask the **PROGRAM DIRECTOR** (your **MANAGER'S** boss) who will connect with you within 7 business days after getting your contact information, to be involved. This meeting will be documented, and the outcome will be shared in writing to everyone involved within 7 business days. Copies of the decision will be kept in everyone's file.



Step 3

Still not Happy?

You may ask the **COO** and/or **CEO** (the Director's boss), who will connect with you within 7 business days after getting your contact information, to be involved. The final outcome of this meeting will be shared in writing to everyone involved within 7 days. This will be the end of the Grievance Procedure and the decisions agreed on are final.



Step 4

Office of the
Child & Youth Advocate:
Suite 2420, 801 6 Avenue SW
Calgary, AB T2P 3W3
Toll-free 1-800-661-3446
403-297-8435

Office of the Ombudsman:
Suite 2560, 801 – 6 Avenue SW
Calgary, AB T2P 3W2
Toll-free 1-888-455-2756
403-297-6185
info@ombudsman.ab.ca

Who You Can Call for Support

For after-hours assistance or support:

Distress Centre 24/7 Crisis Line	403-266-4357
Non-Emergency Calgary Police Service	403-266-1234
Emergency Services	911
Child Intervention Intake and Response Team	1-800-638-0715

Other Important Numbers:

The Alex Youth Centre	403-520-6270
ConnecTeen	403-264-8336
HealthLink	811
Calgary Transit	403-974-4000
Office of the Child and Youth Advocate	1-800-661-3446
Child Abuse Hotline	1-800-387-KIDS(5437)
Calgary Child Advocacy Centre	403-428-5300
Kids Help Phone	1-800-668-6868 (or text CONNECT to 686868)
Centre for Sexuality	403-283-5580
Calgary Communities Against Sexual Abuse	1-866-403-8000
Poison and Drug Information Service	1-800-332-1414

