

# IYIKA'KIMAAAT

Program Handbook



# 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, Īyāñhé 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.





# Iiyika'kimaat



## Program Overview

Iiyika'kimaat provides Indigenous youth, ages 12 to 21, an opportunity to reach their full potential through culturally-relevant and leadership-specific components and activities. A key focus of the program is to encourage a youth's sense of belonging and social inclusion from an Indigenous worldview by using a strength-based approach to support the youth's achievements, provide motivation, enhance school engagement, and develop a positive view of their personal future.

Using the Circle of Courage framework, a variety of cultural, recreational and informal opportunities are incorporated into the program with the intent to provide a positive outlet for youth to explore their true potential.

Iiyika'kimaat is a Blackfoot word meaning, "to try hard." The name was gifted to the organization after consultation with Elder Pete Standing Alone from the Blood tribe and Elder Margaret Plain Eagle from the Piikani Nation.

Each month our programming activities are based on five core pillars that highlight essential aspects of reconnecting with Indigenous culture and fostering youth development. These are traditional learning, land-based teaching, well-being, expanding possibilities and kinship connections.


### LOCATION & CONTACT INFORMATION:

**Facebook:** Iiyika'kimaat YouthGroup

**Instagram:** @iyyikakimaatyouthgroup

**Iiyika'kimaat Location:** 6012 Rundlehorn Dr NE

**Find us online at:** [www.growwithtrellis.ca](http://www.growwithtrellis.ca)



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

**403-473-0240**

# About liyika'kimaat

liyika'kimaat runs year round, four nights a week (Monday, Tuesday, Thursday and Friday) most of the year. In summer program schedules change to accommodate special events and programming that run during these months. There is no program on holidays. Activities are free of cost for youth participants.

Staff can assist youth in learning about programs and services in Calgary and area which will help build their knowledge of access points for various needs. External supports are often brought into the program for presentations or workshops for learning. We are also very honoured to have various elders who come in to support cultural connections, teachings, learning and stories throughout programming.

liyika'kimaat offers support in several different areas, including, but not limited to:



Life Skills  
(cooking, organizing,  
searching)



Connecting to  
resources in the  
community



Connecting to  
natural and cultural  
supports



Recreational  
activities



Navigating legal  
systems



Referral to mental  
health and/or  
addiction supports



Basic needs  
(food, hygiene,  
shelter)

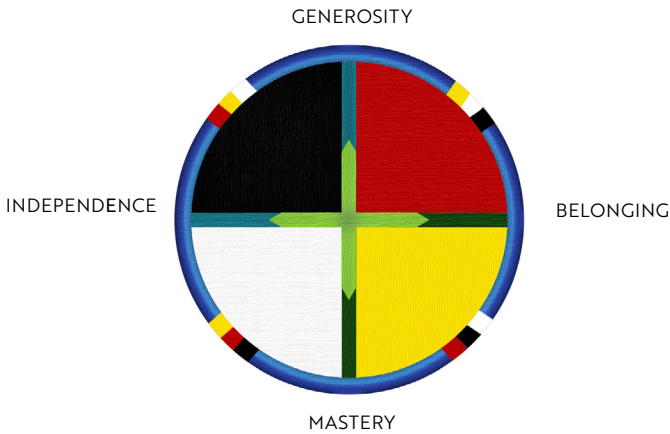


2SLGBTQIAP+  
supports



Many other areas!

Iiyika'kimaat programming is grounded in culture first, utilizing the framework of Lakota Sioux (Sigancu Lakota) Psychologist, Dr. Martin Brokenleg's, the "Circle of Courage" and the traditional principles of Belonging, Generosity, Mastery, and Independence.



Program delivery is broken into Medicine Wheel concepts with all four areas being used to form and deliver on the themes for each program period.

Iiyika'kimaat believes that providing a safe space with cultural supports is needed for Indigenous youth. The program is based on a concept of healing journey, with each activity intended to support and provide aspects of legacy education, resiliency, identity, self-esteem, life skills, coping skills, interaction and teachings.

# Meet Our Team

## Program Facilitator

Responsible for planning and developing programs. They are the first point of contact for youth, creating a welcoming environment and ensuring cultural values and traditions are embedded in all aspects of the work.

## Program Lead and Facilitator

Along with facilitating programs, Program Leads are present on-site to guide and support staff, assist with problem-solving, and foster a collaborative team environment. They are also responsible for ensuring program spaces operate efficiently while thoughtfully integrating cultural values and traditions into every aspect of the work.

## Elders

Elders embody cultural knowledge, wisdom, and lived experience, ensuring the preservation and transmission of traditions, values, and languages.

## Circle Keepers

Help Indigenous youth strengthen a connection to culture in a good way. Guided by Elders and Knowledge Keepers, Circle Keepers invite individuals to participate in Ceremonies, Smudges, Sweats, community dinners, and Sharing Circles, engage in traditional learning, connect with Elders, and prepare medicine bundles and medicine bags

## Knowledge Keepers

Have not yet earned Elder status, but still have knowledge of teachings, stories, ceremonies, and traditions that they will share with the youth

## Program Manager

Ensures the program is best meeting everyone's needs and provides the team with ongoing learning and development opportunities.

## Director

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

# Your Responsibilities

1

We expect everyone involved in Iiyika'kimaat to treat all members, staff, and property with respect. This includes speaking with respect to everyone in the program and treating others with kindness. Abuse (physical, psychological, and/or verbal) of any kind will not be tolerated.

2

No physical contact, fighting or intimate, or inappropriate contact with any other member during program time.

3

Substance and alcohol use are not permitted at Iiyika'kimaat. Should this occur, we will ensure you are able to keep yourself safe, and support a plan to get you to your next destination. Based on the level of risk of harm to self or others, parents/guardians may be notified in these circumstances.

4

There is no smoking in the program building. Smoking (including vaping) must be done in a designated area that is 5 meters away from doorways, windows and air intakes. It is illegal for people under 18 to smoke; if caught by the Calgary Police Service you may be fined up to \$150.00.

5

Dress appropriately.

# Your Responsibilities

6

Keep your personal belongings safe. Please use only your own belongings and ask permission if wanting to use the belongings of others.

7

Participants will be held accountable for any damage as a result of theft, vandalism, or property damage. Police will be called if a criminal act has been committed or if there is a safety issue.

8

Help clean up the space at the end of the program. We share the space and want to maintain a clean and hygienic environment.

9

If you are unable to make a scheduled meeting or event, please let our staff know. Ideally, we would like 24 hours notice to cancel.



# Interventions & Restrictive Procedures

We believe in creating and maintaining a positive, safe and healthy environment. There will be interventions utilized in the program that are designed to decrease and/or eliminate inappropriate behaviours while teaching more effective ways to manage difficult situations.

## Accepted Strategies

- **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

The following use and/or teaching as forms of discipline are considered unacceptable under any circumstances in Trellis and under the Child, Youth and Family Enhancement Act, the Protection Against Family Violence Act and the Alberta Human Rights Act:

## 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
- Any denial of contact with a persons served legal guardian, family members, advocates or Legal Aid

# Safety & Program Time

## Safety

When you join the program, we'll give you a tour and show you everything you need to know about staying safe while you're with us.

This includes:



Emergency exits and how to get out in case of emergency



Where our gathering spot is



The location of fire extinguishers and first aid kits

You'll also see a sign in the program that provides information on how to stay safe and where to go in an emergency. Sometimes we do safety drills, like fire drills, to ensure everyone knows how to stay safe.

If you have any questions about this, please just ask!

Weapons or other dangerous items are not allowed in the program at any time. Youth are not permitted illegal substances, drug paraphernalia, alcohol, weapons, or inappropriate images (paper, books, logos, etc.). If these are found in your possession, they will be confiscated, and we will notify your parent/guardian. We will contact Calgary Police Service to pick up any illegal items and dispose of them safely.

# Program Time

## Programming:

**Monday, Tuesday, Thursday, Friday**

*4 – 8 PM during the school year  
Noon to 4 during the summer*

*There is no program on Wednesday or holidays.  
We will let you know when the program is  
cancelled in advance and we'll also post these  
on our Instagram and Facebook pages.*

Please ensure your ride arrives by **8:15 pm** to pick you up. If they'll be late, please have them call you or a staff so that we can make sure you get home safely.



# Feedback & Transition

## 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 program funders 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!

**You're invited** – The 3rd Thursday of every month is Kinship night, we invite our youth to bring out anyone they consider a support or family to join us in circle, we will provide feast and an activity, along with the opportunity to share.

Year-end Circle- we love the opportunity to sit in circle with anyone who has supported the program throughout the year, such as elders, knowledge keepers, facilitators. Our youth attend and their families along with our funders to be able to provide feedback and acknowledgments in an oral way.

## Transition

Iiyika'kimaat is open to young people ages 12 to 21. If you are 21 years old, we'll work with you to get established with other resources beyond our age range.

If there is ever a time that you do not wish to be involved in the program, you don't have to be. In this case, we will work with you to connect you with more appropriate supports. We encourage you to discuss any decisions around withdrawing from the program with our staff and other supports in your life

# Universal Precautions & Illness Prevention

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

Some signs that you should reschedule a meeting and/or a visit or not attend the program 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.



# 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	<b>403-266-4357</b>
Non-Emergency Calgary Police Service	<b>403-266-1234</b>
Emergency Services	<b>911</b>
Child Intervention Intake and Response Team	<b>1-800-638-0715</b>

## Other Important Numbers:

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



# 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.

## Empathy

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

## Learning

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

## Impact

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



