

Personal Support Workers

At Children & Youth Programs

Welcome to the City of Thunder Bay's Children & Youth Programs! As a Personal Support Worker (PSW) coming to our program with a participant we want to make your experience and the experience of the participant you are supporting, the best that it can be. Please take a few minutes to read through this document so you can be prepared for tons of fun! Our staff work to ensure that all children and youth are able to enjoy our programs and are accommodated as required, and we are excited to work with you to provide inclusive opportunities for all participants.

Information sharing

When you come to the programs, it helps us a lot to know about the participant you are supporting so that we can help to make their experience the best it can be. If you have spoken with our staff before coming to the program then we will be better able to prepare for any adaptations and needs of the participant you are attending with. Please feel free to share with our Staff about how the support of your participant will work while they are at Youth Move.

Please let the Staff know important information, such as: abilities, disabilities, triggers, communication, behaviour management techniques, health concerns, likes and dislike, etc. When you arrive at our programs, the Staff for the group you are in will go over the program details with you. You will be provided with a schedule for the day/week if applicable. Please don't hesitate to ask Program Staff for more detail.

Code of Conduct at Children & Youth Programs

Please review the following important code of conduct notes:

- Cell phones are not to be used on site.
- No photos of participants (other than the participant you are working directly with) should be taken.
- No foul or inappropriate language or subject matter.
- There should be no physical contact with program participants (except for in a case of emergency or if the participant is going to be injured).
- If the support plan for the participant you are supporting includes restraints please let us know this so if you have to use restraints we know what you are doing. **Staff are not able to assist with restraints.**
- Our program is not safe. This includes all staff, volunteers, and PSW's as well.
- Please play at the level of the participant. Rough housing and overly physical play that could cause potential for injury is not acceptable.
- If you, or the participant you are supporting, are injured onsite please inform program Staff as we need to document injuries and provide First Aid as required.
- PSW's are required to participate with/alongside their participant, and therefore must be in proximity when swimming and during all other activities
- If you have any questions, concerns or feedback please feel free to inform program Staff.

Any behavior that results in hands-on intervention are to be handled by the PSW, not program Staff.

If there is a potential for the participant to physically act out and you know before coming to the program, please speak with the JIS Coordinator/Program Coordinator prior to attending.

Restraint Required

If the participant/youth you are working with is physically acting out, and a restraint is part of their support plan, it is the PSW's role to restrain the participant. **City of Thunder Bay staff are not able to assist with restraints.**

Potential Flight Risk

If a participant being supported leaves the program site City of Thunder Bay staff are not able pursue the participant as they need to maintain site ratios. It is our program policy to call 911 if a participant leaves our site boundaries. Please ensure program staff are aware if the participant you are working with is a Flight Risk, so that we can ensure there is a site plan.

Debrief

If an intervention, of any kind, is required a debrief should follow. Any information that can be shared with us ahead of time will help us to ensure a proper debrief happens. (eg. reason for behaviour, why a restraint is used etc.). This will allow our staff to welcome the participant back into the group. Please discuss with the staff site about how a debrief will be conducted.

Personal Care Support Needs

If a participant requires personal care while on site supported by a PSW, City of Thunder Bay Staff are not able to assist or provide PPE and/or materials.

NOTE: If the PSW is behaving in a way that is inappropriate, or dangerous they may have to be asked to leave the program and the participant they are also supporting needs to leave with them.

Important Phone Numbers – Please contact us with any comments, questions, or concerns!

- **Program Supervisor: Customer Service and Programs** (Alexa Fares - Canada Games Complex Children's Programs, Adventurer's Camp and Kidventures): 620-1058
- **Program Supervisor: Children & Youth and Junior Inclusion Services** (Sarah Smart - Playgrounds, Neighbourhood Recreation Program, Junior Inclusion Services): 626-6565
- **Program Supervisor: Children & Youth and Strategies Initiatives** (Nina Arcon - Chippewa Summer Camps and Youth Move): 629-7051

Program Information

PSW's can support a variety of our Children & Youth Programs. The Staff in the Programs plan and implement all of the programming, provide for the health and safety of all, and provide activities that will be accessible and enjoyable for all participants. You and the Staff can work together to include, and adapt for the participant that you will be accompanying to our programs.



Youth Move runs regular drop-in programs and special events for youth ages 10-18 at a variety of locations. Youth Move offers a variety of activities, from high to low energy games, activities, and crafts. Drop-ins are often focused on themes and the interests of the participants. Special Events around the community may range from swimming and bowling, to cooking and baking and viewing sports games. Please dress accordingly to support your participant! Youth Move program staff can be reached at 625-2344.

Neighbourhood Recreation Program is an afterschool program that runs on Tuesdays, Wednesdays, and Thursdays at St. Thomas, St. Margaret and Westmount schools from the end of day bell for 3 hours. This is available for children in grades 1-6 only. At NRP we have a daily snack, play games and do crafts, and enjoy some outside time as well. Call 625-2954 for more information.



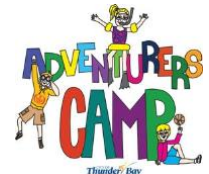
Canada Games Complex Children's Programs range from Active Kids and Creative Kids, to Squash, Karate, Girl Power, and Youth Fitness. These programs run weekly for children ages 5-13 and offer a variety of activities based on the specific individual program. All of said programs are run at the Canada Games Complex. Please call 684-3351 for more information.

Playgrounds is registered summer programming for children aged 5-12 at various parks. A day at Playgrounds involves high and low energy games, activities, and crafts. Please be prepared with a bag, lunch, water, and appropriate outdoor clothing and footwear. Please call 625-2350 for more information.



Chippewa Summer Camps is a registered summer program for children aged 5-13 located in Chippewa Park on Fort William First Nation. Chippewa participants (as well as staff and PSW's) are bussed to and from the park to a central location in the city each day. Camp days include walking trails, fire building, canoeing, swimming, crafts, games and more. Come prepared for all weather and to be outdoors! Please call 626-6749 for more information.

Adventurer's Camp is a registered summer program for children aged 5-12 at the Canada Games Complex where participants get to choose various activities, do crafts and play games, and enjoy a daily swim! Please call 684-3351 for more information.



Kidventures is a registered summer program that runs at Prince Arthur's Landing for children aged 5-12. Here, participants participate in sailing, various art activities with local artists, and a variety of games and activities. Please call 684-3351 for more information.

