



WHAT WE DO

A Guide to our Programs and Services

COUNSELLING

LIVE-IN TREATMENT

IN HOME INTENSIVE

DAY TREATMENT

YOUTH JUSTICE COMMUNITY

YOUTH JUSTICE LIVE-IN

SERVICES FOR HOMELESS AND TRANSITIONAL AGE YOUTH

WHAT IS TURNING POINT YOUTH SERVICES?

Turning Point Youth Services (TPYS) is an accredited not-for-profit, multi-service agency serving youth aged 12-24 and their families. We support our youth to access services across the agency and to other service providers. This means that access to our programs is coordinated and integrated, allowing youth and families to access different services during the course of their involvement with the agency as appropriate.

We provide a range of services including:

- Counselling Programs
- Homeless and Transitional Aged Youth Programs
- Intensive In-Home Program
- Live-In Treatment Programs
- Youth Justice Community Programs
- Youth Justice Live-In Programs
- Day Treatment Programs



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PHILOSOPHY STATEMENT

Turning Point Youth Services provides services that are client-focused, strengths-based, and designed to enhance important skills.

We are committed to an Anti-Racism and Anti-Oppressive approach and embracing the best practices in Equity, Diversity and Inclusion in everything we do. We work to address and remove systemic barriers and oppression in order to ensure that access and service is respectful, equitable, and individualized according to the needs and perspectives of our clients.

We recognize the importance of family, friends and community; the social determinants of health; and social, cultural, spiritual, and linguistic factors in how we develop client service plans. Turning Point ensures that the needs and preferences of our clients are given primary consideration in the development of treatment plans. Interventions are evidence-informed and rooted in best practices.

“

Very first contact from intake to the Live-In house was professional and supportive, which made me feel comfortable and helped me as a parent.

”

VISION

Healthy Minds,
Healthy Futures

MISSION

Empowering youth to
make positive change

VALUES

We Believe In:

- 1** comprehensive programs and services that focus on each individual's strengths and unique needs;
- 2** opportunities for the development of positive relationships and partnership with families;
- 3** advocacy and collaboration with community partners to enhance services for youth;
- 4** a commitment to excellence and innovation through a valued, trained and dedicated staff team; and
- 5** ensuring our workplaces embrace diversity, equity and inclusion, support psychological safety, trust and respect.

“ *They would always involve me. If I called, I didn't have to wait days to hear back from someone.*

”

CONNECTING WITH US

Youth and Family Engagement

Turning Point Youth Services provides regular opportunities for youth, caregivers to participate in the organization through meaningful engagement and advocacy activities. The agency works to empower youth and their families to identify and address issues that they deem important. Youth and their caregivers/support people are active participants in all planning meetings related to their care or treatment.

TPYS invites client voice through the Youth Engagement Committee and Focus Groups. If you are interested in participating, please speak with your worker.

Accessibility

Our offices at 95 Wellesley St. East are conveniently located in downtown Toronto, easily accessible by public transit, and wheelchair accessible with assistance. The location, time, and types of service are discussed with clients and these are negotiated based on an individual's needs and availability. We provide services in person, virtually and by phone. In order to meet the linguistic needs of our clients, translation and interpretation services can also be arranged. If you require communication supports, or if you require any of our information in another accessible format, please ask us.

Do You Need Information?

For information on how to access TPYS services, please contact our Intake Coordinator at 416-925-9250, ext. 224.

Should you require services not available through TPYS, we will work with you to facilitate referrals to other service providers.



We Value Your Feedback

We welcome your feedback at any point during your involvement with us. Throughout your involvement in our services, we will seek your input about your experience, what is working or not working, and how we can help you achieve your goals. As you end your involvement with us, we will ask you to complete an exit survey. Your feedback will help us improve.

PRIVACY POLICY

Consent to Service

Our services, except where mandated, are voluntary. Youth, and depending on the circumstances, their parent(s)/caregiver/legal guardian, are requested to sign consents for the provision of voluntary services. The consent for service form is reviewed with you and any questions that you may have are answered before you sign.

Your Privacy is Important to Us

Turning Point Youth Services is committed to protecting your privacy. We take the utmost care in the collection, use, security and disclosure of our clients' information. We are committed to meeting the privacy standards established by relevant legislation, including Ontario's Personal Health Information Protection Act (PHIPA), the Youth Criminal Justice Act, and the Child, Youth and Family Services Act, 2017.

Your Record

In most cases, we collect information about you directly from you as part of our intake process. For court mandated youth justice services, we may receive some information about you from the court. Your record may include information such as: your date of birth, contact information, health number, social history, family health history, details of your physical and mental health, record of your visits, notes from care, assessments, counselling and treatment, any other care you received during your visits, information from other providers, and the name of your substitute decision-maker if you are not able to make your own decisions.

The information in your record belongs to you, but the record itself is the property of Turning Point Youth Services.

Copy of Your Health Record or Looking at Your Health Record

With a few exceptions, you have the right to access the information we hold about you, whether in the record or elsewhere. You can request a copy of your record. If you wish to view an original record, one of our staff members will assist you with this. If you need a copy of your record, please contact our Intake Coordinator or ask your worker who will explain the process.

In rare situations, a client may be denied access to some or all of their record, if for example providing them with access could cause harm to themselves or to someone else. Any such refusal must be done only as the law allows.

Accuracy

We try to keep your record accurate and up-to-date. Please let us know if you disagree with what is recorded, and in most cases we will be able to make the change. If not, we will ask you to write a statement of disagreement and we will attach that statement to your record.

Confidentiality and Security

Everyone at TPYS is bound by confidentiality. We have to protect your information from loss or theft and make sure no one looks at it or does something with your information if they are not involved with your care or allowed as part of their job. If there is any privacy breach involving your information, we will inform you immediately.



“

I like being able to talk to my worker about my problems. She is very well trusted and extremely helpful.

”

OUR PRACTICES

We collect, use and disclose (meaning share) your health information to:

- treat and care for you (including for example consents, assessments, treatment plans);
- provide appointment reminders to you;
- update you of upcoming events, activities and programs;
- coordinate your care with your other care providers, including through shared electronic health information systems and local and provincial programs;
- deliver and evaluate our programs;
- be paid or process, monitor, verify or reimburse claims for payment;
- conduct risk management, error management, and quality improvement activities;
- educate our staff and students;
- dispose of your information if the purpose for which we collected it has been fulfilled and we no longer need to keep it;
- seek your consent (consent of a substitute decision-maker) where appropriate;
- respond to or initiate proceedings;
- respond to or initiate legal proceedings;
- conduct research (subject to certain rules);
- compile statistics;
- allow for the analysis, administration and management of health and youth justice systems;
- comply with legal and regulatory requirements (for example, licensing of our Live-In programs);
- assist with Accreditation (a process where outside reviewers look at our work to see if we are meeting standards); and
- fulfill other purposes permitted or required by law.

Our collection, use, and disclosure (sharing) of your information must follow the law.



“ ...I go to school more. I study and do homework more at school and at home. ”

Your Choices

You have a right to make choices and control how your information at Turning Point Youth Services is collected, used and shared, subject to some limits.

We may need permission to communicate with any family members or friends with whom you would like us to share information about you (unless someone is your substitute decision-maker). We would need your permission to give your information to your school or your boss where you work. Sometimes we may have to share information with the court or probation officers and sometimes you will get to choose how much information is shared. We will explain this to you.

When we require and ask for your permission, you may choose to say no. If you say yes, you may change your mind at any time. Once you say no, we will no longer share your information unless you say so. Your decision is noted in your client record. Your choice to say no maybe subject to some limits imposed by law.

There are cases where we may collect, use or share your information without your permission, as permitted or required by law. For example, we do not require your permission to share personal health information to keep you or someone else safe or to meet reporting obligations under other laws such as for child protection.

Limiting Access to Health Information

You have the right to ask that we not share some or all of your health record with one or more of the Turning Point Youth Services team or ask us not to share your health record with one or more of your external health care providers. This is known as asking for a “lockbox”. If you would like to know more, ask us for a copy of our “Client Lockbox Information Brochure: How to Restrict Access to your Health Record”.

Who Decides What Health Information is Shared

There is no specific age when you become able to make your own decisions about your information. You may make your own decisions if you are considered “capable”. Your worker, a physician or other care provider may assess if you are capable based on a test the law sets out. You may be capable of making some decisions and not others. If you are not capable, you will have a substitute decision-maker (often a parent or guardian) who will make your information decisions for you. Who can act as a substitute decision-maker and what they have to do is also set out in law.

If you are under the age of 16, there are some additional rules to know. If you are capable to make your own information decisions, your parent(s) or guardian will also be allowed to make some decisions about your health record. However, they won’t be able to make decisions about any records about counselling or treatment where you gave us permission alone.

We encourage you to share information with your family to have supports you need. We also encourage you to ask your worker questions to find out more about privacy and your family.

Youth Justice Clients

For youth who are accused or found guilty of a crime, there are special rules that limit the sharing or publication of identifying information about the youth or their involvement in the criminal justice system. That means we cannot release such information to the public even with consent. We can only share information if permitted by the Criminal Youth Justice Act or if we are court ordered to do so. There are certain reports that you may not be allowed to see if the court says so.

Shelter Clients

Our shelter program is operated under the City of Toronto's Shelter, Support and Housing Division. Client information in this service stream is collected, used and shared under rules established by the City of Toronto. These rules will be explained to you when you arrive at the Shelter. Information collected from you in the Shelter will be kept separately from information you have provided to us in other TPYS service streams and will not be shared with other service providers at TPYS unless you provide your permission first.



For More Information or To Make a Privacy Complaint

If you would like a copy of our Privacy Policy, please ask us for a copy. We encourage you to ask any questions or tell us about any concerns you might have about our privacy practices. You can reach our Privacy Officer at:

Executive Director

Turning Point Youth Services
95 Wellesley Street East
Toronto, Ontario M4Y 2X9

416-925-9250

If, after contacting us, you feel that your concerns have not been addressed to your satisfaction, you have the right to complain to the Information and Privacy Commissioner of Ontario.

The Commissioner can be reached at:

Information and Privacy Commissioner of Ontario

2 Bloor Street East,
Suite 1400
Toronto, ON M4W 1A8

1-800-387-0073

or visit the IPC website via www.ipc.on.ca



ANTI-DISCRIMINATION AND HARASSMENT

Turning Point Youth Services does not discriminate against anyone based on identity, race, colour, place of origin, ethnicity, citizenship, ancestry, native language, creed, gender, sex, sexual orientation, gender identity, gender expression, marital status, family status, age, disability or economic condition, including receipt of public assistance. Our agency is committed to creating and maintaining an environment that is safe, and free from harassment, discrimination, and abuse of any kind.

Harassment includes, but is not limited to, having the intent or effect of offending, humiliating, degrading, excluding or intimidating another person. It can include name-calling, jokes and slurs, insults, rude behaviour, threats and unwanted physical contact. Harassment can be verbal, written, non-verbal or physical. It can be intentional, unintentional or thoughtless.

Discrimination includes:

Discrimination means not individually assessing the unique merits, capacities and circumstances of a person. Instead, making stereotypical assumptions based on a person's presumed



traits, which has the impact of excluding people, denying them benefits or imposing burdens.

We reserve the right to terminate services to those who harass, abuse and/or discriminate against others. We do not condone physical punishment of any kind.

“ *Talking to my worker was the best thing. She was nice, funny and like a friend. She was different from other social workers or teachers. I talked a lot with her and I really enjoyed it.* ”

RIGHTS AND RESPONSIBILITIES

While receiving services at Turning Point Youth Services you have the following rights and responsibilities:

You have the right to:

- a safe environment free from harassment and discrimination;
- be treated with respect, without bias or judgement, regardless of how you define yourself;
- have information about our services and how you can access them;
- have the risks and benefits of service explained and to make an informed decision after asking questions and receiving responses to those questions;
- tell us what you think we need to know about you so that we can give you the best services possible;
- access services that are coordinated and integrated;
- be involved in service and treatment decisions and that allow you to decide upon and plan your goals with your worker;
- let us know when a service is not a good fit or helpful for you or your family;
- have an explanation about informed consent and release of information
- say no to any request for a release of information;
- review the information within your record and ask for copies of information written about you;
- be provided with a safe, fair and clear process if you have a complaint or believe that your rights may have been violated;
- participate in planning for the closure of services and/or end of your participation in the services at any time and for any reason.

Your responsibilities are:

- to participate in service;
- to let us know ahead of time if you cannot attend an appointment;
- to not tolerate harassment and/or discrimination from anyone;
- to let us know if you are not getting what you need or our services or approach is not helping;
- to inform us if you decide to end service*;
- to treat all other youth, parent(s)/caregiver(s), staff and property with respect; and
- to give us feedback you believe would help us to better meet your needs or those of other youth or families.

* If you stop engaging in service and we do not hear from you, we will send you a letter indicating that we will be closing unless you contact us.

“ I feel more hopeful than before. ”



Risks and Benefits

Participating in programs at Turning Point Youth Services often involves talking about strong emotions, dealing with difficult situations, and/or recalling difficult or challenging things. This can affect how you feel in the present and can be confusing or even a source of distraction in your life. In fact, it sometimes happens that things feel somewhat worse before they start to feel better. Even so, coming to Turning Point and participating in services can also often be a source of some powerful and positive changes. Participating in service may help you to feel better about yourself, your life, and the important people in your life. Participating in services at TPYS may make it possible to see things in new or different ways. You may find that you relate better to others, learn new skills or ways to handle situations in your life and solve the problems you encounter in the future.

Client Complaint Procedure

If you are not satisfied with the service you are receiving or think that something needs to change, we encourage you to tell us so that we can do something about it together.

Please feel free to discuss any issues, disagreements or concerns about service directly with your worker or another member of our staff. We will listen to you and work with you to try and resolve your concern(s). Depending on the nature of your concern, you may wish to make a formal complaint. A TPYS staff member or supervisor will help you to understand the process. If you are under 16 years of age, you may wish to involve a parent or guardian for support in these discussions.

If you still have concerns about service, the staff or supervisor will help you to understand the formal complaint process which provides access to the Executive Director, Board of Directors, the Ombudsman of Ontario, Ministry Program Supervisors or the Children's Services Review Board. We will provide you with the contact information for these resources.

*Office of the Ombudsman of Ontario
may be reached at:*

401 Bay Street, Suite 2200,
Toronto, ON M7A 0A6

Tel: 416-325-5669

Toll free (inside Ontario): 1-800-263-2841

Email: cy-ej@ombudsman.on.ca

Website: www.ombudsman.on.ca

COMMUNITY COUNSELLING PROGRAMS

Community Counselling Program

The Community Counselling program provides mental health counselling, service coordination and support to youth age 12-17 and their families who are struggling with issues that affect their mental health and well-being. Examples include, but are not limited to: anxiety, depression, suicidal ideation, self-harm, getting along with friends or family, problems in school, avoidance, trauma, substance use, bullying, and/or conflict with the law.

The goal of Counselling is to assist youth to reduce mental health symptoms, improve their well-being, build on strengths, and develop life skills.

Counselling services are available in person (95 Wellesley St. East), virtually or by phone (short term). Length of service is from 6-9 months and frequency is about once per week. Day and evening appointments are available.

Keeping Families Together (KFT)

KFT is an in-home, family support program for youth ages 12 to 16 who have mental health concerns and are experiencing significant conflict within their families and there is imminent risk of placement with a child protection agency. Referrals for this program are made from a child welfare agency.

This short-term program is intended to help prevent admission into child protection care, or to help facilitate a youth's return home. Counsellors work closely with the youth and their family to help them identify and address key issues so that their relationship can improve. Counsellors also connect clients and families to resources when appropriate. Referrals for this program come through the child welfare agencies.



Healthy Teens

The Healthy Teens program serves youth who are 12-17 years of age and living with their parents or kinship placements, and who are involved with the Children's Aid Society of Toronto (CAST). This in-home program focuses on supporting the youth, caregiver and family. The overarching goals of the program are aimed at improving the mental health of the youth, connecting youth with an appropriate school program, establishing positive peer groups, strengthening relationships within the family, supporting the caregiver, and as required, referring youth and family to longer term treatment programs. Referrals to this service are directed from CAST.

In-Home Intensive Services

The In-Home Intensive Program (IHIP) is for youth ages 12 to 17 and their families where there are more significant mental health, relationship, or behavioral concerns than can be addressed in counselling alone. Service is provided more frequently by a counselor and/or youth worker in the home with the youth and parent/ family. The program aims to strengthen individual mental health, family cohesion, and the family's ability to develop the relationship skills needed. Youth and their parent/ family are required to commit to an individualized plan of 6-9 hours/week. Referrals come through STRIDES Help Ahead centralized point of access.

Consultants

As part of our inter-disciplinary approach, we at times may invite a qualified professional with expertise in the area of psychiatry, psychology, or trauma to provide consultation or an assessment. We will inform you when this is happening.

How We Help

In each of our services, counsellors work with the youth and their families to identify goals, build on strengths and develop greater resiliency. Using evidence-informed approaches, services are tailored to suit the unique individualized needs of each youth and their families to ensure that they get what they need as quickly as possible.



LIVE-IN TREATMENT

1 Live-In Treatment – is it for me, my family and my supports?

Live In Treatment provides mental health treatment for youth in a therapeutic group setting environment. Trained, committed, professional and caring staff support young people and of all gender identities from the ages of 12 to 17 and their families. Turning Point Youth Services' Live-In Treatment programs are designed to address social, emotional and psychological challenges that the youth faces while also strengthening their inherent abilities.

Involvement of parent(s), caregivers(s), and support person(s) in the treatment plan is key to improved youth and family well-being and relationships. We offer both short-term programs (several weeks) to stabilize and recommend next steps as well as longer-term programs where the length is based on the set goals or age of the youth.

2 Why might I consider a Live-In Treatment program?

Our Live-In Treatment programs (for youth 12 to 17) are voluntary and youth must consent to enter the program. Parental/legal guardian involvement is required and is important to the success of Live in Treatment.

Live-In Treatment may be considered if:

- issues are seriously affecting the family's health, mental health and safety; and
- a number of things in the home, school and/or community have been tried to make a difference in your child's mental health, behaviour and relationships and these efforts have not been successful,

Our live in treatment programs provide:

- a supervised, structured group care setting;
- intensive individual, relational and strengths-based treatment;

- a safe living experience where youth can develop skills and focus on their strengths and build resiliency; and
- an opportunity for youth and parents to experience some respite from their challenges and rebuild trust.

Our primary focus is to provide a therapeutic care environment that is highly structured, consistent and supportive where young people and their families are encouraged and challenged to succeed in their treatment goals. We believe that youth have developmental tasks that must be met for treatment to be meaningful and sustainable.

Our aim is to help young people and their families grow, heal, develop skills, and function more effectively. Individual and family therapy are integral parts of the treatment process along with in home family services as needed.

3 How do I access Live-In Treatment?

STRIDES Help Ahead is the Centralized Point of Access for Live-In Treatment Services and we will assist in providing information and the referral process.

www.helpahead.ca

Once the screening process is completed at STRIDES Help Ahead, an assessment will be arranged with Turning Point Youth Services.

This assessment meeting is to get a better understanding of the young person's strengths and needs, and those of their support person or referral source, that there is a fit, and that this service will assist in making the changes that are needed for the youth to live in the community and/or family again.

4 What can I expect?

- an inclusive team approach to treatment including the young person, their family, youth workers, a clinician and supervisors
- a welcoming therapeutic home like environment that works to create a safe, predictable and manageable atmosphere
- an individualized care plan that will be developed with you that values your unique needs and potential
- the opportunity for you to attend our day treatment program that is designed for youth that have experienced difficulties/ issues in school
- a treatment team that meets weekly to review your progress and with your input, adjust your care plan as needed
- that we will strongly encourage the involvement of family or support persons in your treatment
- that you will have staff available to support you 24 hours a day, 7 days a week.
- that individual, family and/or group counselling will be offered to you and that you will be expected to routinely participate in these services
- that when you leave our program we will continue to provide support, as this is seen as critical in ensuring a successful transition



LIVE-IN TREATMENT AND SCHOOL PROGRAMS

Live-In Treatment Programs

We have two Live-In Treatment programs for youth whose social-emotional-psychological needs and family relationships require an out of home treatment approach.

The Withrow Program is a structured, Live-In treatment gender specific program for females ages 12 to 17. The program is an eight-bed residence comprised of a combination of single and double rooms.

The Clifton Program is a structured, non-gender specific, Live-In Treatment program for youth ages 12 to 17. The program is a six-bed residence providing each youth with their own bedroom.

Day Treatment Program

All live in treatment clients have the option to participate in an education and community partnership program (ECP) that is located within a community school in collaboration with the Toronto District School Board. The program provides individualized educational assessment and daytime programming for the clients throughout the school year.

Youth Justice Live-In Programs

Turning Point Youth Services has one live-In program for youth involved in the youth justice system. The Everett program is a gender-specific structured live-in program for males who are referred through the Courts and Probation Services. Youth within this program are either awaiting a court appearance or serving their open custody sentence. The program specializes in services for youth living with mental health challenges. The primary objective of the program is to prevent or reduce future involvement in criminal activity.

The program provides a supportive environment that is designed to meet the needs of youth and are structured with daily routines that incorporate the development of life and social skills, and recreational and leisure activities on an individual and group basis.

Additionally, all clients either work, attend mainstream schools, or participate in a specialized school program operated in collaboration with the Toronto District School Board that allows them to continue their education and achieve credits towards their high school diploma. The program promotes partnership in our work with youth, their caregivers and other service providers.

We include youth and their caregivers in all treatment planning, and support and encourage their ability to make decisions and choices for themselves.



“

Before working with her, I didn't think I was a nice person. But after working with her, I could feel I am.

”

SERVICES FOR HOMELESS AND TRANSITIONAL AGE YOUTH

Shelter

The Turning Point Youth Services shelter provides homeless and street involved male and transgender youth (who identify as male) ages 16-24 with food, accommodation and informal counselling in a safe, structured and inclusive environment. The emergency shelter is located at 95 Wellesley Street East, within the downtown core and is easily accessible by TTC.

Programming within the shelter focuses on addressing the basic needs of youth, developing independent living skills and, reconnecting youth to community resources, recreation and leisure activities. The shelter staff work collaboratively with other community resources involved with the youth to coordinate case management plans and ensure that the client's needs are being met. Family members and others who are important and connected to the youth are encouraged to participate in services in order to support the youth and their plan.

Concurrent Program (CONNECTS)

The CONNECTS Program supports young adults aged 16-24 whose challenges finding or maintaining housing are complicated by substance use and mental health problems. The program is centered on supporting their mental, emotional and physical wellbeing. Service is individualized to the needs of each youth and may include service navigation, service coordination, counselling, and support securing housing. Referrals to this program come from shelter staff and other programs in the community.



Youth in Transition Worker (YITW)

The goal of the Youth in Transition Worker (YITW) program is to support youth in their successful transition out of the child welfare system into adulthood. Youth between the ages of 16 and 24 who currently have or have been involved with the child welfare system and who meet the program's criteria are eligible for the service.

The YIT Worker specializes in working with youth with identified addictions and mental health concerns. They also specialize in working with youth transitioning from children's mental health Live-In treatment programs, open custody/open detention facilities and youth who are living in shelters.

The YITW's focus is to help youth develop and pursue their goals, and support them to identify, access, and navigate adult service systems relevant to their specific needs. The YITW will also help youth to connect to existing supports and resources within their communities including housing supports, education resources, employment services and training, life skills training (i.e. financial management, household management), health and mental health services, and legal services. The YITW will meet with youth in the community in a location most accessible to the youth. The worker is also accessible via cell phone, through texting and email.

Redwood Transitional Housing Program

The Redwood Program is an eight-bed transitional housing program for youth who identify as male and are in need of housing support prior to being able to live independently. Youth aged 16-18 (at time of referral) are eligible to access the program and in some cases may have the opportunity to remain in the program until the age of 24. Its primary focus is to help youth gain the necessary skills to live successfully and independently, and achieve their best. Youth are expected to pay a contribution towards their living expenses, which vary based on the level of support provided. The main floor of the program has three rooms that accommodate up to five youth and meals and household items are provided. The second floor of the program has three single rooms and youth are responsible for their own meals and household items. It is located in the Greenwood and Danforth area with access to a number of community supports in the surrounding area including a library, schools, medical clinics and recreational centers. The program receives referrals directly from other Turning Point Youth Services programs, local shelters, local child welfare agencies and the community.



YOUTH JUSTICE COMMUNITY PROGRAMS

PATH Program

The PATH Program (PATH) assists youth (generally aged 12 to 18) who have been involved in the youth criminal justice system and have been referred by the court and/or probation services. The program is located at our 95 Wellesley Street East site or in the community, and offers a range of services designed to help youth enhance self-awareness, develop skills and strategies, increase supports and decrease the risk of re-offending in a safe and supportive environment. Services are tailored to the unique needs of each youth and may include SNAP-YJ (Stop Now and Plan, Life PATH program, Girls PATH program, individual counselling (including trauma-specific counselling), and The Arson Prevention Program for Children (TAPP-C) that provides assessment and intervention for youth.



“ I think what I learned was I am stronger than I think... her positive feedback made me feel this way. ”

Youth Mental Health Court Worker Program (YMHCW)

The YMHCW is a court-based program located at the Ontario Court of Justice – Toronto at 10 Armoury Street in Toronto. The Program assists the courts in identifying and supporting youth who are involved in the youth criminal justice system that may have mental health and addiction concerns and/or developmental disabilities. Youth are assisted to connect with services in the community, and to develop plans that jointly meet their clinical needs and decrease their risk of involvement in the youth justice system. Referrals for this program can be made by anyone, including youth, their parent(s) and legal counsel.

The YMHCW plays a central role in The **Community Youth Court (CYC)**, a specialized youth court focused on mental health and addiction issues at 10 Armoury Street. The CYC is not a trial court, but rather a problem-solving court in which youth work with the court team to develop creative and supportive plans.

YJ Mental Health Access

YJ Mental Health Access provides timely access to mental health assessments and consultation with psychiatrists and psychologists to those youth involved in the youth criminal justice system. Brief mental health counselling and referrals to ongoing services are available. A family outreach worker can support the families of youth requiring the service. Participation in the program is voluntary. Referrals are initiated only by probation services and Youth Mental Health Court Workers.



ARE YOU IN CRISIS?

In the event of a crisis or emergency,
please access one of the following options:



Go to your nearest
emergency room
or call 911



Contact your
family doctor



Reach out to
a trusted adult
(parent/caregiver/teacher, etc.)
or friend

Call Kid's Help phone for advice in English and French: 1-800-668-6868 or go to www.kidshelpphone.ca for live chat counselling (up to age 20).

If you are a parent or legal guardian concerned about your child, call the Youthdale Crisis Support team at **416-363-9990** and get immediate access to support 24 hours a day.

Emergency Shelter – Central Intake
416-338-4766 or Toll Free 1-877-338-3398

Pour les services en français:

Si vous voulez recevoir des services en français, veuillez contacter le programme, Espace Jeunesse, au 416-922-2672, extension 290.

**TURNING
POINT
YOUTH SERVICES**

TURNINGPOINT.CA

Find Us:

Turning Point Youth Services
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Toronto, Ontario M4Y 2X9

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