



Welcome to Second Base



This Booklet belongs to: _____

Your Guide to Second Base

Your Guide

Welcome to Second Base! This booklet is your guide to Second Base. This booklet outlines valuable ideas about the kind of community we want Second Base to be. It also explains important information that will help you understand how things operate. This booklet is an important resource that will help you succeed while you are at Second Base.

What We're About...

Our Goal

At Second Base we are devoted to creating a safe environment founded in principles of mutual respect, dignity and understanding. We hope to help residents achieve personal growth that will enable them to create for themselves a future they can be proud of. We strive to create a community of belonging where residents feel supported, valued and empowered by both staff and their peers.

We need your help to create such a community. Your action and attitudes will have a huge impact on the atmosphere and success of the program. We ask you for your commitment.

Your Support Team...

Name	Title
Alison	Executive Director
Sue	Client Services Manager
Crystal	Finance & Administrative Manager
Karen	Drop- In Program Manager
Paul	Education and Food Services
Marcela	Pre-Apprenticeship Program
	Primary Worker/ Secondary Worker
There are generally three shifts of workers; Day, Evening and Overnight. Please refer to the staff picture board for more information.	

The Way We Work...

About Second Base

Second Base is a shelter and drop- in centre for male and female youth ages 16- 21. The center opened in 1993 and since then has operated 24 hours a day, 7 days a week, 365 days a year.

The Shelter

The Second Base shelter is 56 bed facility that provides shelter and support to male and female youth, ages 16 to 21.

How the Shelter Works:

Your Intake

Your intake occurs when you arrive. A staff member will work with you to obtain your basic information. At this time you will sign an “Authorization for Information Release” form that will allow us to check if there are any warrants for your arrest or if you are currently receiving welfare assistance.

Your Assessment

A more detailed assessment will be taken to ensure that we have a full picture of your situation, needs, personal strengths and limitations. This will be done within the first 72 hours of your being a resident. When the assessment is completed you will have the opportunity to look it over to ensure nothing important has been overlooked. You will also be asked to sign a “Consent to Disclosure” Form. This will allow us to secure information relevant to your care from sources outside the agency. You will have the opportunity on this form to specify persons/ sources you will allow us to contact. It is your choice to sign this form, but we hope that you do because it will help us identify the kind of support you need.

Your Primary Worker

Your primary worker is the person who is accountable to you for your care at Second Base. Your primary worker will be assigned shortly after your intake and you should be informed of who they are. You will have a scheduled meeting with your primary worker at least once a week to manage your case and plan of action. You will also be assigned a secondary worker who will take on this role when your primary worker is not on site. No matter who your worker, any staff on the floor can be approached if you need help or have an urgent concern.

Your Action Plan

Your action plan will be developed by yourself, with the help and support of your primary worker. This plan will set personal goals

and be a guide for your efforts while you are at Second Base.
Your Case Management
Your case will be managed by your primary worker and/or your secondary worker. They are responsible for helping you manage your progress. This may include referrals to other agencies that can help you achieve the goals of your action plan. You are expected to work sincerely with your worker and may have to verify your actions to them.
Housing Information and Referrals Centre (a.k.a. The Drop-In)
The Second Base Drop- In Centre is open to community youth as well as residents. The Drop- In Centre aims to provide resources to assist youth living in the community. The drop- In is open from 9:00am to 3:30 pm on weekdays.

Day to Day...

Weekday Schedule	
<i>weekdays begin Sunday at 10:00pm and end Friday at 9:00pm</i>	
Activity	Time
Early Wake Ups	Before 6:45 am <i>Residents must request early wake ups of the evening staff before bed.</i>
Early Breakfast	Finished by 6:45 <i>Residents must request early breakfast of the overnight staff before bed</i>

Regular Wake Ups	By 6:45 am
Morning Showers	6:45- 7:30 am
Move to 1st Floor	By 7:45 am
Breakfast	7:30- 8:30 am
Morning Community Chores	Directly after breakfast 8:30- 9:00
Lunch	12:00- 1:00 pm <i>Residents who need a packed lunch for school/ work must request it the night before of the evening staff, during chores. There are no saved lunches</i>
TV, computer and recreation access begins	Begins 3:30 pm <i>Note: these activities are to be discontinued during all meals.</i>
Room Access	4:00- 4:15 pm

Dinner	5:00- 5:45 pm <i>Residents can ask staff on duty to save their dinners if they will be away for a legitimate reason. Request should occur before dinner that day. These requests can be phoned in. Meals will be kept 1 hour past estimated time of arrival.</i>
Nightly Community Chores	Directly After dinner
Room Access	<i>Is granted once chores have been completed and approved</i>
Snack	7:30- 8:00 pm
Snack Chores	Directly after snack – Finished by 8:45 pm
Recreation and computer access ends	9:00 pm
Move to 2 nd Floor	9:00 pm
Nightly Showers	9:00- 11:00 pm
Curfew	10:00 pm
TV access ends	By 11:00 pm
Bedtime	11:30 pm
Weekend and Holiday Schedule <i>Over the Jan.-April period a winter relief drop-in program is offered. The weekend starts Friday at 9:00pm and ends Sunday at 10:00pm</i>	
Activity	Time
Early Wake Ups	Before 10:00 am <i>Residents must request early wake ups of the evening staff before bed</i>
Early Breakfast	Finished By 10:00 am <i>Residents must request early breakfast of the overnight staff before bed</i>
Regular Wake Ups	By 10:00 am
Morning Showers	10:00- 10:45 am
Move to 1 st Floor	By 11:00 am
Brunch	11:15 am - 12:15 pm <i>Residents who need a packed lunch for school/ work must request it the night before of the evening staff, during chores.</i>
Morning Community Chores	Directly after brunch Finished by 1:00 pm
Room Access	1:00- 1:15 pm

TV, computer and recreation access begins	<i>Granted once chores have been completed and approved Note: these activities are to be discontinued during all meals.</i>
Snack	2:30- 3:00 pm
Snack chores	3:00- 3:30 pm
Room Access	4:00- 4:15 pm
Dinner	5:00- 5:45 pm <i>Residents ask the staff on duty to save their dinners if they will be away for a legitimate reason. Request should occur before dinner that day. These requests can be phoned in. Meals will be kept 1 hour past estimated time of arrival.</i>
Nightly Community Chores	Directly after dinner
Room Access	<i>Granted once chores have been completed and approved</i>
Snack	9:00- 10:00 pm
Room access	9:30- 9:45pm
Snack chores	10:00- 10:30 pm
Move to 2 nd Floor	11:00 pm
Nightly Showers	11:00- 12:30 pm
Curfew	12:00pm
TV access ends	By 1:00 am
Bedtime	1:30 am

Your Rights, Responsibilities and Privileges...

RIGHTS
What is a RIGHT?
A right is something you are entitled to no matter what. A right can not be denied or taken away.
At Second Base you have a RIGHT to:
Respect, Dignity and Acceptance
You have a right to be treated with respect, dignity and non-judgement by both the staff and your peers. You have a right to be treated with acceptance regardless of your race, ethno-cultural background, gender, sexual orientation, gender identity, religion, economic situation, (dis) ability, personal health political beliefs or legal standing.
A Voice
You have a right to express your ideas, concerns and suggestions without fear of punishment. You have a right to be involved in all

decisions that affect you. Your thoughts should be treated seriously. You can express yourself through:

- Your Primary Worker- at your weekly scheduled meetings. You can also arrange additional meetings with your worker
- The Resident Meetings- which takes place every Tuesday after dinner and chores. All residents are encouraged to participate by voicing their thoughts and being avid listeners.
- Submitting a Concern Form- found in the front lobby and submitted to the suggestion box. You may ask a staff member to help you write a concern form. Or you may submit one anonymously to be read only by the Executive Director.
- Any staff on the floor- can be approached if you need help or have an urgent concern.

Safety

You have a right to live in an environment that is free from threats and in which you feel safe. If at any time you feel threatened or unsafe please tell the staff on duty.

Food

You have a right to receive safe, adequate and nutritious food. If you are a vegetarian, have allergies or have any dietary restrictions please let us know.

Personal Needs Allowance (a.k.a. PNA)

You have a right to receive a Personal Needs Allowance of \$3.80 per day if

- You held a bed in the shelter the previous night (physically or overnight permission) and
- You have no other source of income

PNA is distributed in the morning before heading to the main floor. You are expected to make your bed in order to receive PNA.

Ask for First Aid, Health Services & Counseling

You have a right to ask for first aid, referrals to health services and counseling. We will refer you to the appropriate services. When you are ill you have a right to **REQUEST** access to the sick room. Please talk to your primary worker or the staff on duty if you need health/counseling information, referrals or are feeling sick.

A Space of your Own

You have a right to a space of your own. Other residents should not invade this space or your belongings. You will be given a locker, in which you are responsible to secure your possessions. Second Base is not liable for lost or stolen property. If you have valuables you may request for them to be stored in the office. Your personal space or lockers may be searched when there is a safety or security concern. If searches are conducted it is to ensure the safety

of yourself and your peers.
Confidentiality
You have a right that your personal information is kept confidential. Your personal information can only be disclosed when it is legally required (by court order/ subpoena) or when not doing so could endanger your own or another person's safety. You have a right to see your Second Base file, 24 hours notice is required.
Information
You have the right to ask questions and receive information about services and resources. We want to help you make decisions and goals that are well informed.
Make Goals & Receive Support
You have a right to make reasonable goals for your future. You have a right to receive support from staff to achieve your goals.
Your Mail and Messages
You have a right to your mail and phone messages. Mail is kept in the main floor staff office, you can check if you have mail by asking a staff member. Messages are posted on the message board on the first floor.
Phone Use
You have a right to use the phone. There are 2 phones available for your use; one in the foyer, and one in the dinning area. Phone calls are limited to 10 minutes if someone is waiting to use the phone. You also have a right to use your cell phone. You may request a private space to make a call, if appropriate. Cell phones are to be turned off at bedtime. We ask that you use all phones in a respectful way and keep your volume at an acceptable level and respect others when they make calls.

RESPONSIBILITIES
What is a RESPONSIBILITY?
A responsibility is something that you have a duty or obligation to carry out.
At Second Base you are RESPONSIBLE for:

Your Attitude and Behaviour

We at Second Base hope that your attitude and behaviour will help us create a community of belonging based in mutual respect and understanding. We hope that you will work sincerely towards your own success and encourage the success of your peers.

- You are responsible to **behave in a respectful manner** towards both the staff and your peers. Bullying put downs, derogatory terms and cursing are destructive to the environment we are trying to create. This also means keeping noise at an acceptable level in regards to your voice, the TV, radios etc.
- You must **respect the rights of your peers** (listed above).
- You are expected to **work with staff towards your own personal growth**. This includes efforts to improve your life skills, employment opportunities and housing situation
- You are expected to **represent Second Base positively** when out in the community.
- You must **keep information about your peers confidential**, including their presence in the shelter.
- You are expected to **dress appropriately at all times** (including while in bed). Please dress in a way that is respectful to both staff and your peers. You should be properly covered at all times (example: no bare feet or bikini tops). The following cannot be worn: bandanas or other gang symbols, clothing with racist, sexists or drug references.

Meeting Curfew

Curfews are put in place to ensure that residents are supervised and in a safe location at night. Curfews are part of the structured programming approach we use at Second Base.

You are responsible for meeting curfews, the times are listed in the schedules above

Completing Chores

We ask that you respect and take care of Second Base facilities to ensure that these resources can be used by others in the future. Chores are designed to teach personal responsibility and help ready you for transition to independence. We need your help to ensure things run smoothly.

Personal Chores

- Keep your personal area clean and tidy by sweeping, mopping, emptying waste baskets and keeping the floor clear.
- Make your bed each morning.
- Help your peers keep the second floor common areas clean, especially bathroom areas. Please leave spaces in

the condition you found them or better!

- Clear, scrape and stack your dishes at mealtimes

Community Chores

You may sign up for a preferred chore, if you do not one will be assigned to you. The list is kept in the overnight staff office and will be posted each morning in the main floor office.

When necessary you may be assigned more than one chore or may not receive the chore you requested.

Doing Laundry

You are responsible for laundering your clothes and linens. Doing your own laundry is also designed to teach responsibility and ready you for transition to independence. You will receive a set of linens when you are admitted. This will include one pillow, one pillow case, one flat sheet, one fitted sheet, one blanket, one towel and one facecloth. We ask that you take care of your linens.

The laundry schedule is as follows:

Monday and Friday- Rooms 1, 2, 3, 4

Tuesday and Saturday- Rooms 5, 6, 7

Wednesday and Sunday- Rooms 8, H1, H2, 0

Thursday- left open for residents who could not do their laundry due to illness, work or intake.

The hours during which the laundry facility is available are:

10:00 pm - 11:30 pm Monday - Friday

7:00 am - 11:00 am Saturday – Sunday

11:00 pm – 1:00 am Saturday – Sunday

Powdered laundry soap and bleach is available for you at these times.

Residents may **request** to do their laundry during before wake ups or during room access.

If you feel there is a special circumstance, talk to the staff on duty.

PRIVILEGES

What is a PRIVILEGE?

A privilege is a special permission that may be granted to an individual. Privileges can be earned, they can also be lost.

At Second Base your privileges are:

TTC Tickets
<p>To help you achieve your goals TTC tickets will be provided to you for transportation to school, job searches/ training and medical appointments, events related to programming or agreed upon with your worker. You may be required to verify that you are using the tickets appropriately. Residents with an income will not be provided tickets. The maximum is usually 2 tickets per day. Misuse of this resource may result in the loss of this privilege and/or repayment.</p>
Late Night Passes
<p>You may have 4 late nights per month; these can be taken any day of the week. You must be a resident for at least 72 hours before you can receive this privilege. To get permission for late nights you must fill out a request form and have it approved by your primary worker. You can get a late night request form from the staff on duty. This permission should be requested at least a half hour before curfew that day. Late nights extend curfew until:</p> <ul style="list-style-type: none"> • 11:30 pm Sunday – Thursday • 2:00 am Friday- Saturday <p>You are not to hang out in front of the building / on property when you have a late night.</p> <p>If for some reason you do not have a late night pass but you are going to be late please call to let us know. We want to know that you are safe.</p>
Overnight Passes
<p>You may have 2 overnight passes per month and are usually granted only on weekends. You must be a resident for at least 72 hours before you can receive this privilege. You must get permission for overnights from your primary worker. This permission should be requested at least a half hour before curfew that day. Late nights in excess of the 2 per month may be granted in when it will help you meet the goals of your action plan or during emergencies.</p> <p>If for some reason you do not have an overnight pass and you cannot return please call to let us know. We want to know that you are safe.</p>
Visitors
<p>You may arrange to have a visitor with the permission of your primary worker. Visitors are to be arranged 24 hours in advance. Visitors will be required to sign in and out showing identification. Visitors under 16 years of age must be accompanied by a parent or guardian. Visitors (that have been arranged or are spontaneous) cannot loiter on Second Base or Church property or in the parking lot.</p>

The Deal...

What is the Deal?

Think of it like this; when you become a resident at Second Base a deal is forged between yourself and the agency.

We promise to treat you with respect dignity and understanding.
We promise to support you and to do all we can to help you succeed in your goals.

You promise to treat the staff and your peers with respect, dignity and understanding. You promise to use the resources here to work sincerely towards your goals.

The Deal Breakers...

What is a Deal Breaker?

A Deal Breaker is something that breaks the promise outlined above in 'the Deal'. Deal Breakers are actions that:

- Threaten the safety of residents or staff.
- Disrupt the environment of mutual respect, dignity and understanding

There will be consequences that result from these behaviours and they range from verbal warnings to suspensions.

The Deal Breakers at Second Base are:

Violence, Threats and Weapons

The following actions threaten the safety of resident and staff:

- Acts of violence or assault
- Threats of violence
- Possessions of weapons

Harassment and Bullying

The following disrupt the atmosphere of mutual respect, dignity and understanding:

- Verbal harassment
- Sexual harassment
- Bullying

Racism, Sexism, Homophobia and Pornography

The following disrupt the atmosphere of mutual respect, dignity and understanding:

- Racist, sexist or homophobic statements

<ul style="list-style-type: none"> • Possession of hate literature or pornography (video or pictures).
Drugs and Alcohol
<p>The following are harmful and disruptive to the environment we are trying to create at Second Base:</p> <ul style="list-style-type: none"> • Disruptive behaviour while under the influence of illegal drugs or alcohol • Possession of drugs or alcohol on Second Base or Church property
Smoking Inside
<ul style="list-style-type: none"> • Smoking inside the building is not permitted. It is a severe fire hazard. <p>The smoking areas are courtyard or backyard and use the receptacles to deposit cigarette butts. There will be a final smoke break every night before moving to the second floor. If you feel there is a special circumstance please talk to the staff on duty.</p>
Entering Off limit Areas
<ul style="list-style-type: none"> • Entering the off limit areas without staff permission is not allowed. <p>These boundaries are put in place to ensure your safety and privacy.</p>

<p>Outside Off-Limit Areas</p> <ul style="list-style-type: none"> • Driveway between the shelter and mall • Alley between shelter and mall • Area behind the shelter • Bridge behind the shelter and the conservation lands, including the creek • Railway tracks 	<p>Inside Off-Limit Areas</p> <ul style="list-style-type: none"> • Office areas • Kitchen • Bedrooms that are not your own • Intake room A • Basement (when drop in is closed)
Risking Building Security	
<p>Entrance to Second Base and access to certain areas in the building is controlled by staff. This is done to ensure your safety. The following risk building security:</p> <ul style="list-style-type: none"> • Holding open doors or letting anyone in without staff knowledge • Propping open doors or interfering with locks • Tampering with or setting off the alarm system 	
Theft and Vandalism	
<p>The following are disrespectful to your peers and Second Base. These actions threaten security and the safe environment we are trying to create:</p> <ul style="list-style-type: none"> • Theft or vandalism of resident property • Theft or vandalism of Second Base property 	

Public Displays of Affection and Romantic Physical Contact

The following are not respectful of your peers or Second Base staff:

- Public displays of affection
- Physical contact of a romantic nature

Making a Commitment...

The personnel of Second Base promise to treat you with respect dignity and understanding. We promise to support you and to do all we can to help you succeed in your goals.

In return I, promise to treat the staff and my peers with respect, dignity and understanding during my stay at Second Base. I promise and to use the resources here to work sincerely towards my goals.

This welcome package has been explained to me and I have had a chance to ask questions. I understand and agree to:

- **my Rights**
- **my Responsibilities**
- **my Privileges**
- **the Deal**
- **the Deal Breakers**

I promise that I have no weapons, illegal drugs or alcohol in my possession.

I promise to provide my identification or verification of age and person to Second Base within 72 hours of becoming a resident.

I understand that, in order to ensure my own safety and the safety of everyone at Second Base, my personal property and space may be subject to routine checks. I will cooperate with such checks as they occur.

I understand that I am responsible for my own property and that Second Base is not liable for any valuables that are lost or stolen from my locker or personal space. I understand that I have to option to secure my valuable property in the Office.

Youths Signature. _____ Date. _____

Your Resources...

Name/ Agency	Phone Number	Details
General Information		
211	211	Social Services Information
Street Hotline Number Hostel Services	1-866- 416-392- 3777 416-392-8741	Information about Services for the Homeless City of Toronto complaints
Food, Hot meals and Clothing		
Emergency Food Bank	(416) 267-7001	Food Bank
Agincourt Community Services	(416) 321- 6912	Food Bank & Hot Lunches Clothing bank
Scarborough Red Cross Drop- In – Church of the Epiphany	(416) 267-0115	Hot Lunches
Shelter		
Central Intake	(416) 397-5637	Directory of all Shelters in Toronto
Covenant House	(416) 204-7037	Shelter for youth 16- 21
Eva’s Place	(416) 441-4060	Shelter for youth 16- 21
Horizons	(416) 781-9898	Shelter for youth 16- 21
Nellie’s	(416) 461-1084	abused women with children
Satellite Shelter for Youth	(416) 229-1874	Shelter for youth 16- 24
Turning Point	(416) 925-9250	Shelter for men 16- 24
Youth Without Shelter	(416) 748-0110	Shelter for youth 16- 21
YMCA	(416) 504-9770	Shelter for men 16- 24
Touchstone	(416) 696-6932	Shelter for youth 16- 21
Tumivut	(416) 651-6750	Shelter for youth 16- 21

Women's Residence	(416) 392-5500	Shelter for women 16 +
Seaton House	(416) 392-5548	Shelter for men 16 +
Housing Help and Support		
Scarborough Housing Help Centre	(416) 285-8070	Housing help and resources for people in Scarborough
West Hill Community Service	(416) 284-5931	Furniture bank
Welfare		
Welfare Emergency After Hours Line	(416) 392-8600	Monday – Friday 6:00-10:0pm, Saturday - Sunday 10:00 am-10:00pm.
Welfare Daytime Line	(416) 397-1000 (416) 392-2800 (416) 392-3400	Business Hours
Legal Services		
Scarborough Community & Legal Services	(416) 438-7182	Legal advice and help
Legal Aid	(416) 979-1446	Legal advice and help
Health, Counselling and Support		
Kids Helpline	1- 800 668-6868	Help & support for children and youth
Assaulted Women's Hotline	(416) 863-0511	Support for assaulted women
Scarborough Distress Centre	(416) 408-4357	Counselling and support
Mobile Crisis Unit	(416) 289-2434	Emergency support & counselling for people with mental illness
West Hill community Health Centre	(416) 284-5931	Community health care provider
Sexual Health Clinic	(416) 338-7438	Sexual health care and information
Youth Substance Abuse Program	(416) 296-9907	Substance abuse counselling
Shout Clinic (Downtown)	(416) 927-8553	Health care for street youth 16- 24

location with us if you move. If we don't have your address your mail will be returned to the sender.

Volunteer at Second Base

Please give us a call if you are interested in volunteering at Second Base in the future. Seeing you and your success will encourage and inspire residents.



SECOND BASE (SCARBOROUGH) YOUTH SHELTER

702 Kennedy Road, Scarborough Ontario, M1K 2B5

Tel: (416) 261- 2733 Fax: (416) 261- 2739

Email: info@secondbaseyouthshelter

Website: www.secondbaseyouthshelter.org