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NIGHTSTOP guest handbook

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# **nightstop guest handbook**

**WELCOME**

Welcome to 360okids Nightstop Program! This handbook is designed to help you understand what you can expect from 360okids Nightstop Program and to help address any questions you may have regarding the program. If you have any additional questions or concerns after reading this handbook, a Nightstop staff member will gladly discuss them with you. We want you to be well-informed of your rights and responsibilities while using the Nightstop Program and hope that your stay with any host is nothing less than spectacular.

**ADAPTING NIGHTSTOP OPERATIONS FOR COVID-19**

As with other essential services working throughout this pandemic, it is impossible to run Nightstop in a way that is entirely risk-free. We will be transparent about this so that you can make an informed decision about staying at a Host Volunteer’s home. We want to be able to provide safe accommodations while still making every effort to reduce risk to the best of our ability.

**WHAT IS NIGHTSTOP?**

Nightstop provides a bed for the night for young people who need it, in a moment of crisis. Providing a safety net to those forced to leave their home, Nightstop places young people in a safe and warm home for the night, provided by a vetted and approved volunteer. It prevents young people from sleeping on the streets, “couch surfing”, or staying in unsuitable accommodations where they would be at risk of abuse. We pride ourselves in finding hosts with warm hearts, a safe and comfortable home and of course a desire to help youth in their community.

**NIGHTSTOP IS SAFE FOR YOUTH AND OUR HOSTS**

**All Nightstop hosts go through an intensive screening process including:**

* Application form
* Interview and 2 home visits
* Pet assessments
* 10 hours in-house training session
* 1.5 additional hours of online training
* Must have 2 references
* A doctor’s note
* Police Vulnerable Sector Check
* A panel committee reviewing all screening documentation to approve volunteers

**Screening for COVID-19: Host Volunteers**

Prior to any placement taking place at a Host Volunteer’s home, Nightstop pre-screens Hosts for COVID-19 using a screening questionnaire based on Public Health recommendations. Hosts are also required to self-monitor for any symptoms of COVID-19 while they are hosting a youth Guest at their home.

**Your screening process includes:**

* Referral to the program
* Risk Assessment
* 2 References
* Signing a Nightstop contract and agreeing to follow all program policies and guidelines

**Screening for COVID-19: Nightstop Guests**

For youth wishing to access the Nightstop program, Nightstop requires that youth get tested for COVID-19 and receive a *negative* test result prior to being able to access Nightstop services. Prior to any placement taking place at a Host Volunteer’s home, Nightstop pre-screens Guests for COVID-19 using a screening questionnaire based on Public Health recommendations. Guests are also required to self-monitor for any symptoms of COVID-19 while they are staying at a Nightstop Host Volunteer home.

**Once your eligibility for the Nightstop program has been determined and you are starting Nightstop, we can assist you with any of the following:**

* Clothing and/or toiletries from our wardrobe
* Toiletries at the Host Homes
* Bus tickets and directions to the Host Home and back to school or work (2 tickets/day)
* Family mediation
* Individual counselling
* Assistance in finding longer term housing
* Assistance to complete your High School Diploma
* Assistance in finding employment
* Connect you with Government financial support (Ontario Works)
* Connect you with services outside of our agency to meet your unique needs
* **Other – Please let us know what type of assistance you are in need of**

**CLIENT COMMITMENT**

**Your commitment to the program includes:**

* Connecting with a Nightstop Worker each day you use the program
* Working towards family mediation or longer term housing goals
* Telling us 2-3 days before you will run out of bus tickets
* Keeping to the pre-arranged schedule (Arrival/Departure)
* Calling us to let us know if you will be late / if your plans need to change
* Letting a Nightstop Worker know if your physical, mental or emotional health changes
* Telling a Nightstop worker if you need any additional support such as counselling, clothing, footwear, dental work etc…
* Calling or Texting a Nightstop Worker Monday – Friday between 9am – 5pm or after-hours emergency number in the evenings/weekends. Your Worker will give you the On-Call number each week.
* Completing program surveys prior to accessing the program, prior to exiting the program, and following discharge from the program

Your participation in 360okids Nightstop Program is completely voluntary. You are not obligated to stay at a host home. There must be a willingness on your part to participate in the program and actively participate in following program expectations as well as working with 360okids staff to address any supports you are in need of.

**RIGHTS**

**TELEPHONE**

Guests are not permitted to use the host’s telephone without permission from the host and from Nightstop.

**INTERNET AND WIFI**

There is no guarantee that you will be able to access WiFi while using Nightstop as access to WiFi is dependent on whether or not you have been granted permission by the host. If the host has granted you permission to access the WiFi in their home, Nightstop requires that both you and the host sign a WiFi agreement form before you can access the WiFi in their home.

**SOCIAL MEDIA**

* While using Nightstop, you must turn off your GPS locator on your phone as well as in ALL of your apps on your phone
* No pictures/videos are to be taken while at the host home
* No pictures/videos are to be taken of the exterior property of the host home
* No pictures/videos are to be taken while at the host home and shared amongst contacts or on social media
* Guests are not permitted to connect with hosts and a host’s family members on social media

**TAKING YOUR BELONGINGS WITH YOU**

As Nightstop runs on a night-by-night basis, you are required to arrive at the host home with your belongings, and take your belongings with you the next morning when you leave the host home. Nightstop recommends that you pack light and bring only the necessities with you.

You are required to take your belongings with you the next morning after you stay at a host home, as there is no guarantee that the host you had stayed with will be available to host you again for a second night. This is to avoid personal belongings being held at the host home where you may not be able to retrieve your belongings if the host is unavailable.

**FEEDBACK**

As a way to hear about your experience with Nightstop, we will be conducting surveys to gather your feedback. We will conduct a survey prior to accessing the program, prior to exiting the program, and following discharge from the program. The information you share is very valuable to us in how we can increase betterment of the program, and will only be used for statistical and feedback purposes.

**NUTRITION**

All youth accessing Nightstop are provided with three nutritious meals during each stay. When you arrive at a host home for the evening the host will prepare you a hot dinner; the next morning the host will prepare you breakfast as well as a bagged lunch to take with you to school or work. Your Nightstop worker will go over any dietary accommodations you may require and will communicate your dietary needs to the host to ensure that the meals the host prepares for you will be adapted to your dietary needs.

**What if I’m still hungry after dinner?**

* Communicate to the host that you are hungry
* During dinner you may ask the host for seconds
* You may ask the host for snack

**COMMUNICATION**

**To Staff**

* If you are experiencing any discomfort while staying in the host home or if you are feeling unsafe, please communicate this to on-call staff
* If you are accessing Nightstop services, you must connect with a Nightstop staff member the following day before 4:00PM, after each night you use Nightstop. This is so that Nightstop can check in with you regarding how your stay went and so that Nightstop can make arrangements with hosts if you need to access Nightstop services for an additional night
* If you require any specific needs or accommodations, please communicate this to staff so that staff may notify the hosts of any accommodations you may require while staying within their home

**To Hosts**

* If while at a host home you are feeling ill, have any specific needs or accommodations, or experience an injury, please notify the host so that they may do their best to support you
* You are not permitted to communicate arrangements for an additional night with the host; all visits must be arranged and approved by Nightstop

**RELIGION**

You are given the opportunity for religious experience and affiliation, in accordance with your personal preferences, and you are not obliged to attend any forms of religious services or engage in any religious practices with any host family. Nightstop will always check in with you if you would like to avoid being placed in a home of a particular religion or culture.

**CLOTHING**

Nightstop provides all our hosts with toiletries, robes, pajamas, and slippers that you may access at the host home. If you are using any pajamas, robes, or slippers at the host home while accessing Nightstop, please ensure to leave the items at the host home.

If you require any additional clothing or toiletries, you may access the wardrobe at the 360okids Richmond Hill Hub, where you may pick up any clothing or toiletries that you require, free of cost. You may access the wardrobe independently or with the support of a worker.

Nightstop may have donations of gift cards to offer so if there if something that you need that you are unable to find at the Hub wardrobe, please ask your Nightstop worker.

**HOW DOES NIGHTSTOP WORK?**

**ON-CALL PROCEDURES**

When accessing Nightstop, you will be given two emergency phone numbers that you may contact after hours in the evenings and/or on weekends. The after-hours emergency phone numbers connect you to on-call staff that will be there to support you:

* In the event of an emergency
* If you are feeling unsafe
* If you are lost
* If you are running late in arriving to the host home

If you are running late in arriving to the host home, you may contact on-call staff who will then contact the host to inform them of your delayed arrival.

* *Example:* You have informed Nightstop that you will be arriving to the host home for 6:00PM. Nightstop has notified the host that you will be arriving to their home for 6:00PM. Your bus was running late and you will not be able to make it to the host home until 7:00PM. You contact on-call staff to let them know that you will not be arriving to the host home until 7:00PM due to a delay in transportation. On-call staff notifies the host that you are running late and will not be arriving at their home until 7:00PM.

The after-hours emergency phone numbers change weekly each Monday. Each new week you are accessing Nightstop, you will be given different after-hours emergency phone numbers.

* *Example:* If you are using Nightstop for two weeks, the after-hours emergency phone numbers you were given on week 1 will be different from the after-hours emergency numbers you are given on week 2.

**THE HOST HOME ADDRESS IS CONFIDENTIAL**

In order to ensure the privacy and confidentiality of all our hosts, Nightstop requires that:

* Friends/family can only pick you up or drop you off a minimum of 5 minutes away from the host home (on a different street)
* You do not disclose the address of the host home to anyone other than a 360okids staff member or a volunteer driver (volunteer drivers will be from Routes or 360okids)
* You must turn off your GPS locator on your phone as well as in all of your apps on your phone

**ARRIVAL/DEPARTURE**

**Weekday Stays at a Host Home**

When you are accessing Nightstop on a weekday (Monday to Friday):

* If it is your initial visit at a new host home, Nightstop will provide you with a warm transfer and arrange a drive for you to the host home
* If you are returning to a host home you have previously stayed at, it will be your responsibility to find your own way to and from the host home
* You are expected to arrive at the host home at the agreed upon time (your Nightstop worker will communicate with you and the hosts to see what time works for you to arrive at the host home, as well as what time works for the host to welcome you into their home)
* You must leave the host home the following morning at the designated departure time (your Nightstop worker will communicate to you what time you are required to leave the host home for the following morning)
* You must contact on-call staff if you are lost or are running late in arriving to the host home at the agreed upon time
  + There will be instances in which the Host has a volunteer cell phone. We will inform you if the Host you are staying with has a volunteer cellphone and provide you with the number. Should you be lost or running late, you may contact the Host directly.

**Weekend Stays at a Host Home**

When you are accessing Nightstop on a weekend (Saturday and Sunday):

* You will be placed with a Nightstop Host on Friday night, and will stay for the entire duration of the weekend
* You are expected to leave the host home at the designated departure time (your Nightstop worker will communicate to you what time you are required to leave the host home for the following morning) however if a host is home for the day and invites you to stay, you are welcome to stay in the host home while they are home
* There is greater flexibility during weekend stays with Nightstop. If it is the weekend and the host is home for the day however does not invite you to stay for the day or you need to leave for the day (i.e. for work or social plans), you are expected to depart the host home at the designated time and arrive/return to the host home at the agreed upon time. Arrival and departure times for the weekend will be determined between you, the host, and Nightstop
* You must contact on-call staff if you are lost or are running late in arriving to the host home at the agreed upon time
  + There will be instances in which the Host has a volunteer cell phone. We will inform you if the Host you are staying with has a volunteer cellphone and provide you with the number. Should you be lost or running late, you may contact the Host directly.

**CAN I LEAVE THE HOUSE?**

**Weekday Stays at a Host Home**

When you are accessing Nightstop on a weekday (Monday to Friday):

* You are not allowed to be within the host home when the host is not home
* When you arrive at the host home you are expected to stay for the evening until the morning
* You are not permitted to leave the host home during your stay unless feeling unsafe in the host home
* If you would like to discharge yourself from Nightstop, you may leave the host home. You are required to notify on-call staff to inform them that you are discharging yourself and leaving the host home. You will not be able to return to the host home for that evening should you choose to leave
* If the host is leaving their home to walk their pet(s), you may join the host on their walk
* You must leave the host home the following morning at the designated departure time (your Nightstop worker will communicate to you what time you are required to leave the host home for the following morning)

**Weekend and/ or Long Weekend Stays at a Host Home**

When you are accessing Nightstop on a weekend (Saturday and Sunday):

* Nightstop only runs on weekdays therefore whichever host you are placed with on a Friday night, you will also stay at the host home for the entire weekend. Nightstop will reconnect with you on Monday morning or the next business day to follow up on how your stay went over the weekend
* You are not allowed to be within the host home when the host is not home
* You are expected to leave the host home at the designated departure time however if a host is home and invites you to stay, you are welcome to stay in the host home while they are home
* There is greater flexibility during weekend stays with Nightstop as you are permitted to leave the host home and return to the host home at agreed upon times that will be determined between you, the host, and Nightstop
  + Example: It is a Saturday and the host you are staying with will be home for the morning and has invited you to stay at their home while they are home. The host lets you know that they will be out of their home between 1:00PM to 4:00PM to complete grocery shopping. If invited by the host, you are more than welcome to accompany the host on their grocery shopping. If you are not invited by the host and/or would not like to accompany the host, you may go into the community as you are not permitted to be in the host home when the host is not home. You may return to the host home at the time that is communicated to you that the host will be able to welcome you back for. If you have weekend plans and would like to stay in the community later than the time the host family may welcome you back to their home for, please communicate your plans with Nightstop so that Nightstop can determine an appropriate time that works for both you and the host, for you to return to the host home.
* You must contact on-call staff if you are running late in arriving to the host home at the agreed upon time
  + There will be instances in which the Host has a volunteer cell phone. We will inform you if the Host you are staying with has a volunteer cellphone and provide you with the number. Should you be lost or running late, you may contact the Host directly.

**NIGHTSTOP DAYTIME GUIDANCE FOR GUESTS: COVID-19**

While you are staying with the Nightstop host we want to keep you, the host, and their household as safe as possible.To do this we want you to follow some guidelines:

1. Nightstop staff will explain the arrangements for during the daytime while you are staying with Nightstop. If possible, this will be within the Nightstop host’s home but it may vary between hosts.
2. Your host and Nightstop staff will talk to you about whether or not you can go out during the daytime and for how long. If you go out, please respect this as it will help your host(s) to feel safe hosting you, and will keep you safe.
3. It is very important that you follow government guidelines about social distancing if you leave the house. You will meet up with no more than five (5) other people indoors or outdoors and staying at least two (2) metres away from them at all times.
4. If you do go in to someone else’s home, please let your Nightstop host know so they can take extra precautions to keep the household safe (such as wiping down surfaces more regularly).
5. You should walk or cycle if possible. You should avoid using public transport if at all possible but if you have to you must wear a face covering and use alcohol based hand sanitizer before getting on and when you get off the bus/train. If you’re on public transport and you don’t feel safe, make the choice that is right for you which might mean getting off at the next available stop and waiting for the next service, or taking an alternative route.
6. You should use alcohol based hand sanitizer regularly when you are out of the host’s home and must wash your hands thoroughly (for at least 20 seconds using soap) as soon as you get back to your host’s home.
7. If you can, change and wash your clothes when you get back to your host’s home.
8. If your host, or someone who lives with them, is not following the guidelines or is doing something you are not comfortable with, you should contact a Nightstop Worker or On-Call and let them know.

**HOUSE RULES**

Each host home with have their own unique set of rules. While you are using Nightstop, it is expected that you will abide by the rules of the host home you are staying within. Before each initial stay with a host, your Nightstop worker will review the house rules of that specific host home, and provide you with a host profile that outlines information on the host and the rules of their home. The host profile is for you to keep for your own reference.

**SCHOOL/JOB**

While using Nightstop, it is expected that you will keep up with your school or your work schedule. Nightstop will check in with you regarding what your schedule looks like while accessing Nightstop. If you work late hours, Nightstop will try their best to find a host that can accommodate you and your work schedule.

**ILLNESS/MEDICATION**

If you are experiencing illness while at a host home, please communicate your illness to the host so that they may be able to support you. Holistic options will be used first in attempting to remedy your illness. If you are still feeling ill following holistic options, medication may be administered to you in accordance with 360okids medication procedures.

Nightstop requires that the host contact on-call staff to notify on-call of your illness and for permission to administer over-the-counter medication to you. When the medication is administered to you, you are required to take the medication at the time that it is offered to you by the host. Medication cannot be saved to take at a later time or to take with you when you leave the host home.

**DEVELOPMENT OF SYMPTOMS OF COVID-19**

If you are feeling unwell while at a host home and develop symptoms of COVID-19, advise the Host(s) and contact On-Call for support. Continue wearing personal protective equipment (PPE) and maintain physical distancing until further arrangements can be made.

Examples of COVID-19 Symptoms: Temperature of 37.8°C or higher, a new or worsening cough, shortness of breath, sore throat or difficulty swallowing, new smell or taste disorder(s), nausea/ vomiting, diarrhea, abdominal pain, runny nose or nasal congestion.

**SMOKING CIGARETTES**

Smoking cigarettes is permitted while using Nightstop. It is illegal to smoke cigarettes if you are under the age of 19. If you are under the legal age to smoke cigarettes, you are prohibited from smoking on the host’s property. If you are of legal age to smoke, you are required to only smoke within the designated smoking area(s) of the host home. Smoking inside of the host home is strictly prohibited.

Not all host homes allow for smoking and therefore do not have a designated smoking area. If you absolutely require a host home that allows for smoking, please communicate this need to your Nightstop worker, and we will do our best to place you in a host home that can accommodate your needs.

**ALCOHOL AND DRUGS**

The use of any drugs, substances, and/or alcohol while using Nightstop is strictly prohibited. You are not permitted to use drugs, substances, and/or alcohol off of the host property then arrive or return to the host home later in the day. If you are a drug, substance and/or alcohol user, you must practice complete abstinence while accessing Nightstop services whether you are on or off the property of the host home.

Please note that the use and abuse of drugs and alcohol, possession of substances and paraphernalia will not be tolerated while using Nightstop and will result in immediate premature discharge from the program.

**VANDALISM**

Vandalism of any sort will not be tolerated and may result in Immediate Premature Discharge from the program. 360°kids may involve the police and press legal charges against any program guest before discharge from the program, depending on the seriousness of the incident. Accidents in the host home are to be reported to staff.

**FIREARMS/WEAPONS**

Firearms or any other weapons will not be permitted on host property. Firearms or weapons of any sort found in the possession of a youth may be grounds for Immediate Premature Discharge from the program and the police may be involved.

**BEHAVIOUR**

While using Nightstop, you are expected to use respectful language while in the host home (i.e. no profanity). You are to demonstrate respect towards 360°kids staff, volunteer drivers, the host, the host’s family and pet(s), as well as the host’s personal belongings and property. While using Nightstop you are expected to follow the house rules of each host home as well as follow the arrival and departure schedules/times arranged for each host home. Please note that failure to comply could lead to premature discharge.

**VISITORS**

You are not permitted to have any visitors while using Nightstop. Visitors are not allowed at or within the host home at any time. The address of the host home must remain strictly confidential and is not to be shared with anyone other than 360°kids staff.

**PHYSICAL TOUCH**

To ensure the comfort of our guests and hosts, physical interaction with the host or other individuals residing in the host home is not allowed under any circumstances (ex. No hugging).

Acceptable forms of interaction can include:

* High Fives
* Thumbs Up
* Air Hugging (making a hugging gesture to the air without actually physically touching the person you are signaling the gesture to)

**POOLS/HOT TUBS**

Guests are not permitted to use a host’s pool or hot tub without permission from the host and without supervision from the host. Hosts are required to have lifesaving resources to pull you out of the pool or hot tub if an accident and/or incident were to occur. If a host is unable to supervise you and does not have access to lifesaving resources, you are not permitted to use the host’s pool or hot tub.

Please note that you are required to sign a pool/hot tub waiver form prior to going to a host’s home with a pool or hot tub.

If you are going to be using the pool and/or hot tub at a host’s home, please ensure you are appropriately dressed in proper swimsuit attire. If you do not have access to a swimsuit, please notify Nightstop so that we may do our best to accommodate you.

**BUS TICKETS**

Nightstop will provide you with bus tickets to assist you in getting to school or work from the host home, as well as in returning to the host home from school or work. You will be provided with 2 bus tickets for each day that you are using Nightstop. Bus tickets are to be reserved for supporting you in getting to school or work, and are not to be used for social or recreational purposes. Please notify your Nightstop worker at least 2-3 days in advance when you are running low on bus tickets and require more, so that your Nightstop worker can arrange a time to meet with you to provide you with additional bus tickets.

**CAN I ASK THE HOSTS FOR MONEY?**

No, under no circumstances may you ask the host for money. If you have run out of bus tickets and require assistance for bus fare, please notify the host. The host will contact Nightstop to inform us that you have run out of bus tickets. Nightstop will meet with you to provide you with additional tickets. If Nightstop is unavailable to meet with you, Nightstop will grant permission to the host to provide you with money for bus fare. Nightstop will reimburse the host.

**AFTER NIGHTSTOP**

The information provided below pertains to any youth guest that has used the Nightstop Program and who no longer requires access or wishes to access Nightstop services.

**Can I come back?**

You may return to the host home only if the visit has been approved/arranged by Nightstop. After completing a Risk Assessment intake meeting with a Nightstop worker and having found that you are eligible to use Nightstop, you may use the program on an as-needed basis.

If it has been a while since you last used Nightstop and/or met with a worker for a Nightstop intake, Nightstop may need to meet with you again in order to update your Risk Assessment to determine if you are still eligible for the program.

**Can I continue to talk with the hosts?**

To ensure the privacy and confidentiality of both our guests and hosts, you are not permitted to connect with the host after using the Nightstop program.

**What if I see the hosts in the community?**

In order to protect your privacy and confidentiality, our hosts have been trained to not engage with guests if crossing paths out in the community. This does not mean that the hosts do not want to say hello, they simply cannot in order to protect your privacy and confidentiality. If you feel comfortable with engaging with the host, you may greet the host.

**Opportunities to Connect with Hosts:**

* Socials
* 360°kids Annual General Meetings
* Volunteer Appreciation Events
* Write letters to the host that Nightstop can pass along to the host
* Send Nightstop an update via text or e-mail and Nightstop can forward your update to the host

**Connect with Nightstop**

* By phone: 905 – 475 – 6694 (Prompt 6)
* By e-mail: [nightstop@360kids.ca](mailto:nightstop@360kids.ca)

**YOUTH COMPLAINT RESOLUTION PROCEDURE**

**Purpose:** 360okids has put in place a process for handling clients’ concerns and complaints. This process can achieve positive results if it is handled properly. 360okids insists that complaints must be handled in a manner that upholds the dignity of the complainant.

**Guidelines**

**Complaints Regarding the Program**

Should you feel dissatisfied with the program and/or an aspect of the program, Nightstop is available to connect with you to hear your concerns. You may contact a Nightstop worker directly, and the Nightstop worker can either speak with you over the phone or meet with you in person, to discuss your concerns and dissatisfaction with the program. The Nightstop worker will work with you in order to determine if any possible changes and/or accommodations can be made, or to determine other resources and programs you may access should you choose not to continue on with Nightstop.

**Complaints Regarding Hosts**

Should you have a complaint or concern regarding a Nightstop Host and/or your stay at their home, please notify a Nightstop team member regarding your concerns. Nightstop will always check in with you the following morning after your stay at a host home. If you have a concern or complaint regarding your stay at a host home, please ensure to voice your complaint or concern to the Nightstop worker that checks in with you the morning following your stay at the host home. If you choose not to voice your concerns with a Nightstop worker when the worker checks in with you the following day after your stay at a host home, you may also contact a Nightstop worker directly when you feel ready to share your complaint and/or concern. The Nightstop worker can speak with you over the phone or meet with you in person to discuss your concerns regarding the host and/or your stay.

Should you require Nightstop for an additional night, a Nightstop worker will work with you in order to find an alternative host family for you to stay with. It is important that you voice your concerns regarding a Host with Nightstop so that the Nightstop team can make alternative arrangements for you if you decide that you would not like to stay with a particular host for an additional night.

You may also choose to complete a Nightstop feedback form provided by the host. If you chose to complete a Nightstop feedback form, please seal the feedback form in the envelope (provided to you by the host) and give the sealed envelope to the host. The sealed envelope containing your feedback form will be mailed to Nightstop. Your feedback will remain confidential and the information you offer will not be shared with the host.

**Complaints Regarding a Nightstop Staff Member or 360°kids Staff Member**

If you have a complaint and/or concern regarding a Nightstop team member or 360°kids staff member, and you do not feel comfortable explaining your concern with that team member in particular, please do not hesitate to reach out to another Nightstop worker regarding your complaint and/or concern. Explain to the worker what the problem is then they can often provide an immediate explanation or solution. If speaking to another Nightstop team member does not resolve the situation satisfactorily, the Nightstop Team Lead should be approached. If a satisfactory conclusion has not been reached, the youth/complainant may request a meeting with the Program Manager. If a satisfactory conclusion has not been reached, the youth/complainant may request a meeting with the Director of Programs. Should a complaint remain unresolved after this stage the youth may request a meeting with the Chief Executive Officer.

If no resolution is reached, youth may contact the Child & Family Services Advocacy office. You do not need to ask the staff for permission to contact the Child & Family Services Advocacy office. Details regarding contact information for the Child and Family Services Advocacy Office is as follows:

* 416-325-5669 (Toronto)
* 1-800-263-2841 (Toll Free)
* [www.provincialadvocate.on.ca](http://www.provincialadvocate.on.ca)
* 401 Bay St #2200, Toronto, ON M7A 0A6

**You should always keep in mind the following…**

* If you are seriously unhappy about anything, the worst thing you can do is to keep quiet about it. Please let us know so that we can do our best to support you
* Appeals are expected to be handled in a calm manner
* If you have been abused or mistreated in any manner, you should report this to staff
* Inappropriate handling of an appeal may result in that appeal being null and void (i.e. if you yell, scream and are disrespectful about a decision made, staff may not work with you and effectively listen to your concerns, even if you are right!)

**Please remember that staff are always willing to talk with you and work with you on any difficulty you may be experiencing**

# **nightstop GUEST/ AGENCY Contract**

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, in return for temporary housing agree to the following conditions upon my admissions to the 360°kids Nightstop program.

1. I understand that information gathered from my references and shared with Nightstop may be provided to Nightstop Hosts and other 360°kids staff in order to best support me in the program.
2. I will connect with a Nightstop Worker within 24 hours after staying at a Host home with Nightstop, unless otherwise agreed upon.
3. I agree to work with a Nightstop Worker to create Plan of Care as initiated within 7 and/or 30 days of admissions.
4. I understand that Nightstop will follow up with me 30 days after I have been discharged from the program.
5. I confirm that I am not under the influence of drugs or alcohol and will not bring any onto the premises of the Host Home.
6. I will not bring any weapons into a Nightstop Host’s home or onto the Nightstop Host’s property.
7. I understand that some Host Homes do not permit smoking at all and others only within designated areas outside of the home. I will abide by the rules of the Host Home and will not smoke, do drugs or drink alcohol within the house at any time.
8. I will not engage in any physical interaction with the Host or other individuals residing in the home.
9. Once I arrive at the Host Home, I understand that I am not permitted to leave unless prearranged with a Nightstop Worker or if feeling unsafe.
10. I will immediately call a Nightstop Worker (between the hours of 9am-5pm) or use the on-call numbers that have been provided to me (between the hours of 5pm-9am Monday to Friday and 24/7 on the weekends) should I feel unsafe or if I no longer wish to access Nightstop for the evening.
11. I will communicate with the Host Home number provided to me should I be late arriving or if I am lost.
12. I will arrive at the Host Home within the designated time frame, will follow bed times, and will leave the house promptly at the designated time.
13. I will abide by all Host Home rules including staying out of rooms that are off limits, will respect the hosts, their property and belongings; as well as any additional house rules outlined by Nightstop Staff.
14. I will be respectful and gentle with the Host’s property and use polite and respectful language when in the Host home.
15. When outside of my designated bedroom, I will be fully clothed.
16. I understand that the Host will not enter my designated bedroom while I am residing within their home, unless I grant permission or if I’m in danger of harming myself.
17. I understand that using the Host’s Wi-Fi or computer is not permitted, unless preapproved by a Nightstop Worker and agreed upon with the host volunteers.
18. I understand that if I disclose information regarding me or someone else being in potential danger, 360°kids staff, volunteers or partners such as ROUTES drivers have the obligation to share that information as a way to keep me and others safe.
19. I will not engage in violent or disruptive behaviour towards 360°kids staff, the Host, family members or any community members.
20. I will not engage in sexual activity on the Host premises.
21. I will not share the address, pictures/videos of the home or residents, or any personal information about the hosts (during or after stay).
22. I will not invite anyone to come to the Host Home.
23. I will not come to the Host Home after my visit without permission/arrangements from Nightstop.
24. I will not vandalize the Host’s Home or the Host’s property.
25. I understand that any behavior, whether at the Host’s Home or in the community that necessitates the calling of the York Regional Police may result in a restriction from the program according to Nightstop’s Contract Violation Policy. Also be aware that this behavior may result in charges being laid.

**COVID-19**

1. I understand that it is impossible for 360°kids Nightstop to run in a way that is entirely risk-free and that by staying at a Host home, the risk of contracting COVID-19 is still possible.
2. I will practice appropriate hygiene measures whilst in placement at a Host home. This includes washing my hands thoroughly (for 20 seconds minimum with soap) when I am arriving/returning to a Host home, before and after having a meal, following use of the bathroom, and after touching high-contact areas/items such as television remotes, light switches, door handles, and pets.
3. I will maintain a minimum physical distance of 2 metres from others when staying in a Host home and will wear personal protective equipment (mask, gloves) where physical distancing is not possible.
4. I will notify the Host(s), Nightstop and/ or On-Call (during after-hours or on the weekend) if I begin to feel unwell at any point during my stay.
5. I understand that depending on the Host’s(s’) property and the comfort level of the Host(s) I am staying with, I may or may not be granted permission to leave the Host home. I understand that my ability to leave the Host home is at the discretion of the Host(s). If staying at a Host home where I am given permission to leave the home:
   1. I will respect and follow the arranged times regarding when I am to return to the home.
   2. I will respect and maintain a minimum physical distance of 2 metres from others while out in the community and meet with no more than 5 other people.
   3. I will inform the Host(s) if I will be going into someone else’s home while I am out in the community.
   4. I will avoid using public transportation if at all possible. If I must access public transportation, I will wear a face covering and use alcohol-based hand sanitizer before getting on and off public transportation. I will inform the Host(s) if I access public transportation while out in the community.

**We Want Your Feedback!**

1. I understand that Nightstop will conduct a survey prior to accessing the program, a survey before exiting the program, and survey(s) following my discharge from the program, as a way to follow up with my satisfaction and overall experience with the program.
2. I understand that the information collected on the surveys will only be used for statistical and feedback purposes, and contribute great value to the betterment of the program.

**I understand that any non-compliance or deviation from the above rules and regulations may result in restriction from the program according to Nightstop’s Contract Violation Policy.**

Youth/Guardian Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Staff Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_