



St Mary's Home

PROGRAMS AND SERVICES DELIVERY MODEL

Philosophy, Approaches, Practices and Therapeutic Services

St. Mary's Home
780 rue de l'Église
Ottawa, Ontario
K1K 3K7

Phone: 613-749-2491
Charitable Registration # 119189082 RR 0001

Website: www.stmaryshome.com
Facebook: www.facebook.com/pages/stmaryshome
Twitter: twitter.com/@stmaryshome

St. Mary's Home

St. Mary's Home is a not-for-profit charitable organization that has continuously and responsively served pregnant youth in Ottawa since 1933. Specialized community support services are provided to marginalized young pregnant people (ages 12-29), young parents and their children. The approach is holistic, grounded strength-based approaches with a strong commitment to empowering individuals and strengthening the personal resilience of each individual through a trauma-informed lens; at the same time as teaching and developing skills, knowledge and successful parenting strategies and coping skills.

The Young Parent Outreach Centre is a 'one-stop' hub of services that include health care, educational support, addictions treatment, mental health support, emergency and weekly food security services, relationship and parenting programs, all provided by community partners who support the work. More than 20 organizations are partnered with St. Mary's Home, making specialized services accessible on site. A focus on strength-based and trauma-informed approaches, along with support for positive parenting and developing healthy attachment in young children, are cornerstones of the agency.

Our Participants

St. Mary's Home serves pregnant and parenting youth (12-29 years) and their children at a young parent outreach centre.

St. Mary's Home participants present with a list of high risk factors including but are not limited to:

- Anxiety;
- Generalized Depression and Post Partum Depression;
- Suicidal Ideation/Self-Harm;
- Substance Use and other forms of addictions;
- Disordered Eating/Eating Disorders;
- Low Self-Image;
- Intimate Partner Violence;
- Emotional Regulation Challenges;
- Post Traumatic Stress Disorder/Personality Disorders;
- Unstable housing, homelessness and severe poverty;
- Child Attachment Issues;
- Behavioral and Emotional challenges from childhood or adolescent trauma; and
- Disorganized Cognitive Systems.

Criteria for Service

Participants are: 

- Pregnant or parenting youth (12-29 years) and their children (birth-6 years) are eligible for services at the Outreach Centre for:
 - Counselling and crisis support;
 - Parenting, life skills and personal development programming;
 - SafeCare;

- Addiction counselling;
 - Health care services;
 - High school credits;
 - Basic needs supports; and
 - Children’s programming to support developmental growth and assessment when needed.
- St. Mary's Home accepts participant referrals from a variety of sources including the young pregnant woman and/or young parent, their family and/or an outside professional.

Service Delivery Philosophy

St. Mary's Home believes that the best way to serve our participants is to use a strength-based and participant-centered approach while looking through a trauma-informed lens. The Centre recognizes that everyone is unique and that each participant has individual social, physical, emotional, spiritual and psychological needs. Whenever possible, and by drawing on our internal and external resources, St. Mary's Home strives to provide services that incorporate the preferences, family and community backgrounds, needs, aspirations, values and cultural beliefs of each participant.

Service Approach

St. Mary's Home sees its involvement with young parenting women and men as being on a continuum of intervention according to the complexity, severity and evolving nature of participant need. The agency takes a dyadic approach addressing both the parent and child’s mental health needs together. St. Mary's Home maintains a trauma-informed approach which integrates knowledge and skills about trauma in all of its programs, services and organizational structures.

The agency creates a physically and emotionally safe environment for participants, their children, and staff. St. Mary's Home ensures that all persons are treated with dignity and respect.

Trauma-Informed Approach/Practice

A trauma-informed approach/practice is an organizational structure and therapeutic framework we strive for that involves understanding, recognizing, and responding to the effects of all types of trauma. A program, organization, or system that is trauma-informed **realizes** the widespread impact of trauma and understands potential paths for recovery; **recognizes** the signs and symptoms of trauma in persons we support, families, staff and others involved with the system; **responds** by fully integrating knowledge about trauma into policies, procedures, and practices; and seeks to actively **resist traumatization**.

At the organizational level, trauma-informed practices provide a lens through which policies, procedures, and practices are reviewed and assessed. This includes but is not limited to the following activities:

- Organizational Planning and Performance - Strategic Planning;
- Quality Assurance – Improvement Planning and Program and Services Review and Evaluation;

- Employee Performance Development, Professional Learning, and Training;
- Volunteer Orientation and Supervision;
- Risk Management;
- Budget and Resource Allocation; and
- Community Education and Advocacy.

As a guide for our practice, the St. Mary's Home utilizes the information in the Jean Tweed Centre document: **Trauma Matters.**

Programs and Services

Staff members are trained to be trauma-informed and use this approach in conjunction with other therapeutic approaches such as collaborative problem-solving utilizing a strength-based lens as well as being attachment-informed. Based on this philosophy, St. Mary's Home takes the stance that participants do well if they can. St. Mary's Home adopts a strength-based approach using various screening and assessment measures in order to identify each individual participant's personal strengths and areas for growth.

OUTREACH CENTRE PROGRAMS AND SERVICES

St. Mary's Home Young Parent Outreach Centre has a broad range of programs and services that are delivered by community partners and agency staff. The daily programming and services cover basic needs, reflective parenting and skill development, prenatal nutrition and education, health services, addictions treatment both individually and in group sessions, support counselling, personal and reflective development, enhanced child development and life skills.

The choice of programming that is offered is determined by the availability of suitable evidence-based programs, expressed needs from the participants and observation from the multi-disciplinary staff team at St. Mary's Home. The format of programs is either parent-child joint programs focusing on interaction within the dyad or family unit or programs for parents and children offered simultaneously but separately.

Program evaluations consist of a combination of outcome-based self evaluations of increased skills and knowledge and participant satisfaction surveys. The results are shared with the program team and the Leadership Team. The participant feedback is considered in the selection of future programming.

Child Development Program

St. Mary's Home Young Parent Outreach Centre's Child Development program provides two types of programming: Parent/Child Programs and Childcare for the children of parents who are participating in our programs and services.

Programming in the Child Development Room is designed to foster positive outcomes and support nurturing relationships between children and parents. It is based on positive parenting and promoting healthy infant/early attachment through role-modeling and information sharing.

Two Registered Early Childhood Educators are involved in program delivery and one Registered Child and Youth worker to assist / encourage / support youth parents. Staff use screening and assessment tools for early identification of infants and children who might be at risk of developmental delays. Referrals to appropriate outside agencies are completed when required and agreed to by the parent.

Infant and Early Mental Health (IMH) Services

Infant and early childhood mental health, sometimes referred to as social and emotional development, is the developing capacity of the child from birth to five years of age to form close and secure adult and peer relationships, experience, manage and express a full range of emotions, and explore the environment and learn – all in the context of family, community, and culture (Cohen, Oser & Quigley, 2012, pg. 1). Secure infant-caregiver attachment develops when the parent/caregiver responds to the child's distress in a sensitive and consistent manner. St. Mary's Home provides infant and early mental health and attachment programming in group and individual formats. Two evidence-informed, attachment-based parenting programs, one for infants 0-1 year and another for toddlers 1-to-3 years of age are offered. The programs provide effective infant and early childhood mental health prevention and intervention strategies. Modified Interaction Guidance (MIG) is provided. More information on this below under Counselling.

Counselling

Rideauwood Mental Health and Addictions Counselling

Mental Health and Addictions Counsellors at St. Mary's Home use an eclectic approach to treatment that is tailored to meet the individual needs of each participant. When working with participants who have substance abuse issues, including concurrent disorders, we adopt a harm-reduction approach. Counsellors at St. Mary's Home use various research-based, evidence-informed assessment tools to guide their practice when helping participants move through the process of change.

Aligned with our trauma-informed approach to service, our Mental Health and Addictions Counsellors are trained to conduct trauma specific work and use a variety of treatment approaches including but not limited to:

- Motivational Interviewing Techniques;
- Therapeutic Approaches (Emotional Focus Family Therapy – SU and ED, Cognitive);
- Behavior Therapy, Solution Focused Therapy, Acceptance Commitment Therapy, Compassion Focused Therapy; and
- Mindfulness Based Approach.

Short-Term Solution Focused Counselling

With the strength-based philosophy of St. Mary's Home, participants are seen as the experts in their lives so Solution Focused techniques are used when counselling is needed. The focus is on the participants strengths and resiliency while looking at the presenting problem as having a solution, and exploring the steps needed for change. The participants inner resources are explored and what needs to be done differently so change and solution can be obtained. Solution focused short-term counselling is effective with our participant population.

Participant-Centered Approach

Participant-Centered Principles for Service Delivery

1. Participants are active in as many aspects of their experience at St. Mary's Home as possible;
2. Participants are extended the opportunity to take part in the programs and services offered by staff at St. Mary's Home Young Parent Outreach Center, including parenting counselling, attachment counselling, personal development psycho-educational groups, specialized reflective therapeutic groups, individual counselling for daily living barriers with a solution-focused intervention, and attachment-informed parent-child relational groups;
3. Participants receive an orientation that includes a copy of "participants rights and responsibilities";
4. Respect for privacy and confidentiality is maintained in accordance with the St. Mary's Home privacy policies;
5. Participants are asked to provide input and make decisions and/or choices about the services and support they receive within the limits set by the program and delivery framework at St. Mary's Home;
6. Accommodations are made, when necessary, to ensure that the participant understands the services offered including communicating such information in a manner that is understandable by the participant (language, physical challenges, developmental/emotional delays, etc.);
7. Barriers to services are minimized as much as possible based on available internal resources and external support;
8. Participants have the right to withdraw from services at any time during their participation in programs or services; and
9. There is a clear path for participants to make complaints and St. Mary's Home uses this information, when applicable, for continuous improvement.

Participant Rights and Responsibilities

St. Mary's Home supports diversity and strives to be sensitive to race, culture, ethnicity, gender, age, abilities, religion, and sexual orientation. Flexibility is a key element for our success in providing a physically and culturally safe place for our participants. During intake, participants are made aware of their rights including the risks and benefits associated with accessing programs and services at St. Mary's Home.

Indigenous Programs and Services

Participants are afforded the opportunity to self-identify during the intake process. In keeping with our Service Delivery Philosophy, Indigenous persons are treated with respect and dignity and St. Mary's Home strives to ensure that their experience is culturally safe by respecting their beliefs, values, history and politics. St. Mary's Home is committed to improving cultural competence by providing pertinent information and relevant training to staff.

Privacy

Recognition is given to the fact that participant records are legal documents and are an integral part of service delivery. At the same time, St. Mary's Home ensures that participant confidentiality and privacy are respected and that written and spoken information is protected. The acquisition and retention of relevant participant information is essential to fulfilling the legal, professional, City of Ottawa and Ministry of Children and Youth Services requirements. We recognize each participant's rights to privacy, dignity and confidentiality in all aspects of their life. Participant information is collected and only shared in accordance with the St. Mary's Home privacy policies.

Orientation

Participants are provided with an orientation of St. Mary's Home at the start of service. Orientation includes but is not limited to:

- An introduction and explanation of various departments in and programs and services offered by St. Mary's Home;
- A tour of St. Mary's Home;
- An explanation of the participant's rights and responsibilities and risks and benefits;
- An explanation of their right to privacy and use of personal information;
- An intake meeting with the Intake Counsellor, or Case Manager and
- Appropriate referrals are made based on the assessments or self-identified needs at intake to counselling, programs and services (community partners supports) to address but not limited to Mental Health supports.

At this time, participants are also provided with a Child Development Program brochure, Programs and Services Handbook and privacy information. A Participant Orientation Checklist is completed and signed off by the Intake Coordinator and/or Case Manager. All documents are written in an easy to understand format. Participants are required to sign an Orientation Checklist indicating that they have received orientation. The checklist is maintained in the participant's record. Accommodations are made where possible, to provide this information in a language and/or format that is understandable to the participant.

Accessibility of Service

St. Mary's Home makes every effort to remove barriers to service for its participants. The Multi-Disciplinary Team explores various strategies to accommodate participant needs and individual circumstances such as: child custody arrangements, daily living challenges like housing, poverty, identification recovery, child access and custody concerns, transportation, scheduling conflicts, literacy and mental health needs. Communication is important and St. Mary's Home strives to ensure that the information shared with participants is understood by them. St. Mary's Home complies with the "Accessibility for Ontarians with Disabilities Act (AODA), 2005".

Referrals

At the time of intake, St. Mary's Home will direct participants seeking service to the most appropriate resource whether it is internal or external. An active referral to French Language services will be made and an effort made to find services for those needing language services other than French and English.

Participant Voice

As part of our service delivery model, St. Mary's Home recognizes the importance of participant feedback. Participants are issued a program effectiveness survey at the conclusion of each program cycle. In addition, a participant satisfaction survey is issued annually to collect feedback from all participants regarding the programs and services provided by all departments at St. Mary's Home. The results are used to inform program reviews and evaluations as well as to identify any gaps in service and/or programming for future planning.

Continuous Improvement

As part of the delivery of service model, St. Mary's Home is committed to quality assurance and the ongoing improvement of its programs and services. The agency has a comprehensive process for quality improvement that involves the collection and analysis of data that may include: environmental scans, third party research, current research on evidence-informed leading practice, information from the participant database, community, staff and participant feedback, observations and focus groups. Data is used to inform the planning, review and evaluation of programs, services and practices.

Definition of Terms

Infant and Early Childhood Mental Health: Infant and early childhood mental health, sometimes referred to as social and emotional development, is the developing capacity of the child from birth to five years of age to form close and secure adult and peer relationships, experience, manage and express a full range of emotions, and explore the environment and learn all in the context of family, community, and culture (Cohen, Oser, & Quigley, 2012, pg. 1).

Mental Health: Mental health is defined as a state of well-being in which every individual realizes their own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to their community (World Health Association, 2014).

Substance Abuse: Substance abuse refers to the harmful or hazardous use of psychoactive substances, including alcohol and illicit drugs. Psychoactive substance use can lead to dependence syndrome - a cluster of behavioural, cognitive, and physiological phenomena that develop after repeated substance use and that typically include a strong desire to take the drug, difficulties in controlling its use, persisting in its use despite harmful consequences, a higher priority given to drug use than to other activities and obligations, increased tolerance, and sometimes a physical withdrawal state (WHO, 2016).

Concurrent Disorders: Concurrent disorders describe a condition in which a person has both a mental illness and a substance use problem. This term is a general one and refers to a wide range of mental illnesses and addictions. For example, someone with schizophrenia who abuses cannabis has a concurrent disorder, as does an individual who suffers from chronic depression and who is also an alcoholic. Treatment approaches for each case could be quite different (Canadian Mental Health Association, 2016).

Trauma-Informed Care/Approach: A trauma-informed approach/practice is an organizational structure and treatment framework that involves understanding, recognizing, and responding to the effects of all types of trauma. A program, organization, or system that is trauma-informed **realizes** the widespread impact of trauma and understands potential paths for recovery; **recognizes** the signs and symptoms of trauma in persons we support, families, staff and others involved with the system; **responds** by fully integrating knowledge about trauma into policies, procedures, and practices and seeks to actively **resist** traumatization.

Collaborative Problem Solving (CPS): Collaborative Problem Solving is an innovative approach to understanding and helping young people with behavioral, social and emotional challenges. CPS is increasingly recognized as a leading practice model in a range of children and youth programming. Collaborative Problem Solving focuses on building helping relationships and teaching problem solving skills. CPS is founded on an understanding that children and adolescents want to do well if they can, but, at times, do not know how because they may lack the skills to engage in healthy adaptive behavior. Intervention and treatment based on CPS are aimed at giving young people the tools to fulfill their

natural desire to succeed by helping them develop a range of possible adaptive solutions. Continued training of staff with these approaches can be ongoing as needed.

St. Mary's Home Centre Policy and Procedures

The following St. Mary's Home Policies and Procedures provide procedural information related to St. Mary's Home Program and Services Delivery Model:

Human Resources

Anti-Discrimination

Anti-Racism, Diversity and Inclusion

Workplace Harassment, Sexual Harassment, and Violence

Privacy

Collection, Use, and Release of Personal Information

Confidentiality of Client Information – Client Files/Records

Privacy of Personal Health Information

Use of Client Information in Public Relations Activities

Breach of Privacy of Information

Quality Assurance

Programs and Services Review and Evaluation

Strategic Planning and Quality Improvement Planning