



January 14, 2016

Andrea Brittin  
Chief Executive Officer  
Ranch Ehrlo Society  
North of TransCanada HWY #1; east of HWY 362

Legal land description: NW SEC 21 TWP 17 RG 18 W2  
Pilot Butte, SK S0G 3Z0

Dear Ms. Brittin:

It is our great pleasure to inform you that the Council on Accreditation (COA) has approved the accreditation of **Ranch Ehrlo Society** through **November 30, 2019**. Let me again say how significant this achievement is! It represents the fulfillment of countless hours of hard work and the dedication of many people—most notably your staff and the members of your board and/or leadership. Please extend my congratulations to them.

This formal notification includes a list of programs and services for which **Ranch Ehrlo Society** is accredited, as well as your Final Accreditation Report (FAR). A plaque attesting to your agency's accredited status will be sent to you shortly.

Your Final Accreditation Report (FAR) is an important and incredibly valuable document. It contains the observations and recommendations of your Peer Reviewer colleagues based on your self-study and site visit. In essence, the FAR provides a unique view of your organization as seen through the eyes of highly experienced professionals. In it you will find a copy of the full accreditation ratings for all Purpose, Core, and Practice standards, identifying the Fundamental Practice standards. It may also contain any noted organizational strengths and areas for opportunities.

Please refer to the Promotional Tool Kit web page to find resources that can assist you with leveraging your organization's COA accreditation to internal and external stakeholders.

Private: <http://coanet.org/accreditation/private-organization-accreditation/promote-your-accreditation/>

Public: <http://coanet.org/accreditation/public-agency-accreditation/promote-your-accreditation/>

Canadian: <http://coanet.org/accreditation/canadian-organisation-accreditation/promote-your-accreditation/>

At the very least, however, we recommend that you provide relevant excerpts to those members of your staff who are directly responsible for the respective findings. Should you do so, please explain that the report is intended to be *constructive*, and that the goal is to provide specific, tangible examples of how they can make your organization even stronger and even better.

**Richard Klarberg**  
President & Chief Executive Officer

**Markus Trice**  
Chair, Board of Trustees

#### Sponsoring Organizations

Alliance for Children and Families  
Association of Jewish Family and  
Children's Agencies  
Catholic Charities USA  
Children's Home Society of America  
Child Welfare League of America  
Foster Family-based  
Treatment Association  
Joint Council on International  
Children's Services  
Lutheran Services in America  
National Council For Adoption  
National Foundation for  
Credit Counseling  
National Network for Youth  
National Organization of State  
Associations for Children  
Volunteers of America

#### Council on Accreditation

45 Broadway, 29th Floor,  
New York, NY 10006  
212.797.3000  
Fax 212.797.1428  
[www.COAnet.org](http://www.COAnet.org)

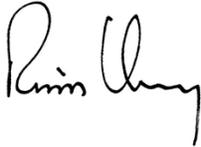
Having said that, you should know that those ratings for which you did not demonstrate implementation should be addressed through your PQI process.

Even though they did not require correction in order to achieve accreditation, they will be made a part of your file and reviewed during your next accreditation cycle. Remember, COA accreditation is not an end in and of itself. Rather, it is a process by which your organization can consistently strive for and achieve new levels of excellence.

Finally, let me say that your relationship with COA does not end with this letter. Ours is a partnership. As such, I would ask that you feel free to share with me your ideas and concerns. Additionally, please feel free to contact Christina Byrne, Senior Director of Accreditation Programs, either by email at [cbyrne@coanet.org](mailto:cbyrne@coanet.org) or by telephone at 212-797-3000, extension 280, if you have any questions. Together we can enrich the lives of children, individuals, and families in need everywhere.

We are proud to be associated with you and your colleagues. We wish you the very best in your continuing service to persons in your community. *That is the power of accreditation.*

Sincerely,

A handwritten signature in black ink, appearing to read "Richard Klarberg". The signature is fluid and cursive, with the first name being more prominent.

Richard Klarberg  
President and Chief Executive Officer

Attachment



## Organizational Strengths

**Ranch Ehrlo Society  
Organization ID# 353**

### Administrative and Management Standards

Ethical Practice (ETH), Financial Management (FIN), Governance (GOV) or Administration & Management (AM) (for Public State Systems), Human Resources (HR), Performance and Quality Improvement (PQI), Risk Prevention and Management (RPM)

- CA-ETH The organization has earned the trust of the Ministry, referral agencies, the community and the individuals and families served through honest and responsible transactions partnerships and relationships. Examples include written and verbal communication with parents whose children attend the Ehrlo Early Learning Centres, therapeutic relationships with the youth in the group homes and residential treatment centres and among the staff themselves.
- CA-FIN The organization demonstrates sound financial management practices throughout all levels of its depth and breadth. This includes budget development and review, as well as approval of the budget by the governing body. There is an Audit committee of the Board and the management letter recommendations are implemented in practice. Strong internal controls exist in the finance department's AP/AR areas.
- CA-GOV Sound governance is conducted by a knowledgeable and seasoned Board that is representative of the various communities served. A clear, comprehensive strategic plan which embodies the vision, mission and values of the organization guides its work with children, youth and their families.
- CA-HR The HR department recognize that updating HR systems will assist with the growth of the organization. The department communicates with the Board of Directors and is fully supported in its efforts of growth for an efficient organization.
- CA-PQI The organization has already updated policies and procedures where needed as a result of the PQI data reports and significant changes have been implemented. The organization is conscious and receptive to the value of the PQI statistics to implement all required changes.
- CA-RPM The organization has developed a method for keeping the renewal for fire/risk

maintenance and safety standards to be checked up in a systematic schedule to prevent falling out of compliance.

### **Service Delivery Administration Standards**

Administrative and Service Environment (ASE), Behavior Support and Management (BSM), Client Rights (CR), Training and Supervision (TS)

- CA-ASE The Ranch has an extensive, well staffed and comprehensive preventative maintenance program. The program utilizes contractors who have proven themselves to offer quality services. The request system is well thought out and useful to the managers. Many repairs are done by the staff. All tracking is completed by the office and they ensure that things are done on a regular basis.
- CA-BSM The organization fosters a very nurturing environment in working with youth. Its culture, philosophy, policies, procedures and practices support a positive approach to behavior management. An initial individual crisis management plan for each youth was established by clinical staff upon admission. All staff are trained in therapeutic crisis intervention to perform a physical restraint when needed. Upper management staff review critical incidents regularly to monitor and work toward minimizing incidents.
- CA-CR The organization values and respects all cultural backgrounds and expects all staff to embrace these differences. The Ranch has worked on an ongoing process to improve informed consent. Many young people did not understand why they were placed at the Ranch and how long they would need to stay. By designating a day that conferences are held allows the ministries to plan and schedule to attend. Client rights and responsibilities are comprehensive, understandable and well presented. Clients are given information about why they are at the Ranch and what they have to do to leave.
- CA-TS The organization has a very comprehensive training program that is relevant to each position within the organization. All staff receive CORE training and then training in their individual positions.

### **Service Standards**

- CA-CSE Counseling services at the Ranch and at the outpatient location are carried out by a variety of counselors from many disciplines and cultures that allow them to provide the community with individual, couples, family and substance abuse. The counselors are dedicated to the Ranch and their clients. Supervision and record reviews happen frequently.
- CA-DDS The passion and commitment of the staff is commendable. The individualized client's service plan is thorough to satisfy client's needs, and a humanistic approach shows its results in clients' adaptation and behavior.

- CA-ECE Dedicated leadership and a strong curriculum based on a solid foundation of early childhood education was observed. In addition, excellent communication with the families was noted through interviews and materials reviewed both in the self study and on site, such as newsletters, monthly calendars, etc. The children were happy, enthused, well cared for and the learning environment energetic, with student/teacher ratios consistently within or exceeding standards.
- CA-EES Experiential based education provides opportunities led by skilled, compassionate staff for children and youth to engage in meaningful relationships with one another, their environment and their counselors, teachers and caregivers. Risk is mitigated through careful planning, excellent well maintained equipment and in the case of equine experiences a healthy well cared for herd. These activities are integrated into the overall treatment approach to enhance service plan outcomes.
- CA-FKC The program has a unique feature that requires one parent to stay home full time, which in turn offers support to very fragile children in care. The module is family centered and meets the needs of the children and entire family. It also partners with families to assist with incorporation to act as a business partner rather than a contractor.
- CA-FPS Both Programs (FTP & IFPS) utilize creative ways to support families to reduce out of home placements long term.
- CA-GLS The organization's philosophic values, beliefs and principles create a caring, nurturing, home-like living environment for youth in the program. Staff serve as positive role models, teaching life skills and building coping skills for youth. In addition, clinical staff onsite provide therapeutic services along with clinical assessments to better serve youth. The organization's innovative, experiential education (e.g. equine therapy, camping, and canoeing) are unique ways for transformation and enrich youth's experience.
- CA-RTX The organization staff follows the mission of its founder, "To provide quality services to vulnerable youth...". The mission is fulfilled consistently throughout the organization's ten plus residential treatment homes. The clinical staff are highly qualified by their degree, training and experiences in working with youth. They are knowledgeable, insightful and skillful in providing individualized, cultural sensitive treatment. The organization utilizes various clinical diagnostic and educational assessment tools to provide benchmark for specialized individual service planning. All support staff are nurturing, respectful, caring and dedicated to the well-being of the youth. The quality of care is excellent, the enthusiasm of staff is contagious and most of all, the therapeutic relationship was evident by the interactions between youth and staff.
- CA-SA The organization provides a comprehensive assessment and individualized service plan based on individual's strengths, unique issues and family dynamics. Clinical staff focus on root cause of substance use and relapse prevention. Staff are qualified by education, experience and specialized training on substance use and abuse. Psychiatrists and psychologists are available and onsite for regular consultations. Staff make efforts in exploring community resources and connect youth with needed resources in preparation

for their transition to the community or back home.

CA-VOC The strength of this standard is in the outcome of the individualized educational plan for each client. The progress in behavior and motivation to continue learning is evidence. According to interviews with family members and clients, they were very grateful and appreciative for their members progress.