



Ranch Ehrlo Society

Ranch Ehrlo Society family handbook



Welcome!

Welcome! This booklet is a summary of the information that you need to know about your family member's stay with Ranch Ehrlo Society (the Ranch).

We would like to acknowledge that our campuses are on the traditional lands, referred to as Treaty 4 and Treaty 6 Territories and the homeland of the Métis Nation. We pay our respect to the First Nations and Métis ancestors of these places and reaffirm our relationship with one another.



Pilot Butte campus

Working together

We all need to work together to make your family member's stay with us successful. You can help with your family member's treatment by supporting this placement. If you are knowledgeable about our services, and if you feel this organization can help your family member, be sure to share your thoughts with your family member. Your support will help your family member achieve his or her maximum potential.

If you have questions about any of the information that is found in this booklet, please make sure that you talk to your family member's unit manager or caseworker, or any of the other staff that work with your family member. We will be happy to explain anything that is unclear.

Our main telephone number is 306-781-1800. Please feel free to call us, as we want to hear from you. Our office hours are Monday to Friday from 8:30 a.m. to 4:30 p.m. If you call outside these hours, please leave a message and someone will call you back the next working-day. You should also have a Ranch person assigned to you at intake. We encourage you to reach out to that person when ever you have questions. We also encourage you to share your ideas, thoughts, and feedback.



Buckland campus, outside of Prince Albert

A bit of background

We deliver a wide range of treatment, mental health, and developmental services across Saskatchewan. Our services are not just for youth, we also have programs for families, adults and youth with developmental disabilities, and a wide range of community services for people in need.

We have campuses near Pilot Butte, outside of Saskatoon, and Prince Albert. We also have houses in Regina and Prince Albert.

The Ranch is always looking for ways to make things better, and is always willing to start new programs when they are needed. We really want to hear your ideas.

Our mission

To provide quality preventative and restorative services to, and advocacy for, vulnerable individuals and families through highly engaged and professional employees.

Our vision

We envision communities where all individuals and families achieve their full potential.



Corman Park campus, outside of Saskatoon

Program philosophy

We are guided by the CARE model, Children And Residential Experiences: Creating Conditions for Change, which is a program aimed at improving our already impressive services for children and youth in care.

Treatment at the Ranch is based on the six guiding principles: developmentally focused, family involved, relationship based, trauma informed, competence centred, and ecologically oriented.

The Ranch acknowledges and protects the rights of your family member to his or her own culture, including the customs, beliefs, and practices that make up that culture; we make every effort to design programs and services to make the participants living with us feel comfortable.

The Ranch celebrates the culture of all participants and recognizes the importance of heritage, regardless of race, creed, colour, gender, or sexual orientation.

This respect for your family member and his or her culture extends to religious and spiritual beliefs. Every participant who was active in a church or a particular spiritual community, or anyone who wishes to do so after coming into the program, is encouraged to do so. We will provide supervision and transportation to and from the church, reserve, or other place of worship within limitations of distance or other logistics.

Your family member is also provided with opportunities to participate in a variety of spiritual ceremonies such as sweat ceremonies, pipe ceremonies, and the burning of sweet grass ceremonies. Participants are also encouraged to talk with elders and advisors, who can help them to build a strong spiritual and cultural foundation. All of the above involvements are encouraged when approved by the parent/guardian.

Treatment

Treatment at the Ranch is many things, including education, problem solving, recreation, work, and counselling.

Education

Many participants have had trouble in school before coming to the Ranch. We know that everyone learns in different ways. Our teachers are trained to find out the best way for everyone to learn.



lunch program at one of the vocational programs

Your family member will be evaluated at one of the Ranch's education facilities where an Individualized Education Plan (IEP) will be developed just for him or her. We have found that an IEP greatly increases the chances for success at school because the plan is made with your family member's strengths and weaknesses in mind.



science fair at Schaller school

Most youth who come to the Ranch will start school at one of our schools on one of our three campuses (Schaller Education Centre, Ellen Gunn Education Centre, or Hansen Education Centre). These schools are designed to prepare participants for future school placements.

As your family member progresses and he or she is more stabilized, your family member will be moved to a Ranch classroom in one of the mainstream schools. All of our in-town classrooms are under the supervision and direction of a Ranch education staff member. This is where your family member can begin to adjust to what will be expected in a regular school setting.

A variety of vocational learning opportunities are also provided to participants including supported employment training, life skills, and technical training.

Work

Work placements at the Ranch vary, depending upon the participant's age and skills. Work may be doing some household chores, like drying dishes or sweeping the floor. For others, work may be a paid part-time job.



Recreation

Recreational programs such as tobogganing, floor hockey, camping, or a trip to the beach, are all part of our treatment program. They help participants develop healthy relationships with staff and other youth/adults in the program.

We also do group learning activities in the evening such as:

- Crafts and art workshops
- Gym night
- Ranch Ehrlo powwow, drumming and singing club
- Equine therapy
- Special Olympics
- Sports and activity programs
- Art-based services
- Therapeutic camping



Counseling

Therapeutic services are offered in all environments, meeting participant's care needs, and identified reasons as to why they are here. It is important for your family member to talk or write about their thoughts, feelings, and behaviours. This can be a

creative, fun, and collaborative process and is offered through the following treatment services:

- groups/circle time/journaling
- one-on-one talks with a staff
- case work
- IT (intensive therapy)
- goal setting and goal reviews



Our professional clinical team also make sure that there is good communication between the Ranch, you, your family member, and the referring agency. Psychiatric consultation and psychological services will also be provided to your family member, if needed.

We also have specialized programs that address the needs of young people and adults. In addition to speech and language therapy and occupational therapy, we also have music, drumming, art, exercise, and other forms of expressive therapies to help your family member express his or her needs and grow.

Problem solving

In any living arrangement and life in general, problems arise. We will focus on teaching pro-social adaptive, problem solving skills to replace some of the harmful behaviours which your family member may have previously used. Staff will try to help them make a better choice by:

- talking with your family member
- doing an activity
- helping them find a safe place
- engaging them in a preferred coping activity



Our staff

Our staff are good people who genuinely want to help your family member. All participant treatment plans will be lead by a master's prepared clinician. All Ranch staff receive training on a regular basis and are trained in ways to help when youth and adults are in crisis. The following is a list of the specific certification requirements that we have for our staff:

CPR and first aid certification

CPR and standard first aid certification is a requirement for all Ranch staff who work directly with your family member.

Therapeutic crisis intervention (TCI)

All staff are trained in TCI, which is a way of training staff to focus on providing safety and support, and to teach your family member more effective ways to cope with stressors and emotional pain in their life.

CARE training

Every staff member received a minimum of 40 hours of CARE (Children And Residential Experiences: Creating Conditions for Change) training which improves services for youth and adults in care.

Bronze medallion certification

At least one supervising staff member at the group home must have bronze medallion certification for all programs involving swimming, canoeing, or boating.

Safe food-handling certification

Safe food-handling certification is a requirement for those staff that make meals for your family member. This ensures that your family member's meals are healthy and safely prepared.



Family involvement

One of the main goals of treatment at the Ranch is to return participants to their communities as soon as possible. We will work in partnership with you and your extended family to make this happen.

We know that family-ties really strengthen the effectiveness of social treatment, so the more that you and other members of your family can stay involved with your family member's treatment, the better the chances are for success.

Keeping in contact with your family member while in treatment is very important, regardless of how this is done. Family members are welcome, but you should make arrangements in advance so that we can make sure that your family member is at home when you come.

There are a number of ways for you to stay involved and help in your family member's treatment, including:

Home and family visits

Holiday and weekend visits are arranged throughout the year, depending upon the location of your home and other family considerations. If you live too far away for your family member to visit on a regular basis, we can work together to find other relatives or family members within the local area, and arrange for your family member to have visits with them. We encourage you to call ahead to let us know they will be coming; we can then make sure your family member will be home,



Our family house, McNamara

since many of our activities occur within the community.

McNamara House, located on the Pilot Butte campus, is a home that you and other members of your family can stay while visiting your family member at our Pilot Butte campus. There is no cost to stay here, but you must call in advance to book.

Communication with the family

Each house has a computer and most have tablets too for you to video conference with your family member under supervision. The telephone is available to you. Our participants are also encouraged to use social media to connect with their family in a positive way.

Family events/annual events

You and your family member are encouraged to attend workshops, family days, and family camps so that you can have fun together. The Ranch also holds major events throughout the year. Some of these activities are the holiday gatherings, Awards Night, our powwow, and the Three-Mile Race. You are invited to these events.



Planning conferences

Quarterly planning and three-way conferences are really important. We will work with you and your family member to go over how they are doing in their program. Together we will plan the next steps of their treatment, and look at possible future living arrangements.

Keeping your family member safe

We believe that participants are responsible for their behaviour. But we understand that it can be hard to keep emotions and thoughts under control at all times. If something happens where they are hurting themselves or others, we may:

Escort them - staff will hold their arm(s) and take them to a new location

Restrain them – staff will sit behind or beside them and hold their arms or hold them on their stomach on the ground

This will only happen in emergency situations and only to make sure that your family member and others are kept safe. If this does happen, it won't be a secret. We will talk about it with you, your family member, and worker.

Participants have a voice

There are a number of ways that your family member can have input into what happens at the Ranch while living here.



Participant surveys

At least twice a year participants will be interviewed privately. This will be an opportunity to share your thoughts about living at the Ranch.

Participant council

There are four councils at the Ranch: Pilot Butte/Regina, Buckland/PA, Corman Park, and adult council.

These councils meet to plan activities, give feedback, and to suggest improvements that will make your stay at the Ranch even better.



We want you to be happy. What if you're not?

Most issues or concerns can be addressed by talking and problem-solving with staff. We have a Grievance Policy that will be explained to you when your family member moves to the Ranch. Whichever option you take, we will work with you to resolve it.

If you, or your family member, feel that we have not dealt with your complaint, you are encouraged to talk to the Saskatchewan Advocate for Children & Youth. Their job is to make sure that your family member's rights and interests while at the Ranch are not being violated in any way.

1-800-322-7221
Saskatchewan Advocate for
Children & Youth

Confidentiality

Being at the Ranch is nothing to be embarrassed about but during your family member's stay at the Ranch, a lot of information will be shared. We make sure that this information is protected.

Information about participants is sometimes shared with other professionals so that we can better help them. Reports are also

shared with their worker so they can make sure that they are doing well.

Sometimes, criminal offenses and threats of harm to themselves or others must be shared. They will be told if this happens.

Participant's file

When your family member comes to the Ranch, a file is opened and updated so they receive the best treatment possible. Only staff can see the file. If the participant wants to look at their file, we can arrange that. If there is information in the file that they believe is wrong they can ask that it be corrected. When they leave the Ranch, the file will be closed and secured.

Pictures and/or videos

If pictures or videos are taken of your family member, they can't be shown outside of the Ranch without the permission of you, your family member, and/or your worker.

Medical information

While your family member lives at Ranch Ehrlo we will take care of them and make sure all their medical needs are met.

They will only be given medication prescribed by a professional. They have the right to refuse medication. We recommend speaking with their caseworker and doctor about changing medications if concerns arise.

Their rights



While in our care, your family member has the following rights:

The right to know why they have been placed at the Ranch, how long they will be staying and the programs that they will be involved in during their stay.

The right to ask about the plans and decisions if they feel that they are not right for them.

The right to know that what they say is confidential, except for information that we must tell others to keep them safe. The worker that referred them will be told about things that have seriously affected them and may affect other members of your family. We want everyone who stays at the Ranch to be safe.

The right to have good food, clothing, shelter, and medical services.

The right to refuse to participate in parts of the treatment services they are not comfortable with and to refuse to take medication.

The right to visit their family in their group home or in another place that is agreed upon, possibly with one of their workers, unless visiting would be harmful.

The right to accept or refuse visits from their family or loved ones.

The right to use and have a safe place to keep their personal items unless these things could hurt them or others.

The right to have privacy, except when there is reason to believe that they are doing something that would hurt them, is against the law, or is dangerous to them or the others living or working in the home.

The right to send and receive mail and social media messages,



except to and from those people who are not good for them.

The right to earn and spend money (within the rules of the Ranch).

The right to express their religious or spiritual beliefs.

The right to use their personal electronic device in positive ways.

Their responsibilities

While living at the Ranch they will have the following responsibilities:

Learning the expectations of the Ranch and living with these rules.

Accepting responsibility for their behaviour and try to work out problems with the help of the staff.

Developing healthier behaviours for problem solving.

Living a substance-free life.

Fostering healthy relationships with peers.

Ensuring nothing harmful comes into their group home.

Conclusion

Once again, we want to warmly welcome you and your family member to Ranch Ehrlo Society. Together, we can help your family member reach his or her full potential!



Your questions?



Ranch Ehrlo Society