

# **Ranch Ehrlo Society**



**Parent/guardian handbook**



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## Introduction to the parent/guardian handbook

Welcome! This booklet is a summary of the information that you need to know about your family member's stay with the Ranch Ehrlo Society (the Ranch). The policies in this handbook have all been shortened from their original form. If you would like to see the original policies please ask us and we will be happy to provide them to you.

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. Being familiar with our programs, services, and policies will be a great start. During your family member's stay with us, he or she will look to you for direction and guidance. 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, because we want you to feel confident about your family member's stay with us.

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 a.m. to 5 p.m. If you call outside these hours, please leave a message and someone will call you back the next working-day. You will also find lots of information about our programs and services on our web site [www.ehrlo.com](http://www.ehrlo.com).

## A bit of background...

The Ranch is a non-profit organization that was started in 1966 by Dr. Geoff Pawson. It was named after Cliff and Julie Ehrle, who owned the original property and whose efforts were very helpful in starting the Ranch. The Ranch started as a single residential unit for six troubled boys; it has now grown into a highly specialized residential, family, and community-based agency that helps children, youth, adults, families, and communities.

The Ranch has residential and education programs at its Pilot Butte campus, in the City of Regina, at its Corman Park campus outside the City of Saskatoon, at its Buckland campus outside the City of Prince Albert, and in the City of Prince Albert.



Pilot Butte campus, located 15 minutes east of Regina.



Buckland campus, located 20 minutes north of Prince Albert.



Corman Park campus, located 15 minutes north of Saskatoon.

ection on the way



the Ranch operates. Community advisory committees also help the Ranch make sure that it is meeting the needs and addressing the concerns of the community.

The Ranch is accredited by the Council on Accreditation; this is an international standard-setting body that ensures that the children who live here are being treated in a fair, respectful, and therapeutic manner. It also ensures that the treatment your family member receives at the Ranch follows best-practice guidelines.

The Ranch is always looking for ways to make its programs better and is willing to start new programs when the needs of the community are not being met. In this way, the Ranch continues to meet the changing needs of today's children and youth, as well as the changing needs of the various communities throughout Saskatchewan and beyond. If you have any suggestions about additions or changes to our current programs, please let us know. We want to hear from you!



american  
association  
of children's  
residential  
centers

### **Mission, vision, and culture**

The **mission** of the Ranch Ehrlo Society is to provide a continuum of quality preventative, restorative, and advocacy services, promoting the well-being of individuals, families, and communities through the elimination of abuse, neglect, addictions, and violence, in Saskatchewan and beyond.

The **vision** of the Ranch Ehrlo Society is we envision communities where all individuals and families achieve their full potential.

The **culture** at the Ranch Ehrlo Society builds and maintains services founded on respect, caring, and nurturing for individuals and families; recognizes the dignity, value, and personal worth of



all people; creates opportunities for people to reach their full potential through a continuum of practical programs of support, counselling, and training; provides advocacy on behalf of individuals, families and communities with all levels of government; and, builds and maintains high levels of competence within the organization through leadership, training, and experience.

## **Program philosophy**

The philosophy of the Ranch is one of “social nourishment” and looks at your family member’s social, psychological, and physical well-being within a culturally sensitive environment. The Ranch’s programs are community-based wherever possible; they are designed to address the specific needs of the residents living within one of the many homes. The program uses relationship and therapeutic supports as part of the nurturing process. The programs build on a balanced perspective that includes work, education, recreation, and therapy.

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 residents living with us feel comfortable.

Voluntary cultural programs include the Ranch Ehrlo Pow wow and drummers and singers group, aboriginal arts and crafts programs, talking circles, and Cree language instruction as well as a wide range of other cultural activities. The Ranch celebrates the culture of all residents 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 resident 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. Workers at the Ranch 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. Residents 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.



## Notes and questions:

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## Family involvement

One of the main goals of treatment at the Ranch is to return residents to their communities as soon as possible. Since the placement at the Ranch is temporary, we strongly believe that it is very important that we work in partnership with you and your extended family.

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. Visits from family members are welcomed. Family members are encouraged to call ahead to let us know they will be coming; we can then make sure your family member will be home, since many of our activities occur within the community.

### **McNamara House/family suites**

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. All of the newer group homes also have family suites located on the lower level. There is no cost to stay at any of these places, but you must call in advance to book them.



McNamara House,  
located on the Pilot  
Butte campus

### **Communication with the family**

#### **Telephone contact**

The telephone is always available to your family member, and he or she has the right to make and receive personal calls in private, as well as to make and receive local and/or long distance calls to you or other family members.

#### **Letter writing**

Your family member will be encouraged to maintain contact with family and friends through the mail and will be provided with writing materials and postage stamps. The staff will also help your family member write the letters, if needed. Often children like to draw pictures of the things they are doing at the Ranch and these drawings can be sent home with the letters.

There is no screening of mail coming-in or going-out of the group home. In rare cases, we may ask



that mail or parcels be opened in front of staff if there is reason to believe that harmful items (like drugs) are being sent.

### **Social media**

With permission and supervision, you may also connect with your family member using social media such as facebook, email, skype, and twitter.

### **Family workshops/family camps**

You and other members of your family are encouraged to attend and participate in a variety of educational workshops, family days, and family camps that are put on by the Ranch throughout the year. These events are designed to provide you with information and support, but they are also designed so that you and your family member can have fun together. Attending such events is also a good way for you to show your family member that you support his or her placement at the Ranch and that you really want them to learn better ways to problem-solve and deal with their feelings and emotions.

### **Annual events**

The Ranch holds a number of major events throughout the year, including youth Christmas parties, three-mile races, and awards nights. We would like you and other members of your family to attend these events. Food is always served and those attending have lots of fun. The children actively participate in all these events providing entertainment for all in attendance.



The annual awards night highlighting the achievements of Ranch youth

### **Quarterly planning conferences**

Your attendance at the quarterly planning conferences (held every three months at one of the Ranch's facilities) is very important. These planning conferences include a number of different people who want to see your family member do well, such as outside social workers and of course you and your family member. The purpose of these meetings is to review how your family member is doing in our program, to plan the next steps of his or her treatment, and then to look at possible future living arrangements.



### Three-way conferences

Time will be arranged for you to meet with your family member’s classroom staff so that you can learn more about his or her learning program and school goals.

### Notes and questions:

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### Description of service

The treatment programs at the Ranch have four main areas:

- Clinical treatment
- Education
- Work
- Recreation

We also have a therapeutic camping program that runs mainly during the summer months.

### Clinical treatment

Professional counsellors work at the Ranch to provide your family member with individual counselling, specialized group work, family work, discharge planning and follow-up, and other counselling and services as needed. These counsellors 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.

Treatment at the Ranch begins by making sure that the environment is safe and predictable for your family member. Highly trained and committed people work at the Ranch. We all want to see your family member work on his or her problems and be successful in life.

The young people in our program are provided with many opportunities to learn new coping and problem-solving skills. These opportunities are provided to your family member within a safe and supportive environment that is free from punishment. The discipline that we use at the Ranch focuses on ensuring the safety of your family member and those around him or her, on teaching values, on learning responsibility, and on providing education about how to make better choices.

## Education

We have found that most residents coming to the Ranch have had little success at school. As a result, they are often angry and withdrawn at school and have lost interest in learning. We understand this and have developed different ways for your family member to learn. We know that everyone learns in different ways and our teachers are trained to find out the best way for your family member to learn. Our teachers also make learning fun and exciting.

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 individualized education plan greatly increases the chances for success at school because the plan is made with your family member's strengths and weaknesses in mind.

As your family member progresses and his or her behaviours are 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.



Schaller School,  
located at  
the Pilot Butte  
campus



If your family member is ready for a regular classroom placement, he or she will be placed within a mainstream classroom. Then a Ranch employee will work with the mainstream teacher and will offer extra assistance when necessary to ensure a successful placement.

Most residents who come to the Ranch will start school at one of three places:

### **Schaller Education Centre - Pilot Butte/Regina campus**

Residents new to Ranch Ehrlo, who reside on the Pilot Butte campus or in Regina, attend Schaller School. It is designed to prepare your family member for future school placements.

The Ranch also operates classrooms in Regina, which provide youth with opportunities to join into mainstream classes. Your family member will be placed in a classroom (elementary or high school) according to his or her age and learning abilities.



Ellen Gunn  
Education Centre  
at the Corman  
Park campus

### **Ellen Gunn Education Centre – Corman Park Campus**

Residents new to Ranch Ehrlo, who reside on the Corman Park campus, attend the on-site school designed to prepare them for future school placements. Following this placement, your family member may be placed in Saskatoon schools according to his or her age and learning abilities.

### **Hansen Education Centre – Buckland Campus/Prince Albert**

Residents new to Ranch Ehrlo who reside at the Buckland/Prince Albert campus attend the Buckland on-site classroom or Ranch operated classrooms within the City of Prince Albert. These classes will prepare your family member for future school placements. Residents may be fully mainstreamed into classes according to their age and learning abilities.

## **Work**

Work placements for residents at the Ranch are many and varied, depending on the youth's age, level of maturity, and individual ability. For some of the residents, work may simply involve doing some household chores, like drying dishes or sweeping the floor. For others, work may be a paid part-time job.



The Ranch also offers a community vocational program. This program teaches the residents about the various expectations of an employer. Getting along with others, completing assigned tasks, and other positive job-skills are all taught. Once ready, your family member will then be moved into a community work placement, where he or she can put the newly learned job-skills to practice.

## Recreation

Recreational programs such as tobogganing, floor hockey, camping, or a trip to the beach are all planned to add to the treatment process for your family member. Such activities are focused on fun, but will also help your family member develop relationships with our staff and the other youth in the program. Your family member will also learn new skills and develop new talents --- all things that will help increase confidence and self-esteem.

We also provide a number of **group-learning opportunities** in the evenings that improve your family member's social, recreational, cultural, and creative skills. Some examples of these programs include:

- Craft and art workshops
- Ranch Ehrlo pow wow and drummers and singers club
- Horse care and riding program
- Special Olympics
- Sports and action programs
- Special events
- Annual events



## Therapeutic camping

We have developed a therapeutic camping program so that your family member will have the opportunity to develop new skills, increase self-confidence, and improve interpersonal skills and relationships. The therapeutic camping experience will also introduce your family member to problem-solving activities that build trust, co-operation, and communication.



## Employee training/employee certification/code of ethics

### Employee training

One of the most important goals at the Ranch is to provide your family member with a consistent, supportive, and therapeutic environment to work on problems. In order to reach this goal, all of our staff members receive training on a regular basis. For instance, the clinical, educational, and residential teams are provided with training every month. As well, periodic training days are set aside each year to address specific, targeted or specialized areas of training.

Ongoing individual supervisions, unit meetings, all-agency meetings, and departmental meetings, further strengthen treatment philosophy, goals, and strategies. Furthermore, the Ranch strongly believes that staff participation in conferences, seminars, and professional associations is very important for staff training and development. As such, we strongly encourage and support staff participation in outside training and professional development and we help offset these costs with a generous educational leave and assistance policy. We also focus on developing those staff skills that are of direct benefit to your family member and the agency as a whole.

### Employee certification

We ensure that all of our staff members are highly trained and good at what they do, so you can feel confident that your family member will be well cared for during his or her stay with us. The following is a list of the specific certification requirements that we have for our staff:

#### CPR-A and first aid certification

CPR–A and standard first aid certification is a requirement for all Ranch staff who work directly with your family member. This certification prepares our workers to effectively deal with medical issues and/or any medical emergencies that may arise.

#### Therapeutic crisis intervention (TCI)

All staff at the Ranch 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. All residents at the Ranch have behavioral challenges and in the event that your family members experiences a loss of personal control and becomes harmful towards them self or others, the staff are trained to hold a person in a way that protects them from harm.

#### Bronze medallion certification

At least one supervising staff member at the house where your family member lives must have bronze medallion certification for all programs involving swimming, canoeing, or boating. This certification ensures that everyone is kept safe while around water --- we want everyone to have fun, but most importantly, to be safe.



### 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.

### Code of ethics

The Ranch has an internal code of ethics that looks at five areas of employee responsibility. These include responsibilities to the residents (i.e. your family member), to the agency, to themselves, to their profession, and to society. Our code of ethics is very detailed and straightforward so that our employees understand exactly how they must conduct themselves if they are to work at the Ranch. We want to protect the interests and well-being of everyone we work with, but most importantly, you and your family member.

### Your family member will 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.

### Resident surveys

At least twice a year residents will be interviewed privately. This will be an opportunity for them to share their thoughts about living at the Ranch.



### Resident council

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

These councils meet monthly to plan activities, give feedback, and to suggest improvements that will make your family member's stay at the Ranch even better. Each residence or group home will elect up to two people to represent their unit on their respective resident council.

### Resident grievance policy

#### Purpose

The purpose of this policy is to provide you with information on the rights and obligations of your family member while he or she lives at the Ranch. It also describes what you and your family member can do if either of you have a concern about our program and/or any of our services.

#### Who can complain

Any of the following can make a complaint to the Ranch about problems being experienced by your family member, including:



- a) Your family member living at the Ranch;
- b) The staff that work at the Ranch;
- c) You and your family (i.e. parents, guardians, sisters/brothers and extended family members like aunts, uncles, and/or grandparents);
- d) Outside people such as friends, neighbours, teachers, or social workers.

## Resident's rights

Your family member has the following rights:

- a) The right to know why he or she has been placed at the Ranch, how long the stay will be, the types of programs that he or she will be involved in during the stay, and the hours in which these services are available;
- b) The right to know that what he or she says is confidential, except for that information that we must report by law and issues that need to be shared with the referring social worker;
- c) The right to have good food, clothing, shelter and medical services;
- d) The right to know what is being planned for him/her and the right to challenge these plans and decisions if he or she feels that they are not in his or her best interest;
- e) The right to refuse to participate in parts of the treatment services and/or to take medication, unless the law says it is required, or unless saying no would put the program, your family member, the other youth, or the staff in danger;
- f) The right to visit family in their home or in another place that is agreed upon, possibly with one of our workers, unless visiting would be harmful;
- g) The right to accept or refuse visits from family or friends, unless these visits wouldn't be good;

**PRIVACY**  
**DIGNITY**  
**RESPECT**  
 RESPECT  
 DIGNITY  
 PRIVACY



- h) The right to use and have a safe place to keep personal items unless these things could hurt him or her or others (e.g. knives, airplane glue);
- i) The right to privacy, except when there is reason to believe that he or she is doing something that would hurt him or her, is against the law, or is potentially dangerous to him or her or the others living or working in the home;
- j) The right to send and receive mail, except to those people who are not good for him or her;
- k) The right to earn and spend money (within the rules of the Ranch);
- l) The right to express and practice the religious or spiritual beliefs of his or her parents, or, with the parents' permission, beliefs that are different from those of the parents.

### **Resident's obligations**

While living at the Ranch, your family member must try very hard to live within the following guidelines:

- a) To learn the rules of the Ranch and to live within these limits;
- b) To accept responsibility for his or her behaviour and try to overcome problems with the help of the staff who work here;
- c) To live without fighting, destroying property, or delinquent behaviour; if this does occur, to accept and work with the forms of behavioural control as outlined in the behaviour management and support policy;
- d) To not drink alcohol, use drugs, or sniff solvents;
- e) To not become involved in gang activity.

Note: If your family member does not fulfill these obligations, it may be necessary to ask him or her to leave the program.

### **How the resident grievance policy is used**

Staff will explain the resident grievance policy to you and your family member at the time of admission into our program. We have included this policy within the parent handbook so that you can refer to it throughout your family member's stay with us. Residents will also be given a copy of this policy in the youth handbook to keep in his or her room during their stay with us. Your family member will be given another copy of this policy if he or she makes a formal complaint.



The resident grievance policy will also be explained to your family member at group meetings, student council meetings, and other Ranch meetings so that he or she does not forget how to use this policy.

A person who does not work directly with your family member will conduct an interview twice a year. This interview, known as the resident feedback interview, is another way that your family member can make a complaint if he or she feels unfairly treated while living at the Ranch. You will also be interviewed once per year at which time you can express any concerns that you may have about your family member's program to the interviewer.

If your family member feels that the Ranch has not been able to resolve the complaint, he or she is encouraged to talk to the Advocate for Children and Youth, who is in no way connected to the Ranch. The job of the Advocate for Children and Youth is to make sure that the rights and interests of children who are receiving services within Saskatchewan are not violated in any way.

The contact information for the Advocate for Children and Youth is:



1-800-322-7221

Advocate for Children and Youth  
315 – 25th Street East  
Saskatoon, Saskatchewan  
S7K 2H6

The staff at the Ranch will help your family member call the Advocate for Children and Youth. No one is allowed to stop him or her from calling or writing to the organization about any concerns.

### **What happens with complaints?**

If your family member makes a formal complaint, the following things will happen:

- Staff will write a report regarding the complaint and give it to your family member's unit manager or supervisor;
- The unit manager or supervisor will pass the complaint to the responsible director or designate;
- Everyone involved will have a meeting to resolve the issue/problem and your family member will get a letter that explains the final decision.

### **Timelines**

Every complaint will be investigated as soon as the director or designate is told about the problem.



## Notes and questions:

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## Checks of residents or units

Once in a while, one of the residents in our program will bring something into one of the group homes or classrooms that is not allowed, like drugs, alcohol, stolen property, or a weapon. To make sure that everyone living with us is kept safe, the following will happen:

- Workers will make every attempt at an individual or group level to have the resident voluntarily hand over the harmful item.
- Staff will use observational techniques, supervision, monitoring, and close involvement with the resident, in an attempt to avoid the check process.

If these attempts are unsuccessful, and the resident does not voluntarily give up the harmful item, the following procedure will be followed to ensure that everyone stays safe:

- The president/CEO or designate will give the okay to conduct a non-consensual check prior to the check taking place;
- A unit manager or teacher must be at the unit or classroom during the check;
- If the resident opposes a check, the unit manager or teacher will explain to the resident the importance of the check and will give him or her every opportunity to agree to the check;
- Checks will happen with the least invasion of privacy as possible and they will respect the personal property of the young person;
- In the case of a clothing check (or other check of the resident), the check will occur in the privacy of a bathroom or bedroom with two staff members of the same sex present; under no circumstances will workers forcibly remove a child's clothing;



- In cases where a worker believes that a resident has items that pose a real and immediate threat to the health or safety of him or her, other residents, or our staff, then that worker may conduct a check without prior authorization or without the presence of a unit manager or teacher; however, this check must be reported at the earliest possible time, and a full report detailing reasons and outcome, will be submitted immediately.

**Notes and questions:**

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**Confidentiality**

**General information**

During your family member’s stay at the Ranch, a lot of information will be shared and many aspects of your family member’s life will be talked about. We make sure that this information is protected. To do this, every staff member must sign an oath of confidentiality. In this oath, our staff promises to protect the information that they read about or hear regarding your family member and your family. We also provide a lot of training to our staff about the importance of confidentiality, because we want to make sure that they clearly understand their responsibilities and the importance of protecting the information that they have received about your family member. Information about your family member is sometimes shared with other professionals (i.e. psychiatrists, social workers, or psychologists) so that we can better help your family member. These professionals must also keep this information confidential.

Routine reports (written every three months) regarding our work with your family member are provided to the agency that referred your family member to us. These reports are written so that the referring agency is kept up-to-date regarding the progress of your family member in our treatment program. They want to make sure that your family member is doing well too.



Some situations, such as criminal offences or threats of harm to self or others, must be reported to the appropriate authorities and are outside the bounds of confidentiality. You will also be informed if such critical incidents should occur. Confidentiality of therapists is not recognized by the legal system. The files, and other information, must be released to court officials if subpoenaed.

If other agencies ask for information about you or your family member, we will make sure that we get consent from the child's legal guardian. For example, if your family member leaves our program and is receiving services from another agency, we would obtain written permission from you and your family member before we provide any information to that agency.

### Resident files



At the time of admission into our program, a file will be started that will contain the package of information that we received on your family member from the referring-agency. Throughout your family member's stay with us, more information will be added to this file that is related to your family member's treatment (i.e. assessment results, case notes, medical summaries, quarterly planning reports, educational reports, etc.).

Your family member's file will be stored in a locked filing-cabinet, within a locked room, with access to only those staff members who are supposed to see the file. If you and/or your family member want to look at this file, all you have to do is write a note to our president asking to see the file and it will be arranged for you under supervision. If there is information on the file that you and/or your family member believe is wrong, you can ask that it be corrected. The president will review the situation and will decide whether or not to remove the information, change it, or have you or your family member write what you believe to be correct and then attach that statement to your family member's file.

Following formal discharge from our treatment program, your family member's file will be transferred to a separate filing-cabinet and kept indefinitely.

### Research projects

Once in awhile, the Ranch is involved in a research project. To protect you and your family member, we don't allow any research to be written in a way that would identify you or your family. Participation in any research project is voluntary, and you, your family member, and/or the referring-agency must sign a written consent form before the research can begin. You and/or your family member will not receive any special privileges for agreeing to participate in a research project, nor will you or your family member be punished in any way for deciding not to participate.



**Public performances**

The opportunity for the young people in our program to participate in public performances, such as our pow wow and drummers and singers club, allows your family member to demonstrate positive skills and to participate in an area where he or she can achieve new skills. This participation, however, is completely voluntary and the services to you or your family member will in no way be affected by your child’s decision.

**Public statements**

Your family member will not be required to make any public statements expressing views about the work of the Ranch. If your family member decides to make such a statement, services to you or your family member will in no way be affected by this decision.

**Audio and/or visual recordings**

Your family member will be told about the use of audio and/or visual recordings for agency purposes, including the use of photographs, videotapes, audio-taped interviews, artwork, or creative writing, and will be given the choice whether to participate. When such a recording is to be used for other than “in-agency” purposes, you, your family member, and/or the referring agency must provide written consent. Services to you or your family member will in no way be affected by your family member’s decision.

**Media releases**

Under no circumstance will names, photographs, or audio/visual tapings of your family member be released to the media, nor will media personnel be allowed to make audio/visual recordings of, or do interviews with your family member without your consent and the consent of the president or designate. In cases where your family member wants to talk to a reporter, staff will review with your family member our policy on confidentiality; he or she must sign a statement of understanding with regards to the confidential nature of certain client information; and, your family member will be asked not to talk about personal matters, particularly about other youth living at the program.

**Notes and questions to ask:**

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## Behaviour management and support policy

The following supports are used to deal with any acting-out behaviours of the residents living in our program.

### Conceptual program for behavioural management and supports

**Environmental supports:** Environmental supports provide structure and safety for your family member. The rules at the Ranch are logical and we make sure that your family member clearly understands them. We work very hard at setting a therapeutic tone by positive communication and regard for your family member.

**Relationship supports:** Relationship supports refer to those processes that maintain behaviour with your family member as the result of the bonds of affection between your child and our staff.

**Activity supports:** Activity supports are focused on meeting the specific interests of your family member for the purpose of maintaining his or her involvement in our program. We have found that even if your family member finds it hard to relate to other types of behavioural management and support, he or she will likely be stabilized through involvement in sports, hobbies, music, etc.

### Program specific behavioural management and supports

**Group and individual discussions:** Group and individual discussions that focus on roles, limits, authority, conflict areas, etc., are a desirable form of control at the Ranch.

**Environmental manipulation:** Environmental manipulation refers to the changes in the environment of your family member. For example, if your family member is having problems with a group of residents within the assigned group home due to differing levels of maturity, we may decide to move him or her to another group home where there is a better fit with regards to maturity levels. Such moves are designed to help your family member stabilize and start to work on



the problems that brought him or her to Ranch Ehrlo.

**Role definition:** A clear description of your family member's role helps him or her to meet the expectations of the group. Our workers will constantly reinforce positive role changes in your family member, encouraging satisfaction in a new lifestyle, free from delinquent or difficult patterns of behaviour.

**Definition of expectation:** This refers to those behaviours and attitudes that the group and individual strive to meet so that a therapeutic environment can be developed and maintained. Our workers clearly define the nature and purpose of all expectations for your family member (e.g. maintenance of household routines, co-operative behaviours, participation in the overall operation of the residential unit). This makes it easy for your family member to understand and meet these expectations.

**Goal setting:** This refers to developing realistic goals or the group home. If your family member and our staff can agree to meaningful goals, both can work together to meet them.

**Crisis intervention:** If all of the conceptual and specific program supports are not successful, our staff may determine that your family member is at-risk of harming him or herself or someone else. If this happens, our staff may need to physically restrain your family member for his or her protection. Our staff is trained in a therapeutic crisis intervention model and must follow all agency rules when a crisis results. Parents or guardians are contacted if a critical situation has occurred.



### **Behavioural management and supports not allowed**

**Corporal punishment:** Physical punishments, like the strap, are demeaning, power-oriented responses that have minimal control value and no therapeutic value. Corporal punishment is never used at the Ranch.

**Forced physical exercise:** Forced physical exercise has no therapeutic value and so your family member will never be made to

exercise (e.g. run laps) for the purpose of eliminating negative behaviours. However, planned physical activity (football games, baseball, shinny, etc.) is encouraged as part of his or her overall treatment plan.



**Group punishment:** Punishing the entire group for one resident's behaviour is not a logical consequence; our staff will never punish the entire group for one resident's misbehaviour.

**Home visits:** Visiting home and family for residents living at the Ranch is a right, as long as this activity is part of a planned treatment program. Your family member will never be denied a home visit for reasons of behaviour.

**Mechanical restraints:** Mechanically restraining a resident (e.g. handcuffs) is not used at the Ranch.

**Medication:** Your family member will not be given medication as a form of punishment. The Ranch does not support mood-modifying drugs as a way to control behaviour.

**Painful aversive stimuli:** Your family member will never be subjected to painful aversive stimuli, or other negative reinforcements, as a way to control negative behaviour.

**Physical beating by other residents:** Under no circumstances will our staff allow your family member to be physically beaten by other youth in the program as a way of controlling his or her behaviour.

**Punitive work assignments:** Punitive work assignments do not have therapeutic value, nor do they teach alternative patterns of behaviour. Therefore, your family member will never be given punitive work assignments (e.g. writing out name 100 times) as a way to punish or alter negative behaviour.

**Seclusion:** At no time will your family member be put into seclusion or isolation as a way to punish or alter negative behaviour.

**Shaming:** Under no circumstances will our staff use shame as a means of controlling or altering your family member's behaviour.

**Verbally tearing down or degrading:** At no time will our workers verbally abuse your family member.

**Withholding allowances:** Your family member will receive an allowance while living at the Ranch and we will not withhold this for reasons of behaviour. However, if your family member intentionally damages property, he or she will be expected to participate in helping to pay for the cost of repairs.



**Withholding food or water:** Your family member will have healthy and nutritious meals and snacks while living at the Ranch. Under no circumstances will we deny this basic need for reasons of behaviour.

## Resident medication

### Consent to care

The agreement between the Ranch Ehrlo Society and the Ministry of Social Services authorizes the Ranch to:

- Have regular medical and dental examinations completed on residents who live at the Ranch and who are wards of the ministry;
- Authorize emergency medical and/or surgical treatment for residents;
- Administer medications as prescribed and directed by a licensed physician;
- Administer non-prescribed medication as appropriate;
- Authorize medical treatment of a non-emergency nature (in this latter case the Ranch will inform the ministry of such procedures with enough advance notice that any concerns may be communicated).

In the case of residents who are not wards, or residents who are referred to us from other agencies, you must sign an individual consent to care agreement before your family member can be admitted into our program. This agreement covers the following points:

- Emergency medical and/or surgical treatment as performed by a physician licensed in the Province of Saskatchewan;
- Medication administration as prescribed and directed by a licensed physician;
- Medical treatment of non-emergency nature as prescribed or performed by a physician/dentist licensed in the Province of Saskatchewan;
- Administration of non-prescribed medication as appropriate;
- Regular medical, dental, and optical examinations performed by licensed physicians, dentists, and optometrists.





## Medications

As a general policy, the Ranch does not support the use of mood-modifying drugs for controlling behaviour. Mood and behaviour-modifying drugs (like tranquilizers, stimulants, and depressants) will only be given to your family member under the following specific conditions:

- Your family member's behaviour repeatedly demonstrates that he or she is a danger to self or others;
- Your family member has been diagnosed as psychotic;
- The management, treatment, and residential teams have reviewed the case and all are in agreement that drug therapy is appropriate for your family member;
- The president or designate has given approval for the mood/behaviour-modifying drugs.



If it is in your family member's best interests, we may suggest that he or she meet with a qualified psychiatrist. In such cases, we ensure that the caseworker clearly explains the reasons why we think that it would be helpful. Your family member has the right to refuse to be examined by a psychiatrist, and other types of treatment will in no way be jeopardized by the refusal.

If your family member agrees to meet with a psychiatrist, this professional will be provided with all of the important information about your family member's issues. If, after this interview, it is decided that he or she would benefit from some type of drug therapy, the psychiatrist will determine the type and quantity of medication to be administered, as well as the review schedule.

Following the examination and receipt of the prescription, your family member's caseworker will again meet with your family member to explain the intended use of the drug, the anticipated effects of the drug, any potential side effects, how long he or she will be taking the drug treatment, and any other issues relating to use of the mood-modifying drug. Your family member is then asked to sign a consent form. Your family member has the right to refuse to take the medication.

The administration of drugs prescribed for physical ailments (i.e. antibiotics, anticonvulsants) will be left to the professional judgment of a licensed physician. A written copy of all medication orders, signed by the physician, will be placed on your family member's case record.

## Medication log/administration

Each time a drug is prescribed to your family member, an individual medication log will be started. This log sheet will be stored under lock-and-key in the same location as the medication, and the following information will be recorded:



- Your family member’s name;
- The date the medication was started;
- The doctor’s name;
- Specific instructions, such as how many times a day to take the medication, at what times to take it, when your family member meets again with the doctor, etc.;
- Number of doses provided;
- Time and date when each dose was dispensed, initialed by the worker who is the dispensing medication;
- Any effects of medication (daily).

**Daily Medication Log #TFP-01**

CLIENT'S NAME \_\_\_\_\_ CLIENT'S DOB \_\_\_\_\_ REPORT'S MONTH AND YEAR \_\_\_\_\_

SPECIAL NOTES/ALLERGIES \_\_\_\_\_

MEDICINE	PHYSICIAN	DATE ADDED	DATE DISCONTINUED	STAFF INITIALS & DATE	INITIALS & PRINTED NAME OF PERSON ADMINISTERING MEDICATION											
<small>CODES: Dis/Discontinued, Sx/School, Rx/Refused, On/Off of med, W/Wrong Med, H/Home visit, Hs/Hospitalization, A/AWOOL and other absences</small>																
MEDICATION	DOSE & FREQUENCY	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Example:	20mg tablets. Take 2 tablets three times a day.	0 pm CL	0 pm CL	0 pm CL	0 pm CL	0 pm CL	0 pm CL	0 pm CL	0 pm CL	0 pm CL	0 pm CL	0 pm CL	0 pm CL	0 pm CL	0 pm CL	0 pm CL
Example:	****	0 pm CL	0 pm CL	0 pm CL	0 pm CL	0 pm CL	0 pm CL	0 pm CL	0 pm CL	0 pm CL	0 pm CL	0 pm CL	0 pm CL	0 pm CL	0 pm CL	0 pm CL

Any adverse reaction due to an administered drug; a medication error which is an apparent administration of an unapproved drug or a prescribed drug at an incorrect frequency or dosage; or a client's refusal to take a prescribed medication is an incident that must be reported to your AFY worker immediately.

The administration of all medications, as well as the proper record-keeping of all medication administration, is the responsibility of your family member’s unit manager. The unit manager can delegate this responsibility specifically to another worker in his or her absence. All workers who administer medications are provided with training on the administration of medications, both at the time of hire and then on an annual basis. This training focuses on the routines and procedures that have been developed regarding the proper administration of medications, how to properly observe the effects and/or side-effects of different medications, as well as proper record-keeping.

**General**

Your family member will receive a complete medical examination within two weeks of admission, unless he or she has a previous history or a current condition that requires immediate attention. At that time, the physician will review any medications that your family member may be using. Wherever possible, any mood/behaviour modifying drugs will be discontinued under the physician’s supervision. After the initial medical examination, your family member will visit the doctor every year for a complete physical; additional visits will be arranged throughout the year as required.



**Conclusion**

Once again, we want to warmly welcome you and your family member to the Ranch Ehrlo Society. The Ranch believes every child has potential and can be helped. Together, we can help your family member reach his or her full potential!

# Ranch Ehrlo Society

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## **Buckland Centre Campus**

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## **Corman Park Campus**

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## **Social media:**

[www.ehrlo.com](http://www.ehrlo.com) • [www.ehrlo.com/our-blog](http://www.ehrlo.com/our-blog)  
[twitter.com/RanchEhrlo](https://twitter.com/RanchEhrlo) • [www.facebook.com/RanchEhrlo](https://www.facebook.com/RanchEhrlo)



**Ranch Ehrlo Society**