

# THE YOUTH/RESIDENT INFORMATION HANDBOOK



**White Buffalo Treatment Centre**

## **Welcome to White Buffalo Treatment Centre!**

We congratulate you on taking this step towards your journey to recovery. Our hope is that you will enjoy your stay at WBTC and feel comfortable with the staff and residents who will be sharing this experience with you. Every resident in the program is working toward the same goal, building a healthy lifestyle free from drugs and alcohol. Our program invites you to an opportunity to help yourself and others at the same time.

White Buffalo Treatment Centre is a four-month program. We offer you a holistic culturally based program as well as education and counselling sessions. You will be expected to participate in all aspects of the program and hope that you will gain experience and knowledge about yourself during your stay with us.

### **About our Program:**

**Counselling & Group Therapy Sessions:** Upon admission to the White Buffalo Treatment Centre, a counsellor will be assigned to you. The individual counselling will be scheduled weekly. The individual counselling you will allow you to gain a deeper understanding of yourself and gain insight you're your addictions. Throughout the 4-month program there will be daily group therapy sessions. Group therapy is to help decrease the feelings of isolation, to give and receive support and to explore new ways of problem solving.

Through the combination of individual counselling and group therapy sessions you will learn many life skills and tools that will help and empower you to live a healthy lifestyle. You will learn positive skills for managing emotions like anxiety, depression and stress in your life and how to cope without activating your addiction.

**Cultural and Recreation Activities:** With White Buffalo being a holistic culturally based program you will be encouraged to participate in cultural activities on a regular basis. The cultural activities include feasts, sweats, smudging, medicine pickings, culture camp and other various ceremonies and events. At White Buffalo culture teachings and programming plays an important part of your recovery and wellbeing.

**Equine Assisted Learning:** The Helping Horse program is offered through Cartier Farms. The expectations of interacting and working with the horses will provide you to gain skills such as problem solving, communication skills and develop positive relationships.

**Education:** During your stay here at White Buffalo all clients will be expected to participate in school while attending treatment.

### **Your Arrival and Expectations of White Buffalo:**

Upon arrival at our Centre, the first 2 weeks will be uneasy for you. All staff are here to help you get comfortable in your new environment. During your initial entry to the Centre, you will remain at the Centre throughout the first week to help you to adjust to the treatment environment and minimize

outside distraction. This is what is known as a “7-day stabilization period” when you enter treatment. During this time, there will be no phone calls allowed.

On your first day at White Buffalo you will have orientation with a Client Care Assistant, Addiction Lead and Addiction Counsellor where you will review White Buffalo’s rules and guidelines. The orientation shall include a tour of our treatment facility, introduce you to the White Buffalo family, the treatment surroundings and the emergency evacuations/protocols.

Here are the guidelines of what will be done on your first day. Keep in mind at the time of your arrival this guideline will be explained, and staff will have you sign that this was completed.

- A tour of the facility and surrounding areas
- New resident is shown to her bedroom and provided with necessary linens
- Shown the evacuation plan and all exit doors, with emphasis on the exit door closest to the living area
- Shown the kitchen/dining facilities and informed of mealtimes
- Tour of the classroom
- Administration and staff offices
- Traditional/sacred grounds

You will be introduced to:

- |                         |                                    |
|-------------------------|------------------------------------|
| ○ Elders                | ○ Executive Director               |
| ○ Clinical Supervisor   | ○ Finance & Human Resources        |
| ○ Executive Assistant   | ○ Youth Addiction Lead Counsellors |
| ○ Addiction Counsellors | ○ Culture & Recreation             |
| ○ Outreach              | ○ Teacher                          |
| ○ Cook                  | ○ Admin Assistant                  |
| ○ Maintenance           | ○ CCA’s                            |

You will receive:

- Journal and Pen
- Session Binder

Also, at the time of your arrival, you will be informed of your rights during your stay here at White Buffalo. This consent of your rights will be re-informed to you monthly. Staff will explain these rights, and have you sign a form that you were notified of your rights upon your initial arrival to the Centre.

## WBTC Youth's Rights

You have the right:

- To have support available
  - To receive services
    - To be safe
    - To be respected
    - To be happy
    - To have food
    - To have a home
    - To have clothes
  - To have medical care
    - To education
      - To learn
      - To play
    - To practice your culture
  - To have access to a cultural person
    - To practice your religion
      - To confidentiality
      - To change your mind
      - To speak your language
      - To stand up for yourself
    - To be involved in planning your future
      - To voice grievances that you have
- To legal representation, Children's Advocate, and Internal Advocate

While our treatment Centre has many varied rules, policies and responsibilities, our treatment policies are readily available for you to review when you visit the Centre. The following policies are outlined specifically so you have the information prior to entering the program:

### **Client Grievance:**

If you have a complaint or concern about any aspect of the program, you may speak to your Counsellor or any staff on duty at the time. Engage in a discussion with them to try to clear up the problem. If you feel that you are still not receiving fair treatment or a reasonable answer to your concern, you may wish to speak to the Clinical Supervisor.

The Clinical Supervisor will schedule a meeting at which time you can discuss your views with her/him. The purpose of this meeting will be to come up with a mutually agreeable resolution to your problem. If following the completion of this meeting you feel that your concerns are still not resolved, you may ask to speak with the Executive Director. **\*All meetings of this nature with the Executive Director should be requested in writing. The Executive Director will respond within 7 days of receiving your letter.**

Please note that this Grievance Policy will be explained to you and you will be able to sign upon your arrival to our Centre.

### **Client Responsibilities:**

Throughout your stay with us, you will have responsibilities and roles that you will be expected to follow. The following is our expectations of your role while at the treatment Centre:

- Participation in discussions and personal treatment planning including goal setting.
- Refrain from any activity that could cause you self-harm or injury.
- Refrain from verbally abusive or physically aggressive behavior.
- To respect the treatment facility, staff and clients.
- To respect the privacy of other residents by staying out of their bedrooms.
- To offer support and encouragement to other residents.
- To maintain all parts of their living space in a clean and presentable manner.
- To be responsible for guests they invite and request that they leave at appropriate hours.
- To inform staff of their intended destination before leaving the building to go anywhere.

At the time of your arrival, WBTC staff will explain and have you sign the following Residential Care Agreement that states the following:

### **Residential Care Agreement**

As a participant in the White Buffalo Treatment Program, I have certain responsibilities:

- 1) I will not insult, hurt or threaten anyone of the staff at the White Buffalo Treatment Centre.
- 2) I will not insult, hurt or threaten other youth who are at White Buffalo Treatment Centre.
- 3) I will not use drugs, alcohol, or inhalants before or while I am at the WBTC.
- 4) I will not smoke in the building or on WB grounds during my stay at the treatment Centre.
- 5) I will allow staff to take property that is not deemed appropriate or necessary while I am in treatment. I will allow staff to store and return my property upon discharge from treatment.
- 6) I will respect the property of WBTC because it belongs to all who are participating in the Treatment Program. I will not take, misuse or damage it in any way.
- 7) I will not give out confidential information about others in the treatment centre.
- 8) I will respect and care for myself and others.

**I understand what the staff explained to me and what is written. If I break this agreement, I may lose certain privileges as deemed appropriate by staff or my peers.**

Also, on your first day you will be asked to sign a client damage agreement. In the event that you damage any of our treatment Centre's property, it is WBTC's expectation that you will be responsible for the costs of repair and/or replacement of the property that exceeds \$200.00. The cost shall be paid through extra chores and/or working in the community. If damage does exceed \$500.00 this may result in immediate discharge.

### **Fire and Evacuation Procedures:**

At White Buffalo Treatment Centre, fire drills are conducted monthly. As part of your orientation and first day, you will be given a fire safety seminar and shown the emergency exit plan.

If the alarm system is activated the following will apply:

- All staff/residents must exit the building using the closest exit and go to the designated meeting area (Muster point).
- One staff designated shall call the fire department.
- The Lead Supervisor will conduct a room search to ensure everyone is evacuated.
- No one will be permitted to re-enter the building until cleared by trained fire department personnel.
- The attendance will be taken and follow up plan will be communicated.

An Emergency Exit Plan will be displayed throughout the centre.

### **Infection and Prevention of Illness:**

The White Buffalo Treatment Centre (WBTC) is committed to the goal of providing and maintaining a healthy and safe environment for all clients and staff.

#### **Hand Hygiene (Hand Washing)**

Hand hygiene is the responsibility of **all individuals** involved in our Centre.

- Wash hands with plain soap and water before eating and after using the bathroom.
- Wash hands when your hands are visibly dirty or soiled with blood, or other body fluids, excretions, secretions, or after touching non-intact skin and mucous membranes.
- Wash hands before and after the handling of medications.

#### **Cleaning Rooms (Including washrooms)**

Clean at least once daily and as needed throughout the day.

### **Client's Searches:**

It is important to note that upon arrival there will be a personal search conducted. The reason for this search is to stop the contraband from our Centre and for the client's safety. Personal searches are conducted upon Intake/Awol/Return from Visit/or if contraband is found or suspected.

It is also important to note that from time to time it may be necessary to perform searches of living areas or clients for items considered and suspected to be contraband. Every effort will be made to respect the dignity of the clients and to avoid undue or unnecessary force or embarrassment.

### **Behaviour Management Techniques:**

Behavioural situations in our centre are to be dealt with in a manner that promotes the use of logical/natural consequences. The following methods of behaviour management techniques can/will be utilized:

- Extra chore
- Grounding from an activity
- Behavioural contracting
- Loss of extra privileges
- Teach internal controls
- Work project hours (internal restitution option)
- Earlier bedtimes (incidents with morning lateness)
- One on one with staff (proactive manner)
- Group or individual behavioural meetings
- Written assignments, ideally to generate thought and discussion around negative behaviours

### **Management of Personal Information and Release of Personal Information:**

Confidentiality refers to the process of protecting you, employees and the Centre from potential damaging effects of release of private information. This policy is designed to address the issues of protecting your rights to privacy, while recognizing that information is necessary to provide an effective treatment plan for you.

All matters pertaining to your treatment at WBTC is held in confidence. There will be no information released without parental consent, **however**, certain limitations may apply. In the case where there is suspected child abuse or court subpoena, information must be released. Your resident rights and responsibilities are discussed upon admission.

### **Client Financial Matters:**

Clients who receive sums of money from other sources shall be held in trust for the clients by the Clinical Supervisor and recorded on a Personal Monies Record and all deposits or withdrawals will be clearly recorded.

Your parents/guardians are encouraged to give cash or prepaid visa to you. Under no circumstances will staff accept a cheque for client's personal money in their name.

Borrowing and lend between clients shall be discouraged. This often leads to friction or arguments between youth; therefore, all attempts to lend or borrow money will not be approved.

### **WBTC Staff Responsibilities:**

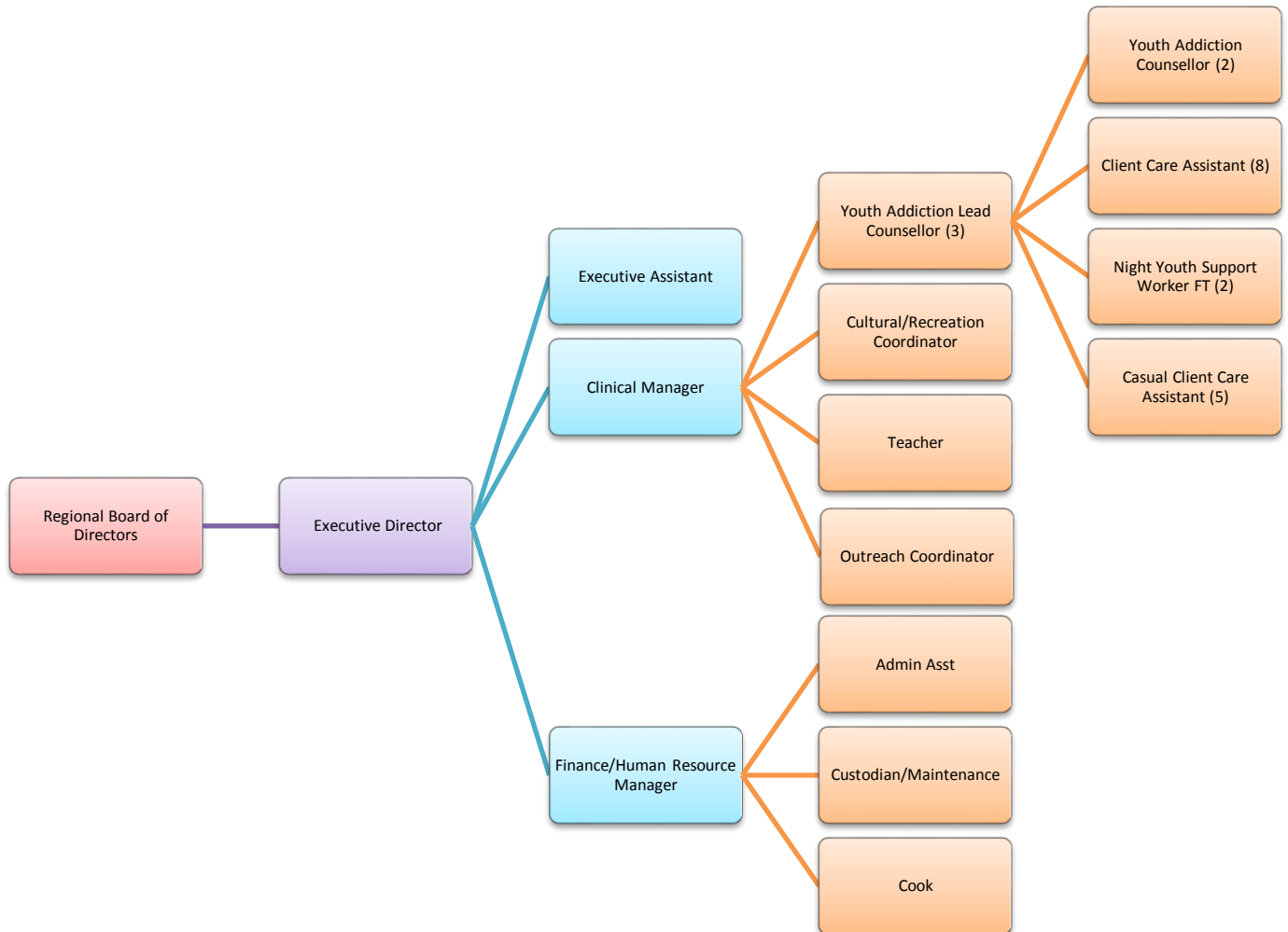
All staff at WBTC are trained in the area of addictions. Many staff have years of experiences in the addictions field and/or a combination of personal and professional experience which enables them to

provide quality service to residents. Staff are non-judgmental and respect the dignity of all clients regardless of your situations.

**Service Team:**

Our White Buffalo family is made of various individuals who have certain areas of responsibilities. All staff, however, are responsible for providing quality care to our residents while ensuring their safety.

Here is the Organizational Structure within our Centre.



**Monitoring and Reporting:**

There are video cameras within the facility. The information within the camera is stored at WBTC for 3 months. All staff monitor the youth 24/7. Reports are documented on an 8, 10 and/or 12-hour shift basis through daily progress notes and shift change.



Choosing to enter treatment to deal with your drug and/or alcohol use is a huge decision. However, we are proud that you decided to make positive changes in your life. The WBTC staff are here to support you through the challenging times as well as celebrating your successes during your time here. We encourage you to fully partake in the program to help yourself on your journey to recovery! Welcome to White Buffalo!