



Looking Glass Residence

'Believe in recovery, Build your life'

Resident Handbook



LOOKING GLASS RESIDENCE

4116 Angus Drive, Vancouver, BC V6J 4H9

Phone: 604.829.2585 Fax: 604.829.2586

Congratulations on making the decision to come to The Looking Glass Residence. We appreciate your tremendous courage and strength as you take this important step on your path to wellness and recovery.

We understand that this may be a very emotional time for you, and recognize your commitment to embark on an uncertain journey, and to be away from family and friends. Know that the Looking Glass team is here to support you. We respect that this is your journey, but you will not be alone. We will walk with you on your path to recovery, and provide a safe and trusting place for you to heal.

In order to help you become acquainted with The Looking Glass Residence, we have provided an orientation package with information that will be useful for your stay. Our list of non-negotiable program requirements has been thoughtfully considered over time; our paramount consideration is meeting the therapeutic needs of all residents who come to The Looking Glass Residence.

You will experience Looking Glass Residence as a very healing environment that can support you in your journey towards recovery. You will have opportunities each week to meet with members of your treatment team; Social Work Clinician, Dietician, Psychiatrist, Nurses, Mental Health Workers and Nurse Practitioner. You will also participate in a variety of groups and special activities designed to provide support, wellness, and fun.

We hope this Handbook will help welcome you and orient you to some of the basics of our program. We encourage you to take your time orienting to the program and seek the support of staff as you need.

The entire staff of Looking Glass welcomes you and is ready to support you on your healing journey.

Warmly,

The Looking Glass Residence Staff



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Overview of Looking Glass's Philosophy of Care

Looking Glass offers an intensive, structured program to help you heal from your eating disorder. We believe in a "holistic" approach. Thus, your healing process must involve many dimensions of life and make use of many different approaches. As a result, your therapy will be tailored to your needs. Group therapy, individual therapy, recreation, and leisure activities will help to develop your self-awareness, life-skills, strengths, creativity, and sense of wellbeing and community. Our ultimate aim is to enable you to experience a full and happy life that is not dominated by an eating disorder.

Confidentiality at Looking Glass

Confidentiality is one of the most important aspects of care and respect at Looking Glass.

At Looking Glass, confidentiality means that the information you share with any team member will not be shared with anyone else outside of Looking Glass (e.g., your community counselor, family members, etc.) without your written permission.

There are three important limitations to confidentiality:

1. If you are a danger to yourself or others
2. If we hear about any possible abuse or neglect of a child
3. If we are subpoenaed by a court of law

Specifically, confidentiality at Looking Glass means "team confidentiality." This means that members of your health care team will be sharing information about you with one another, in order to best support you in your healing. Please know that the team discusses anything you share with us with the utmost sensitivity and respect for you.

This also means that you will not share the names of co-residents with your family and friends. Please use co-resident or roommate rather than names. If you have any questions or concerns about confidentiality, its meaning and/or its limits, please speak to any team member.

House Expectations

The house expectations help maintain a safe, healthy, respectful, and consistent environment that is conducive to healing. These guidelines are as follows:

- We ask that you attend, and be on time for, all program activities.
- We encourage you to be an active participant in your treatment plan.



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- Please bring everything you need for the day with you in the morning. You will have your own cubby hole on the main floor in which to put these items.
- Please wear seasonally appropriate dress/attire. We encourage comfortable and practical clothing that will encourage your active participation in groups and programming. Please do not wear nightwear during the day. It is expected that you are dressed and ready for the day before breakfast. If you have any questions regarding dress code please discuss with a member of staff.
- We ask that you do not borrow clothes from, or lend clothes to, other residents.
- All residents are expected to share their bedrooms with one other resident.
- You are expected to complete all of your meals and snacks, or you will be provided with an appropriate meal replacement. Your dietitian will provide you with more detailed guidelines about this, as well as about appropriate behaviour at the table.
- You will receive post-meal support in the form of 30 minutes of activities after snacks, and 1 hour of activities after mealtimes. We ask that all residents stay on the main floor of the house during post meal support. Please know that Looking Glass is an ED-behavior free zone. We ask that you reach out to staff for support rather than your ED when you are experiencing strong thoughts and/or urges. We understand that ED behaviors are a symptom of your underlying distress.
- Please see below the guidelines for smoking while at Looking Glass Residence.
- Use of cell phones and handheld devices are limited while at the Looking Glass Residence. This is to ensure your full engagement in programming. Cell phones are kept in the resident's individual lockbox. Cells may be signed out for purposes of going on a pass; to be used during phone time (6:45-7:45pm); or to make business calls (government, income, disability), discharge planning calls and appointment/pass planning calls (9-10am on Monday mornings). **Social networking sites are not permitted.**
- Computer time is also between 6:45-7:45pm. Occasional extra time is often approved in rounds for computers to be used for school work, or for discharge planning purposes.
- In keeping with maintaining confidentiality, please refrain from discussing information about other residents at Looking Glass. Please do not discuss their personal information or use their names in conversation with other peers or people outside of Looking Glass. Doing so could be harmful to other residents and would diminish trust within the group.
- It is an unfair expectation for group members to ask others to keep secrets on their behalf. For example; suicidal thoughts, self-harm, substance use or eating disorder behaviours. Doing so may compromise their safety and trust within the group. We foster openness and honesty in program.

Unacceptable Behaviour

Looking Glass has other important rules about resident behaviour. Like the House Expectations, these rules help maintain a safe, healthy, respectful, and consistent environment that is conducive to healing.

Unacceptable behaviour at Looking Glass includes:

- Inappropriate language (e.g., disrespect, name-calling, etc.)
- Physical aggression toward staff or other residents



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- Self-abusive/harm behaviours, including while on a pass, may result in discharge. This is to ensure that we maintain a safe environment for residents and that individual needs are met.
- Destruction of property
- Possession of unsafe items (see item list)
- Theft of property, whether it belongs to Looking Glass or other residents
- Runaway attempts
- Use of mood- or mind-altering substances (e.g., alcohol, street drugs) on site or off site which interferes with your therapeutic process. This includes returning to the program under the influence and/or affected by drugs/alcohol (i.e 'hangover')

Reasons for Early Discharge

The Looking Glass treatment program is voluntary. In some cases, in order to keep you and/or other residents safe and supported, early discharge may occur under the following circumstances (but not limited to this list). Early discharge will be considered on a case-by-case basis as a result of:

- Medical instability
- Psychiatric instability
- Inability/unwillingness to participate in treatment program
- Pattern of non-compliance with House Expectations, deemed to be interfering with your or others' treatment
- Engaging in Unacceptable Behaviours (as referred to above)

Respectful Communication

Both staff and residents at Looking Glass are encouraged to communicate respectfully. This helps maintain a safe and healthy environment that is conducive to healing. Everyone has aspects of their style of communication that can be improved. You will participate in groups that will help you strengthen your communication skills.

Respectful communicating includes:

- Assertively asking for what you want/need
- Sharing your thoughts and feelings using "I" statements (e.g., "I feel angry when you do that" versus "You're making me mad, you jerk")
- Sharing communication "space" with others (e.g., everyone who needs time to talk has time to do so)
- Listening
- Being courteous
- Being straightforward
- Asking questions



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Disrespectful communicating can include:

- Name-calling or put-downs
- Interrupting
- Blaming
- Shouting
- Certain non-verbal behaviours (e.g., eye-rolling, finger-pointing, ignoring, etc.)
- Passive aggressiveness

See if you can think of any other examples of respectful and disrespectful communication:

Group Guidelines

Looking Glass Residence is a treatment program; residents are here to work on recovery and get as much as possible from the program. In order to support you most effectively;

- All therapeutic groups are held in one of the three main rooms – The Woodstone Room, The Lama Room or The Atrium
- Use respectful communication at all times
- Ask questions if you don't understand something, and ask for support when you need it
- We will support you as needed, treat you with respect, and accept you without judgment
- Place chairs in a circle to foster inclusion and encourage participation from everyone
- We will not permit blankets, hoodies, covering faces, or pulling out of the circle
- We will not permit sleeping, eating, drinking, journaling, or anything else that prevents full participation or demonstrates lack of respect for the speaker and other residents

Meal Support

- We provide three meals and three snacks a day. All meals and snacks are prepared on site by our wonderful cooks. Residents are required and supported to finish all of these meals. If a resident is unable to do so they supplement with Ensure. This is discussed with our dieticians and guided by individual needs.
- Post meal support is provided for one hour after meals and 30 minutes after snacks. During post meal support residents remain on the main floor of the house and the staff are available for support. During this time we ask that residents demonstrate an openness and willingness to avail of the support



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provided to them. Games often make for a good distraction during this time and our staff always welcomes suggestions that may be supportive to the group.

- Please discuss special dietary requirements with the Intake Coordinator prior to admission. We do our best to accommodate residents' dietary needs once there is medical confirmation of such needs. We provide vegetarian options.

Bathroom Support

- Bathroom support is a treatment approach to provide symptom interruption for residents during their stay at Looking Glass Residence. Bathroom support is a core component of the program and all new residents receive full bathroom support on admission.
- Bathroom support is a normalized part of the day-to-day running of the program. Residents use the bathroom facilities in private with the support of a trained staff member outside the door. A demonstration, and further explanation, of bathroom support is available during your tour of the house. Please feel free to discuss this further with the Intake Coordinator over the phone.
- Bathroom support is individualized. Discontinuation of bathroom support can be discussed with the treatment team during your stay.

Medications and Nutritional Supplements

The doctor may prescribe medications for various reasons, or he/she may prescribe nutritional supplements to support your body to build reserves of nutrients and electrolytes. During intake you were given a charge card authorization form for the cost of medications. Or for residents who do not have a charge card, you were recommended to bring a pre-paid credit card or Safeway Gift card. There is a \$10 weekly dispensing fee for prescription medications applied to your bill by Safeway Pharmacy. It is important that you know that you do pay for all medications, supplements, or pharmacy supplies and over the counter medications. You have the option to see price lists and to refuse medications. We invite you to be an active participant in making these decisions for yourself. Please talk to the nurses if you have questions.

Daily Schedule

- Residents are expected to participate in all activities, groups, and therapy sessions 100% of the time unless other needs prevent you from doing so. Please seek the support of staff in the residence if you do not feel well enough to participate in programming.
- One must be willing to work on open communication and being vulnerable in a group situation.
- Bathroom supervision, personal exercise time, and community participation are considered on an individual basis and may vary over time based on stage of recovery and/or therapeutic considerations.



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Phone Calls

We understand the importance of being able to connect with your family and/or important others during your stay at The Looking Glass Residence.

Phone Guidelines:

- We ask that you follow the phone schedule as indicated on the program (i.e. 6:45-7:45pm daily).
- We value the importance of maintaining contact with your loved ones. Thus, we will do our best to support changes in the phone schedule if given times present challenges in reaching family or other loved ones.
- You are expected to maintain the confidentiality of your co-residents. For this reason we ask that residents not use video calls (For example, Skype or Facetime). Please do not use your co-resident's names in conversation.
- Residents that are obviously distressed and/or raising their voices will be supported by staff and may be asked to complete their call and call back at a more appropriate time.

Outings

- All residents are expected to participate in group outings unless participation in a given activity is medically contraindicated.
- Residents will always be under the care and supervision of persons with First Aid and CPR.
- Residents are not permitted to smoke on group outings.

Room Time

- Residents will be woken at 6:45 a.m. on weekday mornings and 8:00 a.m. on weekend and statutory holiday mornings. Bathroom doors will be opened at this time as well. All doors will be locked for the day one hour later.
- Rooms will re-open at 7:45p.m. Room doors are to be left open and residents will be supported by staff during this time.
- Rooms are opened for bedtime 30 minutes after evening snack.
- Due to licensing policy, different genders may not be in one another's room during open room supervision.

Smoking Policy

- The Tobacco Control Act states that young people under the age of 19 years are not to be provided with tobacco. In adherence with this act, residents under the age of 19 years are not permitted to smoke during their stay at the Looking Glass Residence unless they have written parental consent to do so.
- Smoking is permitted at scheduled times; in the designated area in the back yard.
- Smoking times are before breakfast @8am, during P.E.T @3pm and during open door room time @ 7:45 (see program schedule).



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- Only one resident may smoke at a time. No non-smoking residents may be in the smoking area with the resident who is smoking.
- Residents will not share or borrow cigarettes.
- Looking Glass Residence will encourage and support smoking cessation, including providing Nicotine Replacement Therapy.

Academic Support/Service while at LGR

Residents that have not yet graduated by 19 years of age will be eligible to attend up to three 1 hour blocks of academic support/service (Tuesday, Wednesday and Thursdays 9:00-10:00am) where residents will be:

- Facilitated to sign up to a maximum of three on-line courses
- Receive up to three 1 hour blocks of tutoring support per week for residents enrolled in on-line courses
- Residents accessing academic support/service will be transported to and from LGR to the Day Treatment Program at BC Children's Hospital by LGR staff during the three 1 hour academic/service blocks available.
- Residents will be required to bring their own computers, materials and resources. Residents that are eligible for academic support/service and are also attending a school will be required to co-ordinate with their case manager at LGR which courses taken at school can be transferred to an on-line format.

Family Visits

The Looking Glass Residence welcomes the participation of friends and family members, as part of the care team as they are integral to your life and provide support, comfort, and important information during your stay at Looking Glass.

Family/friends presence is intended to be flexible in order to respond to the diverse and individual needs and preferences of each resident as well as to foster the safety and privacy of residents, families, and staff.

Visits need to be planned and pre-arranged with you and Looking Glass staff. The best time for family visits are during the following times:

Monday to Friday from 7:00 pm to 8:30 pm.

Saturday, Sunday and holidays throughout the day as pre- planned.



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Passes

We encourage you to incorporate passes to your home community in your treatment plan during your stay at Looking Glass. Passes are individualized and dependent on your readiness to practice skills outside of programming. By the time you go on pass we hope that you will have learned some new skills and will have a chance to practice these skills in your familiar environment.

When you feel ready to go on a pass, please talk to your therapist and make some personal plans and goals for your time away. There is a Pass Request form that allows you to share your goals and supports with the Looking Glass team. Please complete this form and submit it to the staff rounds meeting, which takes place every Wednesday. This allows time for the team to discuss the plans and order medications for your time away as needed. We discourage the use of drugs or alcohol while on pass. We consider this as part of your treatment and prefer that you are fully present and working on your recovery. Upon return from pass you will be asked to complete a pass return/evaluation form and staff will perform a bag and belonging search.

You are supported by staff to complete a safety plan for when you go on pass. This encourages you to draw on your inner resources and skills when you are on pass. We encourage you to contact staff on duty at the Looking Glass House while on pass if you require further support. In the event that you are unable to reach a staff member at Looking Glass please contact the BC Crisis Line 604-827-3311 or the Helpline for Children 604-310-1234. Please call 911 if you are in need of immediate help and your safety is at risk.

What Happens When it's Time to Leave?

Throughout your stay at Looking Glass, your treatment team will be working with you and your family on developing a continuing care plan. This will include specific goals that will support your recovery after leaving Looking Glass. A continuing care plan may also include outpatient care with a physician, counsellor, family therapist, and/or support groups, as well as any other activities identified by you and the team as being important for your continued well-being.

From your first day at Looking Glass, our goal is to help you identify the best plan for your continuing care and support in your home community. Towards the end of your stay at Looking Glass Residence the treatment team will prepare your transition plan for continuing care in the community.

We expect you to be at Looking Glass Residence for three months, although this is not mandatory and based on your recovery. You may apply for an extension of up to 4 weeks if you feel like you would benefit from a longer stay. The team will discuss your proposed discharge date with you if and when you require an extension.



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Providing Feedback at the End of Your Stay

Near the end of your stay we may invite you to provide us with feedback on your experiences with the program in the form of an interview and/or survey. Participating in this process is voluntary and confidential. We encourage residents to participate in this feedback process and share their experiences so that we can learn how to make our program as beneficial as possible for future residents.

Complaint or Grievance Process

We encourage you to try to resolve difficult situations so they don't interfere with your recovery.

People may do or say things that you find unsupportive, or you may find yourself in a situation that leaves you feeling angry, anxious or worried. The following steps can help you navigate these difficult situations:

1. If you have a complaint about a staff member or service you are receiving, first use your communication skills and try to resolve the problem face to face with that person. Concerns regarding rules, scheduling, and activities within the residence, etc. may be addressed during the weekly community group meeting.
2. If you feel unsafe or uncomfortable talking to the staff member directly, you can ask to speak to the staff member's supervisor.
3. If you are not happy with 1 or 2 above, then you may write a letter to the Manager of Operations about your concerns. If you choose to write a letter, it must include:
 - What you are complaining about (For example: You don't agree with a Looking Glass Residence guideline. You don't like how a staff member treated you. A staff member refused to give you services. You feel a staff member discriminated against you. You are unhappy with the services you received. It took too long to receive services.)
 - The date of the incident.
 - What you want The Looking Glass Residence to do.
 - Any other information you think is important.
4. You can ask a staff member to help support you with writing the letter in English.
5. You must send the letter to the Manager within 2 weeks of the incident.
6. The Manager will ask you to meet within 7 days of receiving the letter. The Manager will talk to you about your concerns and possible solutions.
7. The Manager will send you a letter within 7 days of the meeting. This letter will summarize the meeting and tell you the actions that The Looking Glass Residence will or will not take.
8. If you are not happy with the response from the Manager you can send your letter with added comments from your meeting with the Manager to the Director. You must send this letter to the Director within 7 days of the response from the Manager.
9. The Director will ask you to meet within 7 days of receiving the letter. The Director will talk to you about your concerns and possible solutions.
10. The Director will send you a letter within 7 days of the meeting. This letter will summarize the meeting and tell you the actions that The Looking Glass Residence will or will not take.



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11. The Looking Glass Residence will not stop or limit services to you during this process, unless there has been behaviour that would make it unsafe for staff to meet with you.

*** For Patients 19 and over ***

The Looking Glass Residence is a licensed Child and Youth Residential Treatment Center. If you are 19 and older and considered an adult we will apply for an exemption to admit you.

*...Licensed facilities may request an exemption from meeting the requirements of specific sections of the Community Care and Assisted Living Act, Child Care Licensing Regulation or Residential Care Regulation. The Act and Regulations are the minimum standards to be met to ensure the health and safety of persons in care in licensed community care facilities. Exemptions can only be **approved if there is no increased risk to the health and safety of persons in care.***

A Licensee should inform or consult with persons in care, the agents or personal representatives of persons in care or the spouses, relatives or friends of persons in care regarding the application for an exemption. Within 30 days after a decision is made under Section 16 to grant an exemption,

all exemption approvals are subject to appeal to the Community Care and Assisted Living Board under Section 29(3) of the Community Care and Assisted Living Act by the following persons:

- (a) A person in care or the agent or personal representative of a person in care, or*
- (b) A spouse, relative or friend of a person in care. If the MHO attaches terms or conditions to the exemption without the agreement of the Licensee, the Licensee has the right to Reconsideration of the decision under Section 17 of the Community Care and Assisted Living Act. To request reconsideration, the MHO must receive the Licensee's request for reconsideration of 30 days from the date of the MHO's decision.*

Exemption denials are not subject to reconsideration or appeal by the Licensee.

The Intake Co-Coordinator will apply for the age exemption on your behalf. Licensees must remain in compliance with the requirements of the Regulations until they receive approval of their exemption request.