

Day Treatment Program Welcome Guide



We respectfully acknowledge that BC Children's Hospital is situated on the unceded, traditional, and ancestral homeland of the xwməθkwəyəm (Musqueam), Skwxwú7mesh (Squamish) and the əłílwətaʔ/Selilwitulh (Tsleil-Waututh).

Indigenous Artist

Nathaniel P. Wilkerson: My Native American ancestry is through the Gitxsan Nation in Hazelton B.C. and the Nisga'a Nation in Greenville B.C. I am a member of the Wolf Clan (Lax Gibuu), house of "Amagyet"



Hummingbird - A symbol of joy, healing, love, good luck and fortune. Seeing one is considered to be a positive sign and it is a joyful messenger. If it appears during a time of sorrow and pain, healing is on the way.



Wolf - Wolf is respected for its strength, agility, intelligence and capacity for devotion. Wolf is an agent of transformation, and is a popular figure. The significant relationship with the whale is probably due to their similarity in coloring, pack behavior and skill in hunting.



Frog - Frog is a creature of great importance. With its ability to live in water and on land it is revered for its adaptability and power. Frogs are considered spirit messengers, communicating with mother earth and man representing the voice of the people. The Frog is very vocal and its songs are considered to contain great power and magic.

Welcome to the Day Treatment Program

We appreciate your courage and strength as you take this important step on your path to creating a life worth living.

Your treatment team will support you while providing a culturally safe, nurturing, and trusting place for you to learn, grow, and heal. The Day Treatment Program's primary consideration is meeting your therapeutic needs and goals with a commitment to your physical, mental, and emotional health.

We have created this 'Welcome Guide' to help you learn more about the Day Treatment Program. The information we are sharing includes feedback from youth and families from the program.

You will have the chance to participate in a variety of groups and activities designed to provide you with education, support, wellness, and fun in order to create a life worth living.

The team welcomes you.

Warmly,

The Day Treatment Program Team

Location

BC Children's Hospital - Healthy Minds Center
4555 Heather Street, Vancouver B.C.
Entrance #83

Hours of Operation

Monday – Friday (Closed Statutory Holidays): 9:00 – 4:30

Phone: 604-875-2345 ext. 5601



Please note that BC Children's Hospital is a scent-free facility. Please avoid using any scented products (e.g., lotions, perfume) when coming to the program.

Purpose

The Day Treatment Program is an intensive outpatient treatment program for youth with eating disorders. The purpose of the program is to help youth normalize eating behaviours, attain or maintain physical health, and build skills to manage emotions and help build a life worth living.

Day Treatment Program Philosophy of Care

The Day Treatment Program uses a team approach that works to provide the best care possible for youth and their caregiver(s). Caregivers include family members and other close supports, such as parent(s), aunt, uncle, grandparent, and/or legal guardians.

We believe that caregiver support and involvement is central to a youth's recovery from an eating disorder. We value and consider the preferences of youth, and their families while making a dedicated commitment to support progress in physical and mental health wellness.

We strive to provide a safe, ethical, trauma-informed, therapeutic environment, and we welcome people from different backgrounds, including different cultures, races, and genders.

We use evidence-based approaches for eating disorders. We try to minimize the amount of time families spend away from home. Our program includes multiple therapeutic elements, including medical monitoring, nutritional support, education, and group-based therapy.

The Day Program is informed by Dialectical Behavioral Therapy (DBT), where youth and their families learn and practice effective and practical life skills to help youth create a life worth living.

Day Treatment Program Philosophy of Care



Day Treatment Team

- Therapy – Social Worker, Registered Clinical Counsellor, Art Therapist, Occupational Therapist, Psychologist, and Youth and Family Counsellor
- Nutritional Support – Dietitians
- Academic Support - Educators
- Medical – Pediatrician, Psychiatrist, Nurse Practitioner and Nurses

Treatment Journey

Exploration Phase (4-6 sessions)

After assessment, and a recommendation for the Day Treatment Program, youth and caregiver(s) are invited to attend sessions to learn more about the program and the DBT treatment philosophy. Then, participation in the program is explored with youth and caregiver(s).

Treatment Program (8-12 weeks)

Youth attend program from 9:00–4:30 Monday to Friday. The program includes DBT education and skill building, medical monitoring, a school program, along with lunch and two snacks.

The program is designed to run for 12 weeks. We ask youth and families to commit to a minimum of 8 weeks – the length of admission will be discussed collaboratively with youth and their families.

Transition Ceremony

Upon completion of the Day Program there will be a 'Transition Ceremony' to recognize youth's participation in the program.

Who can attend Day Treatment Program?

The Day Treatment Program (DTP) is designed for youth who present with an Eating Disorder as the primary diagnosis (including Anorexia Nervosa (AN), Bulimia Nervosa (BN), Other Specified or Unspecified Eating Disorder).

Admission Requirements

A commitment to stay alive

- Medically stable, willing to participate in regular medical assessments, and able to safely participate in program including outings
- Willing to work on behaviors related to the eating disorder (such as self-harm, food restriction, purging)

Youth and family/guardian are able to engage in treatment

- Youth and caregiver participate in group-based programming
- Youth is able to complete nutrition that are provided (meals and snacks) by mouth
- Caregiver(s) support the youth outside of program hours (e.g., evenings, weekends and holidays)

There is a need for a higher level of care

- Moderate to high life interference in at least one or more areas of functioning such as self-care, school, work, community and leisure activities, or relationships with family or friends

Youth is referred from an outpatient eating disorder program/clinic for time-limited comprehensive treatment

- Youth and family have engaged in evidence-based outpatient services without significant improvement

Age range for admission

- 13 years old up to the 18th birthday and in high school

Program Components

Meal Support

Meal support is a form of emotional support provided by staff to youth to increase their success in completing their meals. The goals of meal support are to normalize eating and, if necessary, to help restore weight. Meal support from the team and youths' families can help improve a youth's relationship with food, and help youth feel more confident around eating and experience less food-related worries.

If the youth has special dietary needs, these will be discussed with the dietitian during the Exploration Phase. The Program is not able to accommodate veganism.

Academic Program

Youth attending the Day Treatment Program will participate in an Academic Program, to support youth to stay engaged in learning during their treatment.

Therapeutic Groups

There are several groups each day of program, including target group, DBT skills, post meal skills, nutrition, and mindfulness groups. Youth

and the team will help new members learn about each of the groups when joining the program.

Outings

Outings are arranged as part of the program to offer youth the chance to practice their skills outside of Day Treatment. For example, outings can include food experientials, community, and leisure activities. Outings will always be supported by at least two staff members.

Sample Schedule

	Monday	Tuesday	Wednesday	Thursday	Friday
	Breakfast (at home)				
0900-1015	School/ Nutrition appts	School	School	School	School
	Weights and Vitals				
1015-1030	Bathroom	Bathroom	Bathroom	Bathroom	Bathroom
1030-1050	AM Snack	AM Snack	AM Snack	AM Snack	AM Snack
1050-1150	Target Group	Target Group	Target Group	Target Group	Nutrition Group School
1150-1200	Bathroom	Bathroom	Bathroom	Bathroom	Bathroom
1200-1230	Lunch	Lunch	Lunch	Lunch	Lunch
1230-1300	Post meal skills	Post meal skills	Applied Skill Group	Post meal skills	Post meal skills
1300-1400	Menu Group	School	Applied Skill Group	School	School
	Medical/Individual				
1400-1445	Medical/Individual	DBT Skills Group	Applied Skill Group	DBT Skills Group	DBT Skills Group
1445-1500	Bathroom	Bathroom	Bathroom	Bathroom	Bathroom
1500-1520	PM Snack	PM Snack	PM Snack	PM Snack	PM Snack
1520-1620	Medical/Individual	Chain Analysis	DBT Skills Group	ED Psyched	Cope Ahead for Weekend
1620-1630	Medical/Individual	Mindfulness	Mindfulness	Mindfulness	Packing up

Group Guidelines

Our team strives to make our program a safe place for all youth and their families. All staff and families are asked to follow these group guidelines.

Practice respectful communication

- Be non-judgmental
- Use empathy and validation
- Be aware of your non-verbal communication (sighing, eye rolling)
- Wait for others to finish speaking before sharing

Use supportive language

- Encourage one another and highlight successes
- Share ideas in the positive
- Avoid criticism, name-calling

Avoid giving advice

- Ask permission to share your experiences and suggestions
- Group members have the right to decline advice

Take ownership for your opinions

- Use "I" statements to convey your ideas

Managing emotions in group

- Avoid raised voices and swearing
- Let the group know if you feel triggered or unsafe
- Be open to trying skills to help manage strong emotions

Discussion content

- Avoid sharing graphic details of topics
- Avoid discussing numbers related to weight, calories, frequency of hospitalization

Be attentive to group process

- Pay attention, eyes open, alert and present during group
- Attend groups on time and let the team know if you are running late or unable to attend program

Privacy and Confidentiality

Privacy and confidentiality are important aspects of care and respect.

Privacy and confidentiality means that the information you share with any team member will not be shared with anyone else outside of your Circle of Care without your written permission.

There are important limitations to confidentiality, which are focused on safety:

1. If you are at risk of hurting yourself or others
2. If you share information about possible abuse or neglect of a child or vulnerable adult
3. If your medical records are subpoenaed by a court of law
4. If you share information about the behavior of another health professional that can put you or others at risk (e.g., inappropriate touching)

Staff in the Day Treatment Program will share information with the team to best support you in your healing. Please know that when the

team discusses anything you share, it is done with the utmost respect and sensitivity.

To help make the program safe for all youth and families, you will also be asked to keep information that you learn about in the program confidential - including the names and personal details of those in the program, and their families or friends. Details of any outings arranged as part of program are also private, including the place, date, and timing of outings, to protect the privacy of all in program. If you have any questions or concerns about confidentiality, its meaning and/or its limits, please speak to any team member.

Belongings and Electronic Devices

Secure lockers are provided for personal belongings. To protect your privacy and that of others, personal electronic devices are not permitted (e.g., cell phones, laptops). There are computers and a phone available for youth. Smart watches (e.g., Apple watches, FitBit) are also not allowed in program to support youth's participation in program.

Medication

Please take all prescribed medications prior to arriving to program. Any medication required during program hours will be addressed with the medical team during the exploration phase.

Smoking, Vaping and Substance Use

BC Children's Hospital Campus and the Day Treatment Program are smoke/vape and substance use free. Smoking and vaping are prohibited on the hospital campus and during program hours. Nicotine replacement therapy will be offered if needed.

Youth are expected to refrain from substance use and medication misuse while in the program. All prescribed medication including CBD will be reviewed with the medical team during the Exploration Phase. The team will work with youth in the program to use strategies to not use alcohol, cannabis and illicit substances outside of program hours.

All Day Treatment participants are required to be fully present while in program and are expected to commit to not attending under the influence of mood-altering substances during program hours. This includes any negative after effects the next day following consumption. Anyone assessed to be unable to participate fully in programming will be asked to leave program for the day.

Day Treatment Program Expectations

Program Expectations are to support youth to build a life worth living in an environment that is safe, healthy, and respectful.

During the Exploration Phase, youth and caregiver(s) will meet with the team to discuss expectations. If there are challenges to committing to the program expectations, the team will work with youth and families to explore ways to manage these challenges.

Commitment

Youth and caregiver(s) are expected to commit to full attendance for the duration of their day treatment admission.

Punctuality

Youth and caregiver(s) are expected to arrive on time at 9:00 am, and caregiver(s) are asked to pick their child up at 4:30 pm.

Attendance and Participation

Youth are expected to participate in morning and afternoon snacks, lunch, groups, medical assessments, school time, and outings. At least one caregiver(s) is expected to attend caregiver groups and meetings, including the weekly caregiver group. Only legal guardians may attend caregiver group.

The team will work with families to identify backup transportation/ options if a caregiver is not able to bring youth to program. We ask that anyone who is not a caregiver (e.g., youth's partners and friends) not enter the program to protect privacy of group members.

Connections

We hope that you build a connection and sense of community with other participants while you are in program. To keep Day Treatment Program a safe and therapeutic space for everyone, we ask that you do not develop a close relationship or spend time with other participants outside of program hours during your participation in the Day Treatment Program.

Completion

Youth are expected to complete all snacks and lunch in the time provided while working on their treatment goals (e.g. weight gain, integrating a variety of foods, nutritional management, normalizing intake).

Replacement options (supplement drinks) will be offered if a youth is not able to complete a meal/snack.

Eating disorder symptoms

Youth are expected to refrain from eating disorder symptoms during program hours (e.g., vomiting, binge-eating, over-exercise).

Substance Use

Youth are expected to refrain from substance use and medication misuse during program hours.

What happens if program expectations are not met?

If a youth is not meeting program expectations, these are seen as treatment-interfering behaviours (TIBs). Staff will support youth to use

DBT skills to manage TIBs. If a behavior continues, a caregiver is called to come in and support the youth. If the youth is still unable to meet an expectation (e.g., completion of a meal/snack), they will be asked to leave program for the remainder of the day, and complete chain analysis, which will be reviewed with staff upon return to program.

If there is a pattern of three TIBs (i.e., three incomplete meals/snacks), youth and caregiver(s) will be invited to attend a re-commitment meeting, which will involve collaborative problem-solving. If youth is not able or unwilling to commit to working to address the TIBs, they will be supported with an early transition from program back to their referring team.

Early Transition from the Day Treatment Program

The care team will support the youth and caregiver(s) with transition planning and an early exit from the program if they are not able to maintain admission requirements for the program. The Day Treatment team will work with youth and their families to explore appropriate support options outside of day treatment program if this occurs, including in situations where there are concerns about:

- Medical instability – a higher level of medical care is required
- Psychiatric instability – psychiatric stabilization is required
- Youth is engaging in behaviors that are unsafe for others (peers or staff members)

Program Evaluation, Research and Teaching

BC Children's Hospital is a teaching hospital associated with the University of British Columbia. We are committed to training highly qualified individuals from various disciplines. Youth and families will be notified if there is a trainee observing or participating in their care.

Our program is developed based on best practices for treatment of youth with eating disorders. We evaluate our work to make sure that our approaches lead to improved well-being.

Various research and evaluation projects are taking place in the Day Treatment Program, and families may be invited to participate. Youth and their families are free to decide whether or not to take part in research, and their decision will not impact the care they receive.

PHSA Resources

A helpful guide for BC Children's and BC Women's Hospitals has been created to help families as they access services. The guide is available by clicking on [this link](#).

Feedback

If you have any concerns about your care, we encourage you to bring them up with your care team. If you are still concerned with your treatment, please discuss with the Program Director (Kim Williams).

If you wish to make a formal complaint, you can talk to the Patient Care Quality Office.

Patient Care Quality Office

Phone (toll-free): 1-888-875-3256

Email: apcco@phsa.ca

Fax: 604-708-2762

Suite 300, 1333 West Broadway

Vancouver, BC V6H 4C1

Indigenous Patient Navigators (IPN)

A resource and support for culturally safe experiences for Indigenous peoples.

Tel: 604-875-2348

Fax: 604-875-2871

Email: indigenoushealthreferral@cw.bc.ca

Other Resources

Finances

Family caregiver(s) benefit for children (EI)	Assistance for while you're away from work to care for or support a critically ill or injured person.	https://www.canada.ca/en/services/benefits/ei/caregiving.html Toll-Free: 1-800-206-7218
Variety – the Children's Charity of BC	Variety aims to fill the gaps which are not covered by government programs, healthcare or private health plans.	https://www.variety.bc.ca/ Phone: 604-320-0505 or 604-310- 5437 Toll free: 1-800-381-2040 Email: info@variety.bc.ca
Jordan's Principle	First Nations children living in Canada can access the products, services and supports they need, when they need them.	https://www.sac-isc.gc.ca/eng/1568396042341/1568396159824 Jordan's Principle Call Centre: 1-855-572-4453 Available 24 hours, 7 days a week Phone: 778-951-0716 Email: principedejordancb-bcjordansprinciple@sac-isc.gc.ca
CKNW Kids Fund	CKNW Kids' Fund helps families by providing grants for essential specialized medical equipment, therapies, and programs for at-risk youth.	https://www.cknwkidsfund.com/apply-for-a-grant Cathy Hunt – Director of Grants CKNW Kids' Fund 7850 Enterprise Street Burnaby BC V5A 1V7

Accommodations

BC Caregiver(s) Residency Program (BCFRP)	Accommodation Assistance is available for BC residents who: Are a resident of BC and have a Care Card/PHN number issued by Medical Services Plan of BC.	https://www.variety.bc.ca/support/bc-caregiver(s)-residence-program/ For self-booking guidelines: https://www.variety.bc.ca/wp-content/uploads/2022/09/BCFRP-Self-Booking-Accommodations-Outside-of-BCFRP-Office-Hours-and-BCCH.pdf For support with making a reservation, please email: bcrfp@variety.bc.ca
Ronald McDonald House (RMH)	Accommodation for families, so they can be close to their child undergoing treatment.	https://rmhbc.ca/ Phone: 1 (604) 736 2957 Toll-Free: 1 (855) 451 6703 Email: info@rmhbc.ca

Easter Seals House	A unique, affordable accommodation that offers suites with kitchens, laundry, underground parking and other amenities, in a hotel-like setting.	https://www.eastersealsbcy.ca/easter-seals-house/ Phone: 604-736-3475 Fax: 604-736-3495 Reservations only: 1-800-818-3666 Email: eshousevcr@eastersealsbcy.ca
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Travel

Travel Assistance Program (TAP)	(TAP) helps alleviate some of the transportation costs for eligible B.C. residents who must travel within the province for non-emergency medical specialist services not available in their own community.	https://www2.gov.bc.ca/gov/content/health/accessing-health-care/tap-bc/travel-assistance-program-tap-bc For booking transportation: B.C. (toll-free): 1 800 661-2668
First Nations Health Authority (FNHA) Medical Transportation (MT).	Health Benefits works with First Nations communities to deliver the MT benefit.	https://www.fnha.ca/benefits/medical-transportation Most clients should contact their community's Patient Travel Clerk to access medical transportation benefits or call Health Benefits at Phone: 1-855-550-5454.
Hope Air	Hope Air provides free flights, accommodations, airport ground transportation and meal vouchers for low income families and individuals who must travel for medical care.	https://hopeair.ca/ Phone: 1-877-346-4673

Vancouver:

<https://vancouver.ca/people-programs/free-and-low-cost-resources.aspx>

For free support with accessing services and locating a service that is not included in this list

Dial or text 2-1-1 or visit <https://bc211.ca/>

If other resources or supports are needed, please speak to a member of the treatment team