

Looking Glass Handbook

A Wellness and Recovery Journey

Looking Glass acknowledges the unceded ancestral territories of the Coast Salish Musqueam, Squamish and Tsleil-Waututh peoples

Welcome to Looking Glass

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

Whether you start your Looking Glass journey in the 'Pre Program' or begin your healing in the 'Treatment' stage, we recognize and honor your commitment and understand that this may be a very emotional time for you. We respect that this is your journey and that you may be away from your family and friends but you will not be alone. The Looking Glass team will walk with you on your path of wellness and recovery while providing a safe and trusting place for you to learn, grow and heal.

At Looking Glass our primary consideration is meeting the therapeutic needs of all individuals who are interested in attending Looking Glass so three phases of treatment are offered; the **Virtual Pre Program** which is designed to support readiness for recovery and treatment; the **"Live In" Program**, which offers structured intensive eating disorder programming; **the Hybrid Virtual Program**, which is a continuation of our in house program groups; and the **Virtual Post Program** which is designed to support the maintenance phase of recovery.

In order to help you become acquainted with Looking Glass we have created this 'Client Handbook'. It contains a lot of information to support and inform your stay. The lists of Treatment Expectations and Non-negotiables have been thoughtfully considered over time with feedback from previous clients.

We hope that you will experience Looking Glass as a healing environment that can support you on your journey of wellness and recovery. You will have opportunities each week to meet with members of your treatment team and participate in a variety of groups and special activities designed to provide you with education, support, wellness, and fun.

The entire staff of Looking Glass welcomes you and is ready to support you on your healing journey. Believe in recovery and build your life!

Warmly,

The Looking Glass Staff

Contents

Welcome to Looking Glass.....	2
The Looking Glass Philosophy of Care	4
Information about 'The House'	6
The Virtual Pre Program	6
Pre Program Online Snack Support.....	8
Looking Glass Treatment.....	9
Program Length of Stay:	9
Physical distancing.....	11
Hand Hygiene:.....	12
Orientation to Treatment	12
Privacy and Confidentiality	13
Care Planning.....	13
Treatment Expectations.....	14
Non-Negotiable Expectations.....	15
Explore and Reflect Process	15
Reasons for Early Discharge	16
Respectful Communication	16
Group Guidelines	17
Meal Support.....	19
Bathroom Support.....	21
Medications and Nutritional Supplements	21
Daily Schedule.....	22
Phones, Computers and TV Use	22
Group Outings.....	23
Open Room Time.....	23
Smoking and Vaping Policy	23
Visitors.....	24
Passes	24

Pass Safety	25
House Safety and Security	26
Graduation and Discharge	28
The Post Program	29
Providing Feedback.....	30
Patient Care Quality Office	30
Exemptions for Clients 19 years of age and older	30

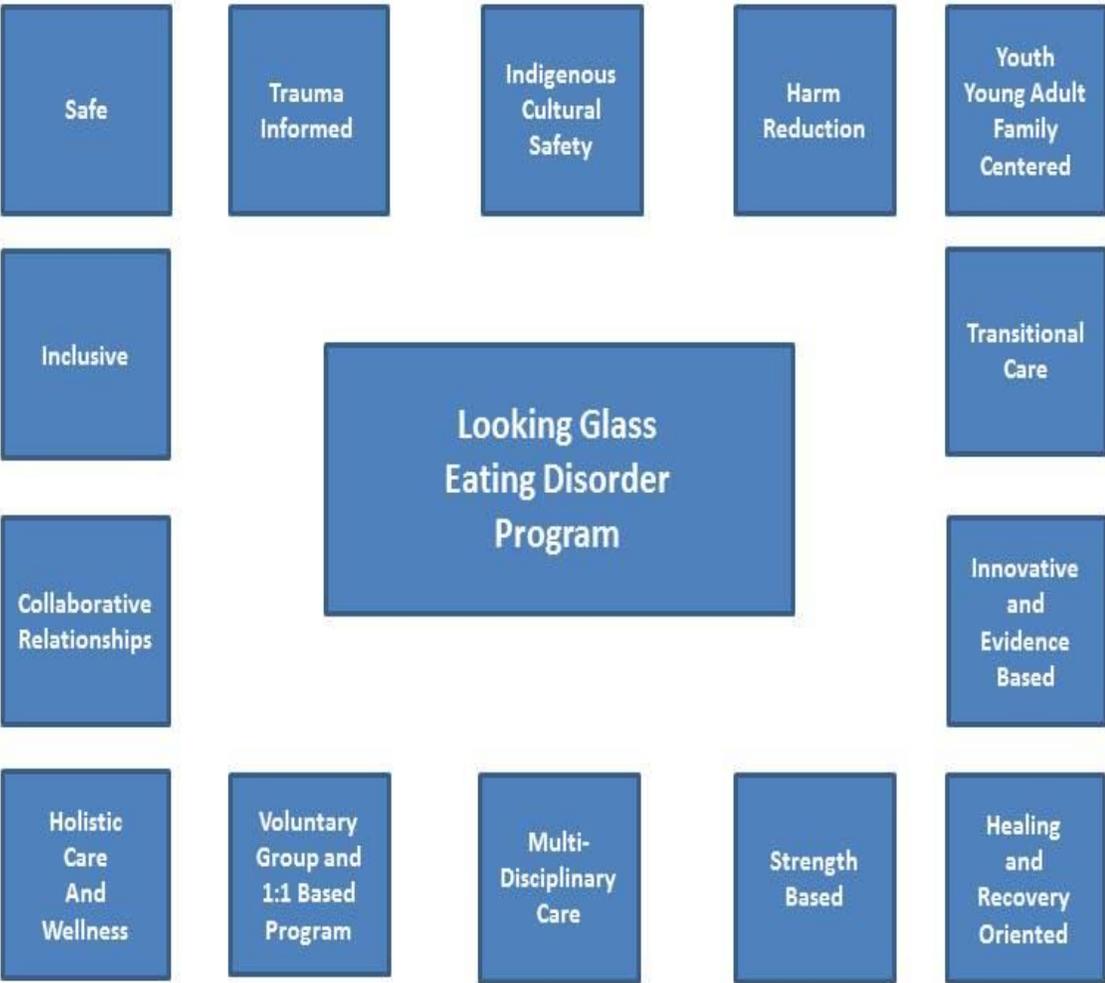
The Looking Glass Foundation

The Looking Glass Foundation was co-founded by three families seeking care for their loved ones who were suffering with eating disorders. In 2011, the foundation-established Canada’s first eating disorder ‘live in’ treatment program for youth called Woodstone, on Galiano Island. In 2014, the treatment program relocated to Vancouver and is operated by Provincial Health Services Authority (PHSA). The name ‘Woodstone’ changed to The Looking Glass Treatment Program to honor the legacy of the Looking Glass Foundation.

The Looking Glass Philosophy of Care

Looking Glass offers an inclusive eating disorder treatment program to 16 – 24 year old male, female, transgender and culturally diverse individuals from across the province of B.C. We provide a culturally safe and trauma informed transitional treatment program that moves thru individual readiness, intensive treatment and recovery maintenance. The interdisciplinary care provided is strength based and informed by current evidence. The holistic treatment journey offered at Looking Glass will address many areas of your life and make use of a variety of different treatment styles and approaches. Individual therapy is tailored to supporting the youth, young adult and family centered needs and treatment goals. The Looking Glass philosophy is to provide healing, wellness and recovery oriented treatment.

Looking Glass Program Philosophy of Care



Information about 'The House'

Looking Glass Treatment Program, Pre and Post Program are located in a beautiful craftsman style mansion in the Shaughnessy area of Vancouver. The House was built in 1917 and it's had a number of renovations including a major one in 1983 when it became Vancouver's Ronald McDonald House and further for Looking Glass in 2014.

The Virtual Pre Program

The Pre Program is a group based program that is available to individuals prior to them entering the Looking Glass 'live in' Treatment Program. The Pre Program is required prior to entering the "live in program." The Pre-Program is specifically designed to meet people where they are at; provide support and education to increase readiness as they prepare for recovery and a more intensive stage of treatment. The planning and information available in the Pre-Program is vital and as a result is a required step in your Looking Glass treatment journey. The number of individuals in the Pre-Program is limited to 8 to support and increase readiness for the Live In Program.

Virtual Pre Program

The virtual Pre Program takes place every Tuesday from 2:00- 3:30pm The Pre-program also includes a virtual group snack every Thursday from 10:10am – 10:45am.

It is important that you maintain engagement with your Primary Care Provider and/or Community Team for the duration of this program. This may look different for each participant depending on the supports available within your local area.

The length of stay in the Pre Program is individually care planned depending on the needs and readiness of each participant followed by a 'Transition to Treatment' into the Looking Glass Treatment phase.

Pre Program Schedule

Pre Group: Tuesdays 2pm-3pm (Required)

Pre Nutrition Group: Every second Wednesday 9am-10am (Optional, yet encouraged)

Pre Group Snack: Thursdays 10:10am (Required)

Pre Program Expectations

To create a recovery focused environment that is safe, healthy, respectful and consistent, Looking Glass provides expectations for participants.

The expectations are:

- To be honest with the team
- Be an active participant in your program
- To wear seasonally appropriate clothing that is respectful to yourself and others while online for group.
- To not engage in eating disorder behavior while online
- To not engage in self-injurious behaviors
- To seek support of Pre- program staff if struggling with expectations
- Violence and abuse of any kind is not tolerated
- Please follow the virtual guidelines provided in Pre Program
- To engage in safe recovery focused behaviors that does not interfere with programming and/or group such as:
 - Being under the influence or after effects of substances including alcohol
 - Engaging in high risk or unsafe behavior
 - Influencing others in a non-recovery treatment focused way

Meeting Pre Program Expectation – Explore and Support

Participants may struggle, be unable or unwilling to meet the expectations or choose different priorities or goals. When the team notices this, a respectful reminder and encouragement is provided.

If expectations continue to not be met a curious conversation is had to 'explore' how Looking Glass can 'support' you with care planning to meet individual recovery goals.

Clients that continue to be unable to meet expectations may be supported with a safe discharge from the program.

Substance Use

Looking Glass is a substance use free treatment program and facility. The use of alcohol, cannabis (including CBD and vaping) and illicit substances while in treatment and on pass is discouraged.

Looking Glass recognizes the potential for co-occurring problematic substance use with individuals with eating disorders. Some participants may need extra supports and time to reduce their substance use and the related harms and risks while attending the Pre Program to obtain 6 weeks abstinence for entry into the treatment program. The Pre Program team works with participants offering recommendations for substance use supports that are needed to ensure safe participation for everyone attending the Pre Program (eg. assessment, alcohol and drug counselor, day program etc.). Substance use supports are continued once participants start treatment at Looking Glass.

All Looking Glass participants are expected to be fully present while attending program and are not to attend programming under the influence of mood altering psychoactive substances including alcohol. This also includes any negative after effects following consumption the following day(s).

Pre Program Online Snack Support

Welcome to online meal support! This is a chance for us to provide a supportive, calm and respectful environment to aid you in continuing to meet your goals for recovery. It's also a great chance to connect with the LGR team and peers, and hopefully add a little joy to the monotony of physical distancing.

In terms of participation, please note the following:

- If you are connected to a dietitian, please eat to your meal plan
- If you do not have a meal plan, then follow the guidelines as per the snack options sheet
 - Please note that these are minimum amounts - you are welcome to have more
 - Also make sure you have some water - hydration is important!
 - No coffee/tea during meals/snacks
- Please email the nurse clinician and/or intake coordinator if you are unable to make it to snack
- Make sure you're in a private, quiet space, preferably with headphones, and not recording the session
- Eat within the time limits:
 - 15 minutes for snacks
 - Time reminder will be given at the 7½ minute mark and the 5 minute mark
- 100% completion of your meal

- If needed: have some Ensure/Boost ready as well as a clear glass and measuring cup
- Staff will support you via private chat to determine supplement amounts once you have identified the need to replace partial or all of your meal/snack
 - Please inform staff what product you will be using to replace your meal/snack
- Please sit far enough away from the camera so that your meal/snack is visible

What to expect:

- There will be 1 meal support staff eating with you and 1 additional “float staff” providing extra support
- Your meal/snack will be checked by the dietitian before beginning and you may be redirected to adjust your meal or snack amounts if they appear disordered
- Meal support staff will give general reminders of things to keep in mind during the meal/snack and will support you by redirecting eating disorder behaviours.
- Meals support staff will provide conversation/provide distraction
- Meal support staff may check in with you via private chat if you seem like you require support. Alternatively, if you require additional support, you may message the designated float staff person.
- After snack is completed:
 - There will be a group check in (state how the experience was for you and how you’re feeling)
 - An additional 15 minutes of post meal/snack support will be provided (continuing conversation, playing games, etc).

Looking Glass Treatment

Looking Glass Treatment is a structured and intensive ‘in house eating disorder program. Individuals transition into treatment from the Pre Program.

Program Length of Stay:

The Looking Glass Treatment length of stay is 3 months. The “live in” program will be 8 weeks, and 4 weeks in the Hybrid Virtual Program at home. The “live in” and hybrid virtual program allows clients to practice recovery at home, while

remaining connected to the house. Clients must commit to all three months of treatment. If a client chooses an early discharge at any time of programming (or after the first 8 weeks), unfortunately virtual post program will not be offered. The client's LGR team will ensure a safe discharge plan is completed with the client, family and community team.

“Live in” Program Phase:

Clients will receive an intensive structured “live in” program. The program will offer groups, meal supports, and individual sessions with a multidisciplinary team.

Hybrid Virtual Program:

The Hybrid Virtual Program offers clients a safe transition between our programs. It allows clients to participate in parts of the live in program and parts of the post program.

After 8 weeks in the live in program, clients will transition to our Hybrid Virtual Program at home. The Hybrid Program will take place on Tuesday and Thursday mid-morning to the afternoon. One meal, and two groups will be offered on the designated days. Clients will continue their therapy, psychiatry, and dietetics sessions while in the hybrid virtual program.

The hybrid program will use Zoom technology for clients to participate in programming. Clients will participate in three groups, two lunch meal supports in the “live in” program. The groups include nutrition group, body image, and process group. Clients will start their transition to the Post Program by participating in the Relapse Prevention Group, and Virtual Post program lunch. As the clients progress into their 4th week of the hybrid virtual program, they will begin their transition to the post group on Thursdays.

- 8 weeks- Live in house program
- 4 weeks- Hybrid virtual program

Admission to Treatment

Admission to Looking Glass takes place at 11:00 am on Wednesday mornings when new clients are welcomed to Treatment by the Looking Glass team. There are scheduled tasks that occur with the team as well as time for rest on the day of admission.

Admission day includes:

Covid Symptom Screen at the door
Nursing Assessment
Team Assessment
Introduction to co-clients and staff members
Tour of the house and grounds
Supported Lunch and Check in
Belongings check
Nurse Practitioner Assessment
Rest time

Orientation to Covid- 19:

Screening for Symptoms:

Clients will be screened prior to admission by our intake coordinator. BC Children's Covid-19 Patient & Support Persons Screening Tool will be used for screening clients.

- **Admission Day Screen:** Clients will be screened upon admission by using the Covid-19 Patient & Support Persons Screening Tool and with vitals
- **Daily Screening:** Every morning, clients will be screened using the Covid-19 Patient & Support Persons Screening Tool for symptoms.
- **Pass Screening:**
 - Clients will be screened upon arrival to the house.
 - If client says yes to any symptoms, he/she/they will be asked to remain at home for further instructions.
 - Client will be asked to perform hand hygiene

Physical distancing:

Looking Glass will continue to follow the health guidelines of physical distancing of 2 meters within the house during groups, meal support and leisure time. Signs and tape markings will be used to display physical distancing throughout the facility.

- Clients will have a private room and bathroom.

- Clients will have their own seat, storage side dresser, and bean bag in the common area
- Clients will have assigned seating at the dining table
- Individual sessions will occur in physical distanced areas

Hand Hygiene:

Diligent hand hygiene is essential for all persons entering the facility. Signage with clear instructions for clients to perform hand hygiene will be posted. Alcohol-based hand rub (ABHR) is available at the entrances to and exits from the facility, and available in the client settings.

Hand hygiene is important for everyone:

- Before preparing, handling, serving or eating food
- Before and after engaging in group activities
- Upon entering the house, hand hygiene is required.

Non- Surgical Mask:

We advise clients to bring in a non-surgical mask to wear during vehicle rides, and outings. As per BC Health Guidelines, non-surgical masks are recommended to wear during any public outings.

Personal Belongings:

Personal belongings will be kept in designated storage bins on the second floor, and in the atrium.

Cleanliness:

Please keep rooms clean and tidy. It has been shown that keeping your space free from clutter can reduce mental and physical stress and build self-esteem. It might seem unrelated, but keeping your space tidy and bed made often feels like an accomplishment. And every accomplishment, large or small, works toward building our confidence and self-esteem. Also, having a tidy space also allows for our house cleaners to effectively clean the home.

Orientation to Treatment

Looking Glass recognizes the effort and stressors associated with transition into treatment and how overwhelming this can be. With that in mind, 'Orientation to Treatment' begins the day of admission with the expectation of full participation

in programming on the following Monday. During Orientation individuals have five days to stabilize into the program, become familiar with the house, co-clients, and program routines. The Orientation schedule is modified to provide opportunities for rest and connection with staff and further assessments.

Clients are encouraged to attend all programming and exceptions are made for the need to rest.

Privacy and Confidentiality

Privacy and confidentiality are one of the most important aspects of care and respect at Looking Glass.

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

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

Your Looking Glass health care team will be sharing information about you with each other in order 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.

This also means that it is expected that you will keep confident the names and personal details of the other staff, clients and their families or friends. Please use "co-client or roommate" rather than their names. If you have any questions or concerns about confidentiality, its meaning and/or its limits, please speak to any team member.

Care Planning

Your Looking Glass treatment team will be working with you and your family when appropriate to develop your individual treatment care plan. This will include your specific goals that will support your recovery after leaving Looking Glass. Your care plan will be reviewed and updated weekly to support your treatment

journey and for continuity of care between all of the Looking Glass team members.

Treatment Expectations

To create a recovery focused treatment environment that is safe, healthy, respectful and consistent, Looking Glass provides expectations for clients.

The treatment expectations are:

- To be honest with the health care team
- Be an active participant in your treatment plan
- To wear seasonally appropriate clothing that is respectful to yourself and others.
- To use your own items and not share or loan clothes, make up, money etc.
- To possess only safe and approved items
- To be in possession of items that you own or have paid for (no theft)
- To engage in safe recovery focused behaviors that do not interfere with treatment, individual care plans and/or group setting such as:
 - Using substances in an unhelpful or unhealthy way
 - Engaging in high risk or unsafe behavior
 - Influencing others in a non-recovery treatment focused way
 - Repeated threats to leave treatment or runaway

Meeting Treatment Expectations

Clients may struggle, be unable or unwilling to meet the treatment expectations or choose different priorities or goals.

When the health care team notices treatment expectations not being met a respectful reminder and encouragement is provided for the client.

If expectations continue to not be met a curious conversation is had with the client to discover how to support with care planning.

Clients that continue to be unable to meet expectations may be supported with the Explore and Reflect Process (see below).

Non-Negotiable Expectations

Looking Glass has other important and firm expectations called Non-Negotiables. Non-negotiables are mandatory treatment components that help to maintain a safe, healthy, respectful, and consistent environment.

The 5 non-negotiables are:

1. To not engage in self-injurious behaviors
2. To complete all meals, snacks or supplements in the allotted timeframe
3. To not engage in eating disorder behaviors in the house such as over exercising or purging
4. To attend and be on time for all program activities unless in an appointment with the health care team
5. To be respectful at all times –
 - Use respectful language – no gossip, name calling, discrimination
 - To foster a culture of safety without violence or aggression (bullying, fighting, damaging property)
 - To not be involved in illegal activities
 - Respectful TV/Phone/Computer use:
 - Pictures of clients and staff are not taken
 - Confidential information is not shared
 - All phones/computers are handed in and not hidden from staff
 - No cyberbullying
 - Phones are not taken on group outings
 - No "R" rated content

If a non-negotiable expectation is not met the staff will explain to the client that the 'Explore and Reflect' process will be initiated with the team.

Explore and Reflect Process

The first time a non-negotiable expectation is not met the client will meet with their care team to explore the incident and nature of the event. Suggestions are collaboratively discussed and care planned to support the client going forward to avoid engaging in the non-negotiable activity.

If the *same* non-negotiable expectation is not met a second time the client is supported with a one week home temporary leave from treatment to 'reflect' on commitment to treatment. Reflective questions are provided to help guide the contemplation and exploration.

If the *same* behavior occurs a third time, the client is supported with a safe, early discharge home.

Reasons for Early Discharge

Looking Glass treatment is a voluntary program and a client may choose to leave at any time. Looking Glass will support this decision with a safe discharge home. In some cases, in order to keep you and/or other clients safe and supported an early discharge may be considered on an individual basis.

Early discharge may occur under the following circumstances:

- Medical instability – a higher level of medical care is required that cannot be provided at Looking Glass
- Psychiatric instability - a change in mental health that cannot be supported at Looking Glass
- Inability or unwillingness to participate in the treatment
- Unable to meet Treatment Expectations after care planning and support
- Engaging in a Non-negotiable expectation after the Explore and Reflect Process.

Respectful Communication

Both staff and clients at Looking Glass are encouraged to communicate respectfully. This helps maintain a safe and healthy environment that is conducive to emotional safety and healing.

Everyone has aspects of their style of communication that can be improved. You will participate in groups that will help you enhance and strengthen your communication skills.

Respectful communicating can include:

- Assertively asking for what you want/need
- Sharing your thoughts and feelings using "I" statements ("I feel angry when 'such and such' happens")

- Sharing communication “space” with others (Everyone who wants to share has time to do so)
- Actively listening without interrupting
- Being kind and courteous
- Being straightforward
- Asking clarifying questions

Disrespectful communicating can include:

- Name-calling, put-downs, insults
- Interrupting
- Blaming
- Shouting
- Inappropriate language (Swearing, ED talk)
- Certain non-verbal behaviors (eye-rolling, finger-pointing, ignoring)
- Passive aggressiveness

Group Guidelines

Looking Glass is a treatment program where clients work on their recovery and strive to get as much as possible from the program.

All therapeutic groups are held in one of the one main room –The Atrium. The Group Guidelines are laid out to provide an emotionally safe group experience:

Practice respectful communication

- Be patient
- Try not to interrupt or talk over one another.
- Be non-judgmental. Allow each other to have different ideas, opinions, and experiences.
- Use empathy. Try to understand what it’s like to be in someone else’s shoes.
- Validate. Acknowledge how the situation ‘makes sense’ coming from on another person’s point of view, emotional state, or experience.
- Be aware of your non-verbal communication. (No sighing, rolling eyes, etc.)

Listen actively

- Pay attention.
- Make eye contact with the speaker.
- Allow others to finish what they are saying before sharing your thoughts.

Use supportive language

- Avoid criticism, name-calling, etc.
- Encourage one another and highlight successes.
- Frame ideas in the positive, for example suggesting skills to try rather than only focusing on what's not working.

Avoid giving advice

- Instead, ask permission to share your experiences and suggestions with each other.
- Group members have the right to decline advice.

Take ownership for your opinions

- Use "I" statements to convey your ideas, rather than "you" or "we", to avoid making generalizations.

Active Participation

- Practice speaking up and sharing your ideas in session, especially if you tend to be quieter.
- Practice waiting and allowing others a chance to share if you are a person who tends to jump into the conversation quickly.
- Make an effort to complete home work.

Managing emotions in group

- Avoid raised voices and swearing, which can increase emotional intensity for you and for others in the group.
- Let the group know if you feel triggered or unsafe.
- Ground yourself as needed. (Take deep breaths, use stress balls, etc.)

Discussion content

- Avoid sharing graphic details of topics that could be triggering for others in the group. (For example: abuse, violence, substance use, ED behaviour, self-harm, suicide, hospitalization.)
- Avoid discussing numbers related to weight, calories, frequency of hospitalization, etc.
- Avoid glamourizing your ED history or comparing "war stories".

Be attentive to group process

- Be awake with eyes open, alert and present during group
- Attend groups on time.
- Be proactive in sharing any particularly pressing or emotionally-laden matters early on in the session.

- If you wait till the end of the session we may not have time to address them, and group members may leave feeling anxious or unsettled.
- If an important or pressing issue arises for you at the end of session, write it down and bring it to the next group or discuss it with your therapist individually.

Awareness of group dynamics

- We will be attentive to how we affect each other in group.
- We will practice assertiveness and use courage to speak up about feelings or concerns that arise related to group dynamics.
- We will attempt to work through difficulties together.

Virtual Group Guideline:

- All “live in” group guidelines apply
- Virtual programming will use Zoom, and Telephone.
- Please sign in 5 minutes prior to group starting.
- When attending a hybrid/ virtual group, client’s camera will remain on, however clients can use “hide self-view.”
- Float staff will be available to hybrid clients online to support them further with the content presented in groups.

Meal Support

- Three meals and three snacks are provided each day and are prepared on site by the chefs. Staff supports clients during meals and snacks to be able to complete in full. If a client is unable to finish they can substitute with Ensure. This is discussed with your dietitian and guided by individual needs.
- Post meal support is provided for one hour after meals and 30 minutes after snacks. During the post meal and snack time clients stay together with staff present for support. During this time we ask that clients demonstrate an openness and willingness to accept the support provided to them.
- Games often make for a good distraction during this time and the staff welcomes ideas and 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 clients’ dietary needs once there is medical confirmation of such needs. Vegetarian options are provided.

Virtual Meal Support:

Welcome to online meal support! This is a chance for us to provide a supportive, calm and respectful environment to aid you in continuing to meet your goals for recovery. It's also a great chance to connect with your peers and add a little joy to the monotony of social distancing.

In terms of participation, please note the following:

- Participation in online meal support is mandatory
- Eat to your meal plan – have meals and snacks as planned with your dietitian
 - Position your camera so we can see you and your meal
 - Meals will be checked by the staff before beginning
 - Also make sure you have some water - hydration is important!
 - No coffee/tea during meals
- Be on time – if you are late or unable to join, please call Looking Glass to let us know. Please note that this could lead to an 'explore and plan' for missing programming.
- Make sure you're in a private, quiet space, preferably with headphones
- Eat within the time limits – 30 minutes
 - Time reminders will be given at the 15 minute, 10 minute, and 5 minute mark
- 100% completion of your meal
 - If needed: have some Ensure ready as well as a clear glass and measuring cup
 - Staff will support you to determine supplement amounts once you have identified the need
 - If you only have Ensure PLUS – let staff know. Otherwise we will assume you have REGULAR Ensure
- There will be a "check in" once everyone is done. The expectation to be able to continue using our meal support is that you stay until then.

What to expect:

- There will be 2 staff members providing meal support – one on video, and one who may or may not be on video who will act as the "float person"
- Staff will redirect behaviors that are disruptive to the meal. Note that we will have to say your name in order to provide the re-direction.

- If after re-direction staff notice that you are continuing to struggle, then they will disconnect you from the call and will call you via phone to provide more one-on-one support
- The staff member eating with the group will provide conversation/provide distraction
- If you are unable to complete, then staff will treat it as an “explore and plan,” and inform your team for more in-depth discussion.
- After check-in, please feel free to continue participating in post-meal support OR phone and check-in with staff if you are needing additional support

What should I do if I'm struggling during the meal?

- Reach out for support by privately messaging the float person:
 - Click on  at the bottom of the screen to bring up the side chat bar
 - In the drop down menu (To: Everyone ▼) select the name of the staff floating to privately message them. If replying to a private message, make sure their name is selected from the same menu.

Bathroom Support

- Bathroom support is a treatment approach that provides symptom interruption for clients during their stay at Looking Glass. Bathroom support is a core component of the program and all new clients receive full bathroom support on admission.
- Bathroom support is a normalized part of the day-to-day running of the program. Clients use the bathroom facilities in private with the support of a trained staff member outside the door. Further explanation of bathroom support is available during your tour of the house and/or upon admission.
- Please feel free to discuss this during pre-program and/or with the Intake Coordinator.
- Bathroom support is individualized and progressive during your treatment stay.

Medications and Nutritional Supplements

Your psychiatrist and/or nurse practitioner may prescribe medications and/or nutritional supplements while you are at Looking Glass. You have been given a Credit Card Authorization form to cover the cost of your medications and if you do

not have a credit card it is recommended that you bring a pre-paid credit card or Safeway Gift Card to cover these costs. Please be aware that 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 will pay for all medications, supplements, 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, psychiatrist, or nurse practitioner if you have questions

Daily Schedule

- Clients participate in all activities, groups, and therapy sessions 100% of the time.
- Please seek the support of staff if you do not feel well enough to participate in programming.
- Clients work on willingness towards open communication and being vulnerable with others in a group situation.
- Personal exercise time and community participation are considered on an individual basis and may vary during your stay based on the stage of recovery and/or therapeutic considerations.

Phones, Computers and TV Use

Client's use of phones, computers and TV are limited and monitored to reduce exposure to negative influences and distractions from treatment with the goal of assisting clients to focus on recovery work.

Looking Glass offers a supportive approach to phone, computer and TV use by:

- providing several dedicated and supervised times each day for electronics
- acknowledging that social media can have positive and negative effects
- discouraging high risk internet activities
- offering check ins to support clients
- providing education and discussion on 'Safer Social Media Use'
- The designated areas are available for phone/ computer use, Woodstone Room, atrium, "Nook", piano bench, or the tables on the second floor.

There are set times for communication for clients to stay connected with family, friends and others via phone or computer.

- Clients access the internet and/or email for communication, planning and arranging of passes for the upcoming week and discharge planning
- Clients use their phones and internet for vocational and/or school purposes
- Clients are not to wander in the yard with their phones
- A landline phone is available for use in the Atrium during phone times
- The Woodstone Room, the 'Nook' and piano area are available for personal calls when privacy is required
- Cell phones and computers are made available to take on passes
- Staff assists and support phone calls upon request
- Clients are expected to maintain the confidentiality of co-clients by not using their names in conversation
- Clients that are distressed and/or raising their voices will be supported by staff and may be asked to complete their call and call back

Group Outings

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

Open Room Time

- Staff will wake clients at 6:45 a.m. on weekday mornings and 7:45 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 5:00 and again at 8:00 p.m. with the doors left open and clients supported by staff during this time.
- Rooms are opened for bedtime 30 minutes after evening snack.
- Due to licensing policy, different genders are not to be in one another's room during open room time.

Smoking and Vaping Policy

The Looking Glass philosophy is a non-smoking and non-vaping perspective and it is medically recommended that clients abstain for smoking and vaping and proceed with reduction and quitting. If the choice is made to smoke or vape while in treatment it is against medical advice and staff respect this choice.

- Clients are identified and assessed, provided education, offered replacement options and are supported and encouraged to reduce and quit.
- Cigarettes/vape pens, fluids are stored in the nursing station
- All smoking and vaping is done in the gazebo in the back yard. One client is allowed to smoke at one time.
- Smoking/vaping times are provided outside of programming. There are 4 times allotted outside of programming. Suggested times include: before breakfast at 0750am; before lunch @ 1250pm; before dinner @ 5:50pm; and during open door room time @8:30pm (see program schedule).
- Smoking and vaping is recommended to be done within a harm reduction model including tapering, nicotine replacement and a quit date
- Social aspect is discouraged – only one person to smoke at a time
- Nonsmoking clients are not to be in the gazebo with smoking/vaping clients
- Cigarettes/vapes are personal items that are not shared, bought, sold or traded
- Looking Glass is a scent free environment and clients are to be mindful of the scents associated with smoking/vaping
- Smoking/vaping does not occur while on group outings
- Smoking or vaping does not occur during virtual programming

Visitors

Due to the Covid 19 pandemic, LG will limit visitors inside the house to reduce the exposure to staff and clients of the facility. Clients will be encouraged to meet with 1-2 designated caregivers outside the facility. Family therapy and meal support education to care givers will occur virtually. Clients will be asked to maintain a 2m distance from friends or family outside their designated caregivers to ensure physical distance and safety will be maintained. We encourage clients and non- designated caregivers to wear non-surgical masks during the visit. All visitors for passes will be screened at the door.

Visits are planned and pre-arranged by you and Looking Glass staff.

Passes

Passes outside of Looking Glass are an important aspect of treatment and recovery. Passes provide clients with an opportunity to set goals and build resilience, to take part in recovery oriented activities, practice new skills and

foster independence, to spend time with friends, family or helpful others and attend to personal activities.

Clients are encouraged to go out on short passes at first working up to longer passes, including over nights, week long, and home community passes to practice new skills in a familiar environment. Due to Covid- 19, LG will ask clients to practice meals out by ordering in or eating in public areas (park), which allow for physical distancing.

When you feel ready to go on a pass please talk to your Looking Glass team to make recovery oriented plans and goals for your time away. There is a pass request form (Weekly Review Form) that allows you to write down your goals and supports. Please complete this form and submit it to the staff by Tuesday night for the staff rounds meeting which takes place every Wednesday. Rounds is the time when the team reviews, approves (or not yet) your plans and goals as well as orders medications for your time away as needed.

Pass Safety

**** Please follow the BCCDC guidelines for Covid 19. "Fewer faces in bigger spaces."*****

Please complete the Safety Plan Document before leaving for a pass. Staff will support you in completing the document and can answer any questions you may have. Your safety plan will outline how you will cope on pass, what internal and external recovery resources and skills you will draw on and whom your support people are when you are on pass.

You are encouraged to contact staff on duty at Looking Glass if further support is required while away for the house.

The unhealthy or unhelpful use of illicit drugs or alcohol while on pass is discouraged. Going on pass is considered part of your treatment stay and clients are expected to be fully present and working on your recovery oriented activities.

Upon return from pass you will be welcomed back and for safety staff will perform an assessment along with a bag and belongings check.

Covid 19 Screening: Clients will be screened upon arrival to the house, and will be asked to perform hand hygiene.

House Safety and Security

Report any safety or security concerns to staff right away.

Hold on to railings when using the stairs and be careful in baths and showers.

Exterior doors and ground level windows are kept locked.

Smoke, heat and carbon monoxide detectors are located throughout the house.

The house has sprinkler systems, extinguishers and fire pull stations. Vancouver Fire Services monitors the fire detection equipment 24 hours a day and provides emergency contact and dispatch.

The house has security sensors on exterior doors and windows. Security cameras are located at all entrances and in the 2nd and 3rd floor hallway. Radius Security monitors the security system at night when staff sets ON the system.

There is a first aid kit on the 3rd floor and the nurse's station; please see the nurse if there is an injury.

Bedrooms

To ensure physical distancing you will have a single bedroom.

Each bedroom has a thermostat and radiator with the normal setting at 72 F or 22 C.

There is air conditioning during summer months, operating at 72 F or 22 C.

Bedroom doors, windows and blinds are closed through the day and air conditioners are turned off.

For reasons of safety, bedroom windows open to 6 inches only and there is one window screen per room. Please open the window with the screen.

Looking Glass staff access bedrooms regularly for safety checks, maintenance and cleaning. For that reason, furniture and effects remain in their current location with floors kept clear of all personal items and trip hazards.

Atrium

This space is primarily used as a meeting and gathering place for the clients. All clients' seats have been placed 2 meters apart to meet physical distancing guidelines.

A thermostat controls in-floor heating and there are 2 ceiling mounted heating elements with separate controls for really cold days only.

There is a ceiling fan with its controls in the main dining room just inside the door.

There is a TV, DVD, VHS player and video games along with CD player and CDs

The 2 of the upper French window doors can be opened by staff.

There is a phone for client's use.

Kitchen

Clients are able to access the kitchen when invited and the accordion doors are open.

For safety and cleanliness everyone wears shoes/slippers on their feet while in the kitchen.

Laundry

Every Monday, clients to place bedding in laundry bin located in hallways. The laundry room is otherwise open for personal use from 6 pm to 10:30 pm nightly and all day on weekends. Promptness and courtesy are the rules for laundry facility use.

There is a broom and dustpan just outside the laundry room for your use.

Bathrooms

Are shared, kept tidy and free of personal items

Feminine hygiene products go into the receptacles and paper towel is placed into the garbage bins

Common Areas

The piano was generously donated to the Foundation by Sarah McLachlan.

The elevator serves the first 3 floors and not the top floor.
The Library has many books and games for your enjoyment.

Back Yard

The Gazebo is a year round place for everyone's use and is also the designated smoking area.

There are 9 bikes locked to the bike rack with helmets and air pumps in the basement filing cabinet and keys at reception – see nurses or MHWs.

There are a number of games and sports equipment in the back yard shed. The shed also houses gardening tools and equipment.

There are 2 garden planter boxes as well as other garden areas used for summer gardening.

Parking

We encourage you to leave the car at home. Clients who decide to bring their vehicle please use curbside parking in front of the house along Angus Drive or Kind Edward only.

Looking Glass has a large passenger van used for appointments and groups outings and is kept free of all personal effects.

Each day brings a variety of people to the house; expect to see housekeeping staff, maintenance, deliveries, special programs, contractors, families, inspectors and special guests.

Graduation and Discharge

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 the treatment team will prepare your transition plan for continuing care in the community.

Milestone Transition:

When you are coming close to completing on the “live in” program your milestone transition will be planned. The milestone transition will occur on Tuesday with PM snack prior to your discharge from the “live in” program.

Graduation

When you are coming close to completing your treatment program your graduation is planned. Graduation will be virtual after completion of the hybrid program. It will occur on Tuesdays at 12-1230p via Zoom. Your Looking Glass team members will be in attendance and other staff members will join when invited if they are available via Zoom. Clients are encourage to invite up to 5 family and/or friends to attend the graduation virtually.

Discharge Planning

Discharge planning is a vital component of your treatment journey to ensure a safe and supported transition back home to your community. Your Looking Glass team will support you to complete your “Personal Plan for Discharge” document where you will outline your ongoing home supports and set appointments for your return back to community. A discharge planning meeting is coordinated with your Looking Glass team, home team and caregivers two months into treatment. It is important that you have your discharge plans set before you leave to safeguard and continue your recovery journey.

The Post Program

The Post Program is a virtual group-based program designed to support in the maintenance phase of recovery, in collaboration with your community team. We appreciate your tremendous courage and strength as you continue your journey in transitioning home. The Post Program takes place every Thursday (via Zoom) for up to six months following discharge from Looking Glass. Weekly attendance is encouraged; yet if you are unable to attend every week, bi-weekly participation is the minimum attendance requirement. The Nurse Clinician is available for as-needed phone check-ins throughout the week, during regular business hours (8am-

4pm). In addition to Thursday's program, we offer an optional Nutrition Group every second Wednesday.

Post Process Group: Thursdays 11:00am-12:30pm (Required)

Meal support lunch: Thursdays 1pm-1:45pm (Optional, yet encouraged)

Nutrition Group: Every second Wednesday 9am-10am (Optional, yet encouraged)

Providing Feedback

Near the end of your stay you may be invited provide feedback on your experiences with the Looking Glass program in the form of an interview and/or survey. Participation in this process is voluntary and confidential. We encourage clients to participate so that we can learn how to make our program as beneficial as possible for future clients.

Patient Care Quality Office

If you have any concerns about your care, we encourage you to bring them up with your care team (for example, nurses, mental health workers, therapists, etc.). If you are still concerned with your treatment please discuss with the Operations Manager. If you wish to make a formal complaint, you can talk to the Patient Care Quality Office.

Contact info: 1-888-875-3256 or pcqo@phsa.ca

Website www.phsa.ca/PatientCareOffice

Exemptions for Clients 19 years of age and older

The Looking Glass Program is a licensed Child and Youth 'live in' 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 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.