

Welcome to Peak House!

Intake Information Guide

Pacific Youth & Family Services Society



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You can find more information on our website

www.peakhouse.ca



Welcome!

We're glad that you made it here. We want you to feel comfortable and to get as much as possible out of your participation in the program. Take some time to settle in and get a better sense of the program. The staff are here to help and support you, so if you have any questions, please ask. There are many things to get used to in the first couple of weeks at Peak House.

Choosing to come to Peak House is a big step toward inviting change into your life. We will do our best to help you explore and understand how "problems" such as substance misuse have affected you, your family and your community. We'll work with you to come up with ideas and plans that will support you in getting what you want out of the program.

This binder is yours to keep while you're at Peak House and to take with you when you leave. It has a lot of information in it about the program. Have a look over it as you get settled. This will be the place you keep all of your written work.

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Peak House Is a Two-Part Live In Program

Two-Week Orientation & Assessment Phase

At Peak House, we are interested in supporting you to focus on the changes you want to make and how we can support you to move in the direction you want to go. During the first two weeks you will work on what we call “Orientation” (see next page). This will help you identify what you want to bring into your life and the areas you want to focus on during your stay.

The first two weeks here look a little different than the following 56 days of “treatment.” During this time you will work with the Intake and Assessment Counsellor, your Peak House Clinical Counsellor and Youth Counsellors to get settled in, decide if Peak House is the right program for you and prepare for the treatment phase of the program. We’ll also help you figure out a plan for school and help you take care of any medical concerns. Your mornings will be spent working with our Assessment Counsellor. Your afternoons and evenings will be spent in programming with the full Peak House crew.

A few afternoons a week you will join the rest of the group for fitness (going to the gym, swimming, yoga, etc.). Your evenings will be spent with the whole group participating in various activities outlined in your schedule.

Peak House is a safe and respectful environment.

Staff will provide you with lots of encouragement and support as you work toward the important changes you want to make.

What to Expect

Youth have said that the first two weeks can be the hardest part of the program to get through. Peak House can feel like a very busy place, you will be with a group most or all of the time. If you need some time by yourself, there is room to take time out, just let staff know what’s going on.

You may question your decision to stay in the program, homesickness may get big, drugs and alcohol may try to convince you to walk out the door, or the guidelines may seem overwhelming...

Young people who have been through the first two weeks have said the following:

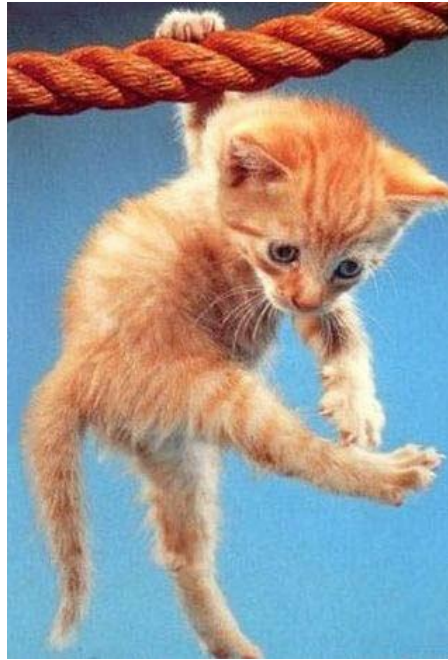
“Try to talk to staff even though it’s scary.”

“Avoid telling war stories. War stories or drug talk will make you feel weird and will make it hard for everyone; you might talk your way out the door.”

“If you feel like leaving, talk to staff so that they can help you slow your decision down; it’s a lot to get used to.”

“The guidelines are there for a reason.”

“Hang in there it gets easier!”



The Orientation and Assessment Phase of the Program

During the first two weeks, you will work with the Intake and Assessment Counsellor on the following Orientation modules:



- Invites and Goodbyes
- Inspirations
- Self-care
- Difficult emotions
- Triggers and Cravings
- Group Living
- Internet Safety
- Universal Precautions

Schedule

Weekday Program Activities

Community Group

Youth attend community groups twice a day, seven days a week. This group is a check-in and a discussion of any group business.

School

Peak House has a Vancouver School Board teacher who works with young people in our program four mornings a week. Class runs for 1hr and 35 minutes. Each young person works out an individualized plan of schoolwork with our teacher. If you are not currently in school, our teacher will help you with your educational/career plans.



Re-Authoring Group

Re-authoring group takes place in the morning, five times a week with your crewmates, Clinical Counsellors and Youth Counsellors. Re-authoring group will offer you the chance to ‘re-author your life’, bring forward your wisdom and gain new understandings about yourself. You will be supported in the changes you make and will be encouraged to remember qualities and gifts that you valued before drugs and alcohol became a problem in your life. At Peak House, we believe that you hold the answers and expertise about how to reclaim your life from drugs and alcohol.

Gender Group

Gender group is a specific re-authoring group, which happens once a week. This is the only part of the program that is separated by gender: male, female, and third space. Substance misuse affects all genders differently and this group provides an opportunity to discuss gender specific topics. Some examples of discussion topics are dating, media influences and respect. Peak House is a queer positive environment and gender group is designed to be a safe space for everyone.

Discovery Group

Youth Counsellors lead discovery group, which occurs four days a week. Young people in the program often refer to Discovery Group as “Recovery School.” Each Discovery Group explores recovery related topics such as setting boundaries, risky friendships, and messages in the media and relapse prevention.

Creative Expression

One afternoon each week we get creative! Activities include sculpting, jewelry making, painting, button making and other fun activities. There is an art cabinet that is stocked with art supplies that you are welcome to use in your spare time.

Physical Fitness

Four afternoons a week we participate in fitness. Activities will include swimming, light hikes, basketball, soccer, and working out in the gym; activities may differ, depending on time of year. We go to yoga twice a month; this class is just for Peak House youth.

Family Night

Wednesday evenings are a chance for you to visit with family or supportive people in your life. A maximum of two visitors per youth come to the house and join us for dinner. Just like your contact list, visitors are pre-approved by your Clinical Counsellor.

Community Support Groups

Two evenings per week youth attend (outside of Peak House) either an NA or AA meeting in order to get familiar with available community supports.

Fight the Power!

Two Wednesdays a month we invite a former client, who commenced the program, to Peak House to speak to you and share their story of recovery. This is a great opportunity to learn about what life is like after Peak House and to ask questions.

Community Resource Education

Two Wednesdays a month, we invite people/organizations from the community to speak with you and share information or facilitate a workshop.

Acupuncture Group

Acupuncture happens each Wednesday afternoon. Our registered acupuncturist will explain to you how this works. You are encouraged to get acupuncture and learn about relaxation ideas.

Healthy Tuesdays

Each Tuesday afternoon we discuss health related topics. Relationships, general health and well-being, harm reduction and anti-bullying are some of the topics. We also have a nurse come regularly to answer your sexual health questions.

Therapeutic Conversations

Once a week you will meet individually with your Clinical Counsellor. Family meetings with your Clinical Counsellor are available and encouraged.

Weekend Program Activities

Weekends are all about learning to have fun without drugs or alcohol. Friday evening is movie night. Saturday and Sunday you might go bowling, play pool, attend a concert or soccer game or go out to karaoke.

Our cook is not here on weekends so staff and the young people work together to plan and prepare meals. Don't worry if you can't cook, this is an opportunity for you to learn this life skill.

"It's great that they keep you busy at Peak House because you don't get bored. The activities, especially on the weekend, were good times- I remembered how to have fun again..." –Peak House client

Our Staff Team

Our staff team includes Management and Administrative staff, Clinical Supervisor, Intake and Assessment Counsellor, Youth Counsellors (both full time and relief), Clinical Counsellors, Teacher, Cook, and Night Attendants. We also have a medical doctor who visits Peak House once a week.

Peak House staff are here to support you throughout your stay and to help you to reach your goals. Our commitment to you is a safe, friendly, caring, non-judgmental and supportive environment. In addition to supporting you in your work, we will also do our best to ensure you have some fun while you're here!



Program Details

Using the Phone

During your intake meeting, you'll make a "contact list" of people you can call while you are at Peak House. This list includes family and professionals, who support your decision to make changes in your life. For the first month, phone calls are limited to immediate family and professionals.

During your orientation period, your phone calls are limited in order to help you focus on getting settled into the program. During this time, phone calls are made with the Intake and Assessment Counsellor or Clinical Counsellor. After the first month, other supportive people can be added to the contact list, after being approved by your Clinical Counsellor.

When you have finished your orientation and have presented it to the group, you'll get three phone nights. Staff will dial all calls. All long distance calls must be charged collect or to your own calling card.

Visits

After the first week in the orientation phase, two family members or professionals can come to visit you on Wednesday nights between 5 p.m. and 7 p.m. for dinner.

Laundry

Peak House has laundry facilities. We supply laundry soap for you. You will be assigned laundry days when you arrive.

Smoking

Peak House accepts but does not encourage the use of tobacco by young people. There are scheduled smoke breaks throughout the day. You will not be able to smoke whenever you want. You must supply your own cigarettes and lighter. Cigars, cigarillos or alternative tobacco products are not permitted. All cigarettes are kept in the team office. Lending or borrowing cigarettes is prohibited. There is a designated smoking area outdoors in compliance with the city of Vancouver by-laws. Staff or other young people will not lend or purchase tobacco products for young people.

Meals

Our cook is there to provide delicious, nutritious lunches and dinners Monday to Friday. Weekends provide an opportunity for staff and young people to share and prepare their favorite recipes. Breakfast is casual. You can fix yourself some cereal, toast, eggs, or fruit. Any special dietary needs or allergies must be made known to Peak House prior to intake.

Your Room



Your room will have a single bed, desk and lamp. Each room has an alarm clock and corkboard/magnet board on the wall that you can use for your pictures. We ask that you do not put anything on any other part of the walls. It is your responsibility to make sure that your bed is made and that your room and your shared bathroom are tidy at all times. Your room is your private space, which means that other young people and guests are not allowed in your room. Six rooms are single; one is a double room with ensuite bathroom.

Wake-up and Bedtime

During the week wake-up time is 7:30 a.m. and bedtime is 10:15 p.m. On weekends you can sleep-in until 9:15 a.m. on Saturday and 9:30am on Sunday. Weekend bedtime is 11:15 p.m.

If You Decide to Leave

You may have a good reason for not wanting to continue the Peak House program: you may be very homesick, it may not be the right program for you, or it may not be the right time for you to be here. We would respect your decision to leave and would ask that you respect our obligation to ensure that you leave in a safe manner and arrive home safe and sound. This means you need to let staff know of your decision to leave and allow us to help you with your departure plan. If you depart in a safe way you will be welcome to re-apply to Peak House if you so choose.

Guidelines

Zero Tolerance Guidelines

These are guidelines against actions that seriously endanger self, other clients, staff or visitors; that cause substantial damage to property; or that seriously compromise safety within the program in general. Violation of these guidelines will result in immediate dismissal from the program. Zero Tolerance Guidelines include (but are not limited to):

- possession and/or use of substances or paraphernalia inside or outside of the Peak House premises or on outings
- violence – physical or verbal, emotional e.g. bullying or gossip
- suicide attempts
- an inability to guarantee one's personal safety
- possession of weapons
- sexual or romantic relationships with another person in the program
- tampering with safety equipment
- disregard and/or intolerance for the rights and differences of others, e.g. racism, sexism, homophobia, economic status

Zero Tolerance Guidelines

- No violence (physical, verbal, gossip or intimidation)
- No Alcohol and/or Drug use for duration of program
- No intimate relationships

Hard Guidelines

These are guidelines against actions that adversely affect and may seriously undermine the immediate safety of staff / individual and/or the group, or may compromise client rights and responsibilities. Consequences of breaking hard guidelines will be determined according to the general criteria outlined above, and will often involve the client being put on notice or given a time-out from the program. Hard Guidelines include (but are not limited to):

- prohibitions of substance use during passes
- ongoing threatening or disrespectful / prejudicial behaviour or language
- ongoing self-harm practices
- ongoing disordered eating practices
- intimate relationships with other clients
- infringement of the privacy and/or personal boundaries of others at Peak House.

When a client is given an off-site program time-out for a hard guideline violation, they will meet with Clinical Counsellor and/or Intake and Assessment Counsellor upon their return to the program; at that time they will be informed that a second violation will result in program dismissal.

Each instance of program dismissal for violation of hard guidelines will be reviewed and a determination will be made as to the possibility of re-admission at a later date.

Soft Guidelines

These are guidelines established to facilitate smooth program operation and maintenance of basic safety. Isolated violations of this guideline will result in a warning; however, if a client continually violates Soft Guidelines, these cumulative actions may be considered a Hard Guideline violation. Soft Guidelines include, but are not limited to:

- participating in chores
- abiding by the schedule
- respecting neighbours' privacy and property.

More about Relationships

Because Peak House is a group program, it is important for all group members to feel safe, welcome and included. We ask that you avoid what we call "sub-grouping" which is hanging out with certain people and not others. Intimate relationships make it hard to live as a group so we require you to not act on any feelings of attraction you might have.

If you are asked to leave the program you may be able to return at a later date.

All re-admission requests need to go through our Intake and Assessment Counsellor

Health & Safety

While minor, there is risk associated with participating in the program and associated program activities. Examples include but are not limited to health concerns such as viruses and injury as a result of program activities. When safety concerns are identified, Peak House takes every effort to reduce risk and provide information and training relative to that risk as a means to reduce risk and promote safety.

Use of Seclusion & Restraints

Peak House staff will not, under any circumstances, use punitive or assaultive measures to respond to clients' activities. Staff will attend to all situations in a non-violent manner, only (where necessary and possible) using the minimum amount of physical force necessary to restrain clients who are physically endangering the safety of others, until emergency services arrive. Restraint may include:

- Briefly holding a person, without undue force, for the purpose of preventing self-injurious behavior
- Holding a person's hand or arm to safely guide them from one area to another and/or
- Separating individuals threatening to harm one another, without implementing restraints.

Substance Use & Possession

This is considered a zero tolerance guideline. Substances and related paraphernalia are prohibited at Peak House. Possession or use of drugs and/or alcohol, including possession of paraphilia is not tolerated. Youth are expected to remain substance free for the entire time of their participation in the Peak House program; this includes passes. Clients who are found to be under the influence or in the possession of substances will be required to leave the program immediately. A plan to ensure your safety will be put in place prior to departure.

Weapons

This is considered a zero tolerance guideline. Possession of weapons is not permitted while in the Peak House program. If you are unsure if an item is considered a weapon, speak with staff prior to bringing it into the house.

Emergency Procedures

We will go over the emergency procedures on your first day. Also look at the evacuation plan – a copy of this is included in this binder, and it is posted on the walls inside the front door and on the wall outside the kitchen door. Exit signs indicate all exits. Make sure that you know which exit is closest to your bedroom.

In the event of an emergency, it will be very important that you listen to staff and follow their directions. They have been trained in fire and earthquake safety procedures and will know what to do. The following are some basic guidelines about what should happen in an emergency:

- If you discover a fire, leave the area immediately and inform staff. Leave the building in the safest way possible and meet on the sidewalk in front of the neighbours' house.
- If there is an earthquake, immediately take cover beneath a piece of heavy furniture (like a bed or desk) or stand in a closet or doorframe. Remain there until several minutes after the shaking has stopped.

- Once you are out of the building or the shaking has stopped, make sure staff know you are okay.

Infection Control

Everyone at Peak House needs to stay healthy in order to be able to get the most out of the program, so we ask that you take precautions to avoid getting sick. One really important precaution is to wash your hands with hot water and soap whenever you use the washroom and any time that you are helping out in the kitchen. You should also wash your hands with hot water and soap after you have done any chores, cleaned your room or cleaned up a spill. If someone else vomits or bleeds, do not touch it - let staff know immediately and they will deal with it.

If you start feeling unwell, let staff know. If you are not feeling well enough to participate in the program, you will have to take some time out to take care of yourself. You may need to stay in bed for some rest or you may need to see a doctor; in either case, the important thing is to take care of your health before jumping back into the program. If you are not better in a couple of days, you'll have to go home until you are well enough to rejoin the program.



Medication

Any prescription you bring or that is prescribed to you during your time here will be kept in the team office. **Please note that any medication must come directly from our Pharmacy. You are not encouraged to bring in medication unless you have discussed this with our Intake and Assessment Counsellor in advance.** It will be your responsibility to get your medication from staff at the scheduled times; staff will keep a record of this for you. Any over-the-counter medications (such as cough syrup, vitamins, pain relievers, vitamins, and / or herbal supplements) must also be kept in the team office, and will be made available as needed once approved by our medical consultant. You can keep things like ointments, medicated creams and birth control pills in your room.

Doctor Appointments

Our Physician comes to the house every Tuesday afternoon to check-up with the young people. The physician meets with every new young person in their first week at Peak House to do a check-up and to talk about any health concerns. If you have a medical concern that is not an emergency, or if you just have questions about health in general, you can meet with her on Tuesday. If you need to see a doctor urgently or if you need to see a specialist, staff will assist you in arranging for an appointment at an appropriate time.

What Happens After The First Two Weeks?

Moving from Assessment into Treatment...

In order to move through the assessment phase you will have to:

- Complete all of following modules:
 - Invites and Goodbyes
 - Inspirations
 - Self- Care
 - Difficult Emotions
 - Triggers and Cravings
 - Group Living
 - Internet Safety
 - Universal Precautions

- Be familiar with the guidelines and be following them.
- Have identified two goals for the treatment program.
- Finished your orientation and want to enter into the 56 days of treatment.

If you and the staff decide that Peak House is not the right program for you, at this time, your accomplishments in the assessment phase would be recognized and would become part of an aftercare plan for you to take home.

If, after the first two weeks, you and the staff decide that you are ready to enter the treatment portion of the program, you will move into the second part. That would mean you would be here for a total of ten weeks. You will present your completed orientation to the group, and be honoured with a welcoming ceremony.

Welcoming Ceremony

This ceremony honours the courage it took for you to get to Peak House and your commitment to goals you will work on while here. It is a chance to hear about what the group has noticed in you – the changes you've made and the qualities that people appreciate about you. You will choose a special welcoming stone and everyone will share their hopes for your success.

Between Orientation and Commencement

You will be setting daily and weekly goals, tracking your accomplishments, having individual and family sessions with your Clinical Counsellor, and participating in the group work and activities.

Aftercare Planning

During the last three weeks of your stay you will work on your aftercare plan which will include strategies to keep yourself safe and to make sure that your community supports are solid.



Commencement

Congratulations! You will have worked very hard to get to this very important day, your last day in the program. We call it commencement because it is the beginning of your life outside of Peak House.

Alumni

Our Peak House Alumni group meets once per month. The meetings are a chance to connect with past crewmates, make some new friends and build a supportive community. Commencement is not a requirement to attend alumni. We encourage you to join our Facebook page or contact the house to stay connected and find out meeting dates and times.

Staff Responsibilities

The primary responsibility of Peak House staff is to ensure that every client has the opportunity to take full advantage of the Peak House program. This basically involves three areas of responsibility: protecting clients' rights, protecting client safety and working to provide the best program possible. Our staff team also follows a Values Statement which can be found posted at the house as well as on our website.



1. Staff are responsible for protecting your personal safety and your safety within the Peak House program. Your right to safety is held above all other rights, and from time to time the carrying out of this responsibility may involve some compromise of your other rights, including (but not limited to) your right to privacy and your right to confidentiality. You will already have read in the section on rights and in the section on guidelines that this compromise may take the form of room checks or drug tests. Please review those sections for fuller explanations of how staff will carry out their safety responsibility.
2. Staff are responsible for ensuring that the Peak House program runs as smoothly as possible and that your experience of, and participation in the program is not compromised or disrupted by matters/events not involving clients (such as staff

meetings or team days). There will always be enough staff scheduled to maintain the program and to ensure client safety, and clients will always have access to permanent clinical staff (such as Clinical Counsellor, Youth Counsellor, Program Manager, etc.). Staff are also responsible for ensuring that Peak House provides the best possible program to young people, changes and improvements will be made when necessary. Clients will be advised of any changes implemented during their stay, and will be invited to provide feedback. Clients may also provide feedback about the program by making a submission to the “Suggestion Box” or by completing the form included in this binder.

Diversity Statement



Pacific Youth & Family Services Society recognizes the dignity and worth of every person. We endeavor to create an environment free from discrimination and harassment; an environment that is safe, inclusive and respectful of staff, youth, board members, external service providers, and members of the community.

Pacific Youth & Family Services Society recognizes that inequality is maintained by discrimination against, and marginalization of, people based on race, culture, sex, gender identity/expression, sexual orientation, age or ability.

Pacific Youth & Family Services Society demonstrates commitment to diversity by:

- Recognizing and valuing diversity as an anti-oppressive practice, and an enhancement of the services we provide.
- Developing policies, practices, programs and services to reduce barriers and promote inclusion.
- Seeking out and applying the perspective of those who are marginalized, and recognizing that these views are integral to achieving equality.
- Reflecting the communities we serve by diversifying our staff, board members, and program participants.
- Creating opportunities for dialogue and self-assessment on issues of diversity and equality.
- Creating safety for the expression of diversity.
- Having equitable employment and compensation practices.

Client Rights

As a young person and a client of Peak House you have certain rights, which are listed and described below. All Peak House staff are committed to upholding these rights while you are at Peak House.

1. The right to be treated with respect.
2. The right to be treated without discrimination. Your right to be treated with respect is upheld without regard to age, gender, sexuality, race, ancestry, physical ability or any other social or physical characteristic (see also #3).
3. The right to be protected from discrimination on any grounds. These grounds, which are outlined in the BC Code of Human Rights, include (but are not limited to) age, gender, sexuality, race, ancestry, place of origin, culture, religion, and physical ability.
4. The right to participate in all aspects of the Peak House program. Every reasonable effort will be made to accommodate physically challenged persons within the program.
5. The right to safety within the program. You have the right to expect the Peak House environment to be kept, so far as is possible, free of substances such as alcohol and drugs and all forms of violence, including (but not limited to) physical, emotional, and verbal abuse.
6. The right to personal safety. You have the right to be protected from any form of abuse or punishment (including but not limited to physical, emotional, sexual and verbal abuse) from Peak House staff (including contract employees and practicum students), clients or visitors.
7. The right to appropriate basic care while at Peak House. This includes the right to accommodation that is reasonably comfortable (for example, adequate bedding), the right to have access to a sufficient and nutritious diet, and the right to access to medical assistance if you require it. Appropriate standards of care for all clients must be maintained at all times and may not be denied to any client as a form of punishment.
8. The right to privacy. This right is limited by the rights to safety, which means that actions (including, but not limited to, searches of property) may be taken to detect and prevent the possession and/or use of substances and or weapons at Peak House. Searches will be conducted in the presence of the client, and may include the opening (but not reading) of incoming mail.
9. The right to have personal and clinical information treated confidentially in communications with persons not directly associated with Peak House unless written permission is given. This right is limited by Peak House's responsibility to protect your

safety. Please ask your Clinical Counsellor to explain the circumstances in which information about you might have to be shared.

10. The right to report any complaint or concern to program staff. The procedures for making a formal complaint are outlined in this manual.
11. The right to review your file, with counsellors or other program staff present.
12. The right to tell your story and to have your ideas and experiences respectfully heard by fellow clients and Peak House staff.
13. The right to reasonable opportunity to practice, in private, the religion of your choice, so long as the religious practice does not affect the safety or treatment of yourself or other clients and so long as it does not infringe upon the rights of others. All clients have the right to refuse to participate in any religious practice.
14. The right to be able to communicate with family or community outside of Peak House in the event of a personal emergency, and to be notified immediately of any family emergency. "Emergency" is strictly defined; please talk to staff about what is and is not an emergency.

Client Responsibilities

Making sure that everyone's rights are respected at Peak House requires co-operation from everyone here; staff and clients. This means that you will have certain responsibilities to commit to while you are at Peak House. Staff have responsibilities too; a description of these is included in this binder.

1. You are responsible for treating all other people at Peak House, including visitors, with respect.
2. You are responsible for co-operating with reasonable requests from staff and other clients. If you feel that a request is unreasonable, speak - respectfully - to the person making that request.
3. You are responsible for knowing and following Peak House guidelines, which are outlined in this binder. Ignorance of guidelines will not be accepted as an explanation for any actions that violate guidelines. If you are not sure whether a certain action might go against Peak House guidelines, ask a staff member before you act. You should also talk to staff if you think that the safety of the group or of any individual is being compromised.
4. You are expected to respect Peak House property and the property of others.

5. You are expected to respect the experiences and stories of others, and to respect the differences between yourself and others. This includes the responsibility to avoid negative conversations about others; that is, you should avoid talking about others in ways that would hurt them if they were aware of it.
6. You are responsible for acting and speaking with appropriate consideration for the feelings of others.
7. You are expected to respect each other's right to confidentiality by not speaking about the personal details of other's stories when you have left the program or are away from the program on a pass.
8. You are expected to avoid excessive or aggressive swearing when expressing your feelings, and to avoid language that puts down the race or gender or sexuality of others. You are expected to take care in using language at Peak House so that others are not hurt or offended by your words.
9. You are expected to avoid sharing "war stories" with other clients. War stories are those stories in which substance use, crime and other parts of "old story" lifestyle are glorified or boasted about. Sharing constructive information about substances and old stories is good, but war stories aren't useful and can make other clients feel unsafe. Talk to a Youth Counsellor or Clinical Counsellor if you aren't sure about the difference between useful and not-useful conversations about substances and old stories.

Complaints and Feedback

If you feel that any of your rights have been violated, if you have any serious complaint regarding your treatment at Peak House or if you are experiencing ongoing difficulty with another person at Peak House (client or staff), you are encouraged to make a formal complaint.

Please make every effort to resolve minor disputes through respectful conversation; staff will support and assist you in initiating such conversations. Minor concerns or frustrations with the schedule or program details should be reported to and discussed with relevant members of the staff.

If you feel that your concern requires a formal complaint, follow the steps outlined below:

1. Speak to the person or persons with whom you have the complaint. If the person(s) is another client (or clients), you can ask a Youth Counsellor to be involved in that conversation. If the person(s) with whom you have a complaint is a member of the staff, you can ask your Clinical Counsellor, or another staff member that you trust, to be involved in that conversation. If you feel at all uncomfortable or unsafe about initiating such a conversation, we encourage you to seek support from Peak House staff. We

understand that it can feel very risky to confront persons with whom you are experiencing some conflict, and we will do everything that we can to make this process as manageable as possible.

2. Once you have spoken with the people involved in your complaint, you should meet with your Clinical Counsellor (unless your complaint involves your Clinical Counsellor – in which case you should meet with another trusted staff member). If the situation has been resolved through respectful conversation, it will be useful to check-in with your Clinical Counsellor about your experience. If the situation has not been resolved, you and your Clinical Counsellor will talk about how you will go about taking the next steps.
3. Put your complaint in writing. You may do this in the meeting with your Clinical Counsellor, or you may wish to write the complaint on your own or with another staff member – it's up to you. The complaint form is included in this binder. When you have completed the form, give it to James, Executive Director, or Wendy, Program Manager.
4. James and Wendy will review your complaint, and then meet with you to discuss how to proceed. You may invite a trusted staff member to sit in on this meeting for support, if you like. James and Wendy will likely also meet with others who are involved in your complaint. The results of the meeting(s) will be written down, and then everyone involved with the complaint will review it and sign it. If any action is to occur as a result of your complaint, it will occur within 10 working days of this meeting. If this time limit cannot be met, you will be informed of this in writing and will be given an indication of when your concern will be addressed.
5. If, after the above steps have been followed, you remain unsatisfied, you should contact an advocate outside of Peak House:
 - Child, Youth and Family Advocate: 1-800-476-3933 or 604-775-3203
 - Ombudsperson of BC, Child and Youth Team: 1-800-567-3247 or 604-660-2433
 - Community Care Licensing 604-675-3800
 - Ministry for Children and Families (Regional Office) : 604-660-2433

You should feel free, throughout this process, to contact your parents/caregiver/guardian, Social Worker, Alcohol and Drug Counsellor, or any other community support person.

Please be aware that making a false complaint is a serious offence and may have legal consequences.

Peak House Client Complaint Form

This form is for complaints or concerns that you would like to put in writing. Please do not use this form for day-to-day frustrations with the program or the schedule. Use the suggestion box or speak to staff. Minor disagreements with other clients or staff should be worked out if possible, through respectful conversation (staff with support you with such conversations).

1. Your Name:

2. Please describe the problem and the person(s) involved.

3. If this problem was resolved, how would things be different for you at Peak House?

4. What have you tried to do so far to resolve this problem?

5. What can we do to address this problem?

Client signature: _____ **Date:** _____

Please ask staff for an envelope. Once sealed give this form to the Program Manager or Executive Director. Your complaint will be addressed within 10 days.

Follow up:

Staff: How was this problem addressed?

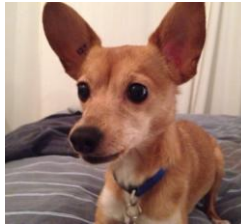
Client: Are you satisfied that Peak House has heard your complaint and taken appropriate action?

Interesting Peak House Facts

Our program has been running for over 25 years!

Young people in our program have told us that they find Peak House to feel “very safe” and “fun.”

Sometimes we have pets visit us (if no one objects or is allergic). Brooklyn is a regular visitor!



We have a Ping-Pong table, karaoke machine, air hockey table, foosball table, Xbox, sports equipment, guitars and music editing software at the house.

When you commence the program you will get a video (if you wish) of your Welcoming ceremony and Commencement ceremony.

In 2009 we won an award for Excellence in Addictions.

For 2012-2013 we received the Professional Care Award for demonstrating special creativity in providing our services.

One of our staff, a talented artist, will draw you a portrait of yourself near the end of your stay, if you wish. Copies of these portraits are often included on young people’s Commencement collages.

Our Program Manager, Wendy, has worked at Peak House for over 25 years.

The living room ceiling is covered with collages made by youth who have finished the program.

We believe that young people here are the experts of their lives and we highly respect the wisdom and knowledge that all youth bring to our program.

We believe in giving back to the community and regularly plan activities to do so.

We have a Facebook page and Alumni Group to keep connected.