



Welcome to CASA House

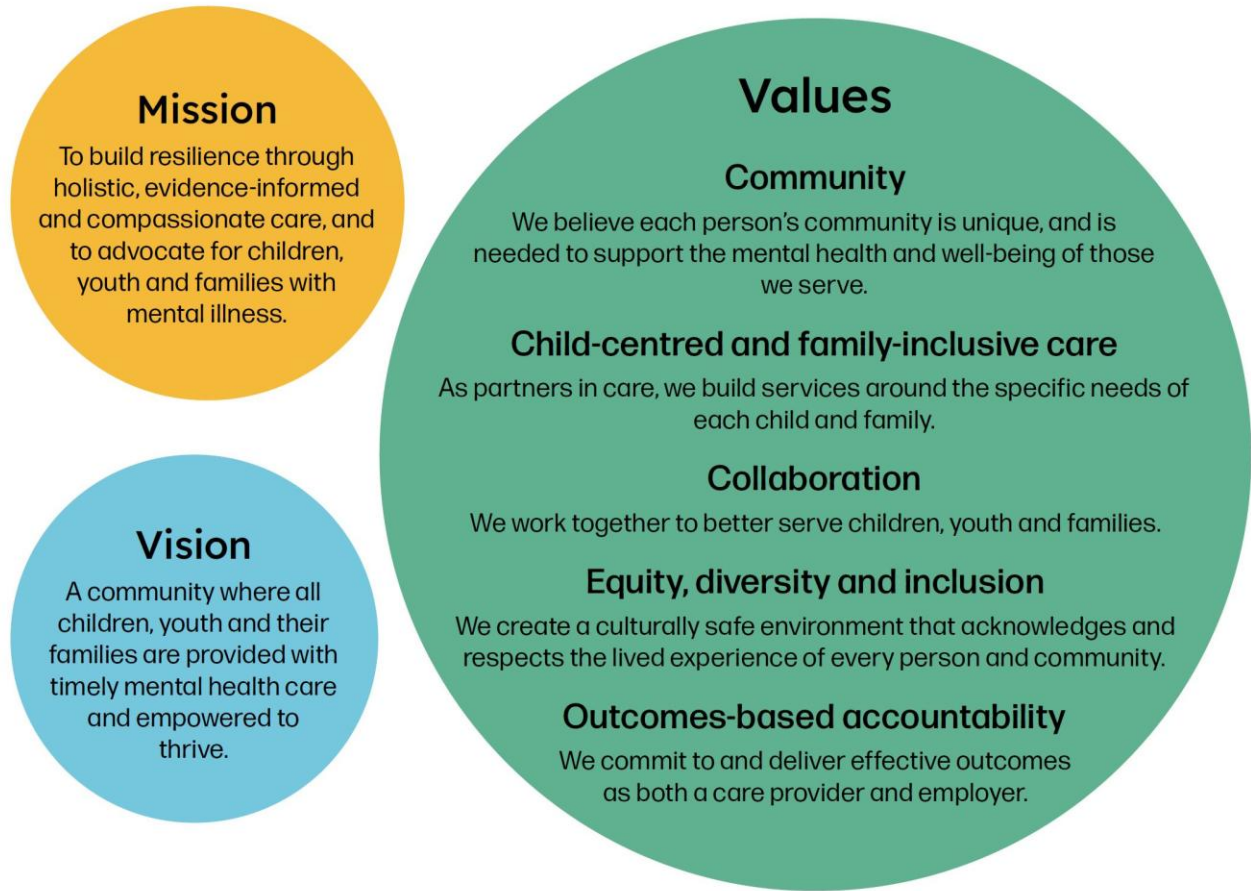


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CASA Mental Health: Principles of Care



Welcome to CASA House

This handbook provides you with information about your adolescent's experience in CASA House and what to prepare for. We hope this information will reduce uncertainty and provide answers to common questions. If you have additional questions or require clarification of any of the information in this handbook, please reach out to the CASA House team.

What is CASA House?

CASA House is a voluntary live-in program for youth who need support with significant mental health and/or addiction challenges. CASA House is staffed by a team of professionals from different disciplines. The CASA House team works closely with the adolescent and their primary caregivers from a bio-psycho-social treatment approach.



Adolescents stay at CASA House for **up to four months**, with an additional month of follow up from the transition team after discharge.

Who is CASA House for?

Adolescents who come to CASA House have complex needs that could include severe mental health challenges, family problems, school issues, peer-related issues or social/economic challenges. Patients are typically in Grades 7 to 12 at the time of admission.

What are the program goals?

CASA House aims to help youth and their families develop skills to be successful in school, in peer relationships and within the family through diagnostic clarification, symptom stabilization and functional improvement.

The adolescent, their family and the interprofessional team will meet to develop a treatment plan together, with the ultimate goal being a successful return to a community school. The team will work with the youth's community school to ensure a smooth, seamless transition.

How do families come to CASA House?

Families are referred to CASA House by a physician, typically their psychiatrist, pediatrician or family physician. Mental health therapists may submit a referral in collaboration with the patient's physician. The referral form can be found on CASA's website. Once completed by a health-care provider, it can be faxed to Recovery Alberta Central Intake.

Clinical Programming: For Adolescents

While each youth has a unique treatment plan, CASA House offers a core basket of programming to all patients and families. These include:

Group Therapy

In group therapy, CASA House patients meet with the program psychiatrists and mental health therapists to discuss and explore their thoughts and

emotions, and how they may impact their behaviours. Group therapy provides a supportive environment where adolescents can share experiences, gain insight and develop new coping strategies. Therapy groups run three days per week and include education about mental illness, and opportunity to process in a cognitive and dialectical behaviour therapy-informed approach. Social-emotional groups also run once per week with the goal of supporting the patients to build life skills in a variety of topics.



These groups support self-awareness and insight into patterns. They help patients develop an understanding of how past experiences may influence present day feelings and decisions. The groups also prioritize supporting adolescents in building the skills they need to tolerate or manage stress, understand and build emotion regulation, and build interpersonal skills so they are better equipped to build and maintain healthy relationships.

Individual Therapy

A therapist will provide specialized one-on-one clinical services to your adolescent to help them develop important skills or treat certain conditions based on their unique needs. Individual therapy includes coaching within everyday activities and in quiet moments, and traditional one-on-one therapy sessions.

Art and Music Therapy

Art and music therapy are led by certified art and music therapists that provide guidance and support during sessions. This is a time for adolescents to express themselves through artistic creation. It's a chance to convey thoughts and feelings that might be too challenging to express with words.



The focus of art therapy is on the act of creating rather than the aesthetic appeal of the final product.

Medication Review

To support success in the home, school and community, the psychiatrist will review medication and may suggest changes, including increasing or decreasing dosage, changing a prescription or starting a new medication. It is important to monitor your adolescent's vital signs (blood pressure, pulse, height, weight) when taking medications, especially new medications. The nurse or psychiatrist will complete a medication review monthly.

Clinical Programming: For Families

Your involvement as a caregiver is integral to success in CASA House. Your engagement is incorporated into every component of the program and includes the following mandatory components:

Parent Support Group

A weekly support group running for the duration of time your adolescent is at CASA House. This group addresses helpful topics for parenting an adolescent with a mental health condition and supports parents to learn a variety of strategies to use at home. These strategies will support you in decreasing your adolescent's challenging behaviours, nurture their unique talents and skills, and promote positive family relationships. You will also learn how to empower your adolescent by using strategies to self-regulate. It is held in-person at CASA House with a virtual option for rural families.

Multi-Family Therapy

This is a therapeutic approach where families (caregivers and adolescents) meet together with therapists to jointly address individual and family-specific problems. By sharing experiences, participating in structured exercises and creating a supportive community, multi-family therapy reduces isolation, improves communication and helps families learn new coping skills to



overcome issues like eating disorders, substance use or mental illness. It is held in-person at CASA House with a virtual option for rural families.

Individual Family-Oriented Therapy

This is a time for families to independently discuss and process family-specific successes and difficulties. Clinical staff offer a toolbox of skills to help address your unique family needs. These sessions also focus on medication management, review of your adolescent's progress and ongoing collaboration about strategies to promote emotional regulation and manage behaviour. Typically, the program psychiatrist and the mental health therapist will meet with you together, although additional meetings can be also arranged depending on your adolescent's clinical needs. It is held in-person at CASA House with a virtual option for rural families.

The CASA House Team

CASA House takes an interprofessional approach, meaning our team includes professionals from a variety of disciplines, such as mental health therapists, teachers, therapy support assistants, psychiatrists, nurses and other specialists like art and music therapists. CASA House is overseen by a program manager, assistant principal and principal.



Caregivers (You!): You know your adolescent best, so the CASA House team needs you! You will work closely with the CASA House team in family therapy, as well as individual family therapy to set realistic, challenging goals for your adolescent and family. We cannot help them without your active involvement.

Your adolescent: Works with the CASA House team to enhance the skills they need for change. Like everyone, your adolescent has unique strengths and



needs and will work with the CASA House team to set goals and work toward them. We expect hard work, not perfection!

Mental health therapist (MHT): The MHT conducts mental health assessments, develops treatment plans and formulates diagnoses (as needed) using various diagnostic tools. They also provide therapy to support your adolescent in achieving their therapeutic goals, using a variety of developmentally-appropriate treatments. Speak to the MHT about individual treatment goals, family goals and your adolescent's progress in therapy.

Psychiatrist: The CASA psychiatrist is a medical doctor who specializes in diagnosing and treating disorders of thinking, feeling and behaviour affecting children, adolescents and their families. They provide consultation for patients and families through assessment and medication review. They are also involved in weekly group and family therapy sessions. Speak to the psychiatrist or mental health nurse about medications, diagnosis and treatment recommendations.

Therapy support navigator (TSN): The TSN supports adolescents to apply their skills in family and school settings, conducts phone contact with families and plans for transition after the program ends. Speak to the TSN if you have questions about returning to your home school, resources available in your community and transition planning.

Nurse: The nurse supports adolescents by administering and monitoring their medication, taking their vital signs and health history, and working alongside the psychiatrists. Nurses also provide education on various health topics. Speak to the nurse if you have questions about medications or side effects, or if there have been any changes to your adolescent's health history.

Childcare counsellor (CCC): The CCC uses social-emotional strategies to promote school and behavioural success. They support your adolescent's mental health, social skills and executive functioning through coaching and guidance based on the treatment plan.

Teacher: The teacher plans academic programming and uses academic assessment measures as needed. Speak to the teacher about your adolescent's progress in school.

Program manager: The program manager provides training, supervision and clinical oversight and direction for the entire program. Speak to the program manager if you have feedback about the staff and program, or about any concerns unaddressed by staff.

Program supervisors: The supervisors provide training, front line supervision and clinical oversight to their assigned team members. The supervisors have a clinical background in nursing or mental health therapy.

Other staff: In addition to your adolescent's everyday team, additional supports are available on a referral basis including a dietitian, concurrent care counsellor, occupational therapist, speech-language pathologist and assessment psychologist.

Assessment

At CASA House, assessment is a collaborative and ongoing process. Assessment allows us to gain a holistic understanding of your adolescent's learning and developmental strengths and challenges. Good assessment considers child development principles, observations of patterns of behaviours, formal questionnaires and tests, and your adolescent's story.





Caregivers are critical to the assessment process, along with other systems of care, like your adolescent's school. We use questionnaires about your youth and family to help us measure CASA House's effectiveness, as well as to inform treatment. We will discuss these questionnaires further during the program and will cover privacy and information use considerations.

Physical Intervention

We only use restraint when a patient is in imminent danger of hurting themselves or another person. If a trained member of the CASA House team safely uses a restraint to protect a patient or others, they must follow Therapeutic Crisis Intervention (TCI) regulations. We formally review every restraint - both at the program level and by CASA's Patient Safety Committee.

The goal of physical intervention is **safety**.
If your adolescent is restrained, we will inform you.

A Typical Day at CASA House

Patient Schedule: Daytime

TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
7:15-8:20	Wake up! Hygiene Room check Meds Morning Privileges	Wake up! Hygiene Room check Meds Morning Privileges	Wake up! Hygiene Room check Meds Morning Privileges	Wake up! Hygiene Room check Meds Morning Privileges	Wake up! Hygiene & Pack Room check Meds Movie in Pod
8:20-8:30	10 Minute Break	10 Minute Break	10 Minute Break	10 Minute Break	10 Minute Break
8:30-8:50	Breakfast!	Breakfast!	Breakfast!	Breakfast!	Breakfast!
8:50-9:00	10 Minute Break	10 Minute Break	10 Minute Break	10 Minute Break	10 Minute Break
9:00-12:10	School (9:00-10:30)	School (9:00-10:30)	School Art Therapy (9:30)	School Music Therapy (9:30)	School (9:00-10:30)
	15 Minute Break	15 Minute Break	Art Therapy (10:40)	Music Therapy (10:40)	15 Minute Call
	Group Therapy (10:45 - 11:45)	Group Therapy (10:45 - 11:45)	School	School	Group Therapy (10:45 - 11:45)
	Free Time in Gym 15 Min.	Free Time in Gym 15 Min.	School	School	Free Time in Gym 15 Min.
12:00-12:10	Wash yo' hands	Wash yo' hands	Wash yo' hands	Wash yo' hands	Wash yo' hands
12:10-12:30	Lunch!	Lunch!	Lunch!	Lunch!	Lunch!
12:30 -12:50	Free Time	Free Time	Free Time	Free Time	Free Time
12:50-1:00	10 minute Break	10 minute Break	10 minute Break	10 minute Break	10 minute Break
1:00-2:00	School	School	School	School	Pass Pick-Ups 1pm-3pm School
2:10-3:15	10 Minute Break	10 Minute Break	10 Minute Break	10 Minute Break	10 Minute Break
	School	School	School	School	School 2:15 - 3:00

*PD days and holidays are in alignment with the Edmonton Public School Calendar.

Patient Schedule: Evening

TIME	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY
3:15-3:30	Wash yo' hands 15 Minute Quiet Time	Quickly Wash yo' hands Early Snack!	Wash yo' hands 15 Minute Quiet Time	Wash yo' hands 15 Minute Quiet Time	Wash yo' hands 15 Minute Quiet Time
3:30-3:50			Snack!	Snack!	Snack!
3:50-4:00	Rural teens return time starts at 3:30 PM *Free time* (ONLY 1 HR VIDEO GAMES)	Rock Society Jam Session (3:45 - 4:40)	10 Minute Break	10 Minute Break	10 Minute Break
4:00-4:40			Recreation	Recreation	Gym with Volunteers
4:40-4:50		Wash yo' hands AGAIN! Supper Medications	Wash yo' hands AGAIN! Supper Medications	Wash yo' hands AGAIN! Supper Medications	Wash yo' hands AGAIN! Supper Medications
4:50-5:30	Dinner! (For rural teens)	Dinner!	Dinner!	Dinner!	Dinner
5:30-6:00		Quiet Time	Quiet Time	Quiet Time	Quiet Time
6:00-6:50	Local teens return time starts at 6:00 PM *Free Time*	Recreation	Outing	MFT (6:00-6:30)	Recreation
6:50-7:00		10 Minute Call		Unit Activity/Pass Time (6:30-8:00)	10 Minute Call
7:00-7:50	Quiet Time (7:30 or 7:45 - 8:00)	Hygiene, Phone Calls, Dirty Clothes 7:00 - 7:30			Hygiene, Phone Calls, Dirty Clothes 7:00 - 7:30
8:00-8:30	Hygiene Phone Calls Dirty Clothes	Privileges 7:30 - 8:20	Hygiene Phone Calls Dirty Clothes	Hygiene Phone Calls Dirty Clothes	Privileges 7:30 - 8:20
8:30-9:30	Bedtime Medications Snack & Show in Pod	Bedtime Medications Snack & Show in Pod	Bedtime Medications Snack & Show in Pod	Bedtime Medications Snack & Show in Pod	Bedtime Medications Snack & Show in Pod
9:30	Lights Out!	Lights Out!	Lights Out!	Lights Out!	Lights Out!



Parent Schedule

WEEKLY SCHEDULE							
	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
8 a.m.							
9 a.m.							
10 a.m.							
11 a.m.	Family Therapy*						
12 p.m.							
1 p.m.					Weekend Pick Up 1 – 3 PM		
2 p.m.							
3 p.m.							Weekend drop off for rural teens starts at 3:30.
4 p.m.							
5 p.m.			4:30-6:30 PSG/MFT (Every Wednesday)				Drop off for local teens starts at 6:15
6 p.m.							
7 p.m.				Outing			
8 p.m.	Phone calls	Phone calls	Phone calls				
9 p.m.				Phone calls			
10 p.m.							

*Family therapy sessions are one hour long and can be scheduled any time from Monday to Friday between 9 a.m. and 4 p.m. You will receive your schedule on the day of admission.

Transition and Discharge

School Transition

We know switching schools may be hard on your adolescent and family.

The work involved in successfully transitioning back to your adolescent’s home school begins when they start the program. Throughout their time at CASA House, patients are learning, developing and practicing skills that will support them in returning to their home school.

When patients complete their time at CASA House, the team will provide up to five weeks of transition support, depending on their journey. This transition process is intended to help ensure your adolescent’s successful return to their



home school, and to help caregivers access resources and services in the community if needed. Tailored support helps ensure success. Transition support may include the following:

- Connection to other CASA programs and/or community mental health therapists.
- Consultation between you and the therapy support navigator about your adolescent's progress at home.
- Assistance from the therapy support navigator in accessing services, information and resources in your community.
- In-person or phone consultation between the therapy support navigator and your community school to discuss strategies to help build success.

At the end of your adolescent's time at CASA House, you will receive a Transition Report. This report will include a summary of the therapeutic interventions provided, progress, observations and recommendations moving forward.

We will join you in a transition meeting with the community school. This meeting will ensure all involved parties are informed about your adolescent's progress towards goals, ongoing needs or concerns, recommendations moving forward and plans for transition support.

Transition of Mental Health Care

Responsibility for your adolescent's mental health care will return to the mental health provider they saw prior to the program. The CASA House team will help to support this return. Alternatively, we can help with a referral to a new provider if needed. A copy of the Transition Report will be sent to the referring medical provider upon completion of the program.



Reasons for Early Discharge

The CASA House team will work hard to accommodate your needs and scheduling demands. However, inability to be actively involved in your adolescent's treatment may result in early termination from the program. Reasons for early discharge include:

- Repeated or unexcused absences from multiple parent group sessions.
- Inability to consistently attend individual family-oriented sessions.
- Lack of effort with the agreed-upon treatment plan.
- Adolescent requires a higher level of care (for example, hospitalization) than CASA House can provide.
- Violence toward peers and staff (physical contact leading to injury or potential injury).
- Program refusal (patient unwilling to attend CASA House programming, school or therapy).
- Therapy-interfering behaviours may include failure to comply with treatment plan or program expectations.
- The behavioural or mental health needs of the patient/family are greater than CASA House can provide; (for example, increased aggressive/destructive behaviour, cognitively unable to understand concepts or strategies).

If we prematurely discharge your child, we will send a letter to your physician informing them why this has occurred.

Arrival and Departure

Arrival at CASA House

The program begins each week on Sunday evenings at 6 p.m. for local families, and at 3 p.m. for rurally-located families. A packing list is supplied.



Due to prioritizing safety during programming, patients and parents consent to a belongings search on arrival.

Early or Late Arrival

The team at CASA House recognizes that sometimes life happens, and you might need to make alternate arrangements for arrival. Please work with your care team to ensure your adolescent arrives at the agreed-upon time.

Remember, **attendance is mandatory**. If you are not attending as expected, the team will meet with your family to discuss further planning to best support your treatment goals.

Departure from CASA House

The program ends at 3 p.m. on Fridays. You are free to pick up your adolescent starting at 1 p.m. on these days. Please be prepared as we have no staff scheduled after 3:30 p.m.

CASA House accommodates families who live rurally by staying open every other weekend to minimize the hardship of long hours of travel. Please work with your care team regarding this option.

Early Departure During the School Day

Patients are not to leave program throughout the day. Leaving early for any reason (including appointments) must be pre-approved, meaning the parent/guardian must inform the team in advance.

If someone other than you will be picking up your adolescent, please inform us and provide consent for this. The team will ask for photo ID to confirm the identity of this alternate person.

Program Expectations

While in school, rules and expectations are the same as in any school classroom. This includes using respectful language, practicing safe behaviours and play, respecting boundaries around technology use and



respecting expectations for attendance. Each patient has a responsibility in contributing to a safe and respectful learning environment.


Program rules to ensure safety and smooth transitions during activities will be reviewed at admission and throughout programming.

Health History

The nurse will meet with you at admission to the program. They will guide you through what's called a medication reconciliation. This includes reviewing your adolescent's medical history starting from when they were in utero up to the present time, a family medical history and current medications. They will also check your adolescent's vital signs at the beginning of the program (blood pressure, pulse, height and weight). If needed, we will also contact your pharmacy to get your adolescent's medication history.

Medication

If your adolescent requires medication throughout their time at CASA House, the nurse will administer it for them. The medication must be in the original packaging, and the label must explicitly state the medication's name and proper dosage.



We work with a pharmacy for medication supply during your adolescent's stay.

Immunizations

To ensure your adolescent's health record is up-to-date, the nurse will document current and/or missing immunization status at admission.

Allergies

The CASA House team is sensitive to the allergies of all patients, families and staff. Please notify us if your adolescent has any sensitivities or allergies. We will document this information on their Caution Indicator Form, and it will be placed in their electronic medical record. The dietitian will also work with the kitchen team to ensure all meals are allergy-free.

School Supply List

The following items are required for the school program every day. All other supplies are provided.

- Binder
- Paper or notebooks
- Pens, pencils and erasers
- Basic scientific calculator



Please do not pack pencil sharpeners.

Personal Packing List and Prohibited items

CASA House can provide support in sourcing some of these materials for families who need it.

Clothing

- Two pairs of pajamas (no nighties)
- One housecoat
- One pair of slippers (for wearing on-unit only)
- 10 pairs of socks (five for daily wear, five for gym)
- 10 pairs of underwear (five for daily wear, five for gym)
- Five appropriate shirts, sweaters or blouses for daily wear
- Three pairs of pants (jeans, trousers or slacks); please send some options with no drawstrings
- One seasonal jacket
- Winter clothing (mittens, toque, boots)
- Gym clothes
 - Three t-shirts
 - Three pairs of sweatpants or shorts
- Shoes
 - One pair of outdoor shoes



- One pair of indoor shoes
- One pair of water shoes or flip flops (for showering only)
- One pair of indoor running shoes or sneakers (for gym only)

Bedding

- Fitted sheets, blankets/comforter for twin XL bed (approximately 39" x 79.5")
- Pillow and pillowcase
- Mattress pad/topper (if desired)

Personal Items

- Medication in original prescription bottles/blister packs (do not refill; please bring in whatever is remaining)
- Five reading materials (age-appropriate books or comics)
- Entertainment items (CD player or MP3 player with no internet or camera functions)
- Two hobby items per week (Lego, sketch book, loom bracelets etc.)
- Alarm clock
- Laundry bag for dirty clothes
- Plastic, dishwasher-safe water bottle
- 10 pictures of family and friends (not in frames)
- Two posters

Hygiene Items

- Hand soap
- Stick deodorant (no aerosol deodorant or fragrance)
- Toothbrush and paste
- Shampoo and conditioner
- Body wash
- Face wash
- Two bath towels
- Two face cloths
- One hand towel
- Menstrual hygiene products
- Makeup bag (10 items only. Must be packed in a clear plastic or Ziploc bag.)



No glass bottles, mirrors, nail glue, eye lash glue, nail polish, acetone or razors)

Do Not Pack

- × Expensive jewelry
- × Steel toed boots/shoes, or high heels
- × Cell phones, iPods, laptops
- × E-readers (kindle, Kobo)
- × Video game systems
- × Lighters
- × Sports equipment
- × Pencil sharpeners
- × Outside food or drink
- × Glass bottles
- × Razors
- × String lights
- × Wall tapestries

Please make sure your adolescent does not bring any sharps, lighters, cigarettes, vapes, alcohol, drugs, weapons or energy drinks onsite. If you're not sure if an item is okay to bring, just ask!

Cell Phones and Electronics

Patients are to give their phones to staff at arrival to CASA House or keep them at home with caregivers. Staff will keep the phones in a secure place and give them back at the end of the week. Patients are allowed to bring in personal headphones, though teachers also have headphones for them to use. Patients have access to a Chromebook in class to complete schoolwork or listen to music.

If you need to contact your adolescent during the day, please contact CASA House at 780-410-8181.

Outside Socialization

It is program policy that adolescents and their families do not socialize outside of planned program activities while attending CASA House (e.g. sleepovers, birthday parties or on over social media). This policy is to ensure patient privacy and safety, and to prevent situations that may interfere with progress during the program.

We understand that building friendships is important. We provide ample opportunities for this during the program. For example, we celebrate birthdays here at CASA House.

Dress Code

At CASA House and in partnership with Edmonton Public Schools, patients are expected to dress in a manner that reflects a welcoming, respectful, inclusive, safe and healthy learning environment. School expectations for patient attire take into account a patient's right to fairness, dignity and respect.

CASA House has a dress code to ensure your adolescent's safety and successful participation in all program activities. We expect all patients to follow the dress code:

- Patients must come to the program in seasonally-appropriate clothing.
- Patients must have a pair of non-marking indoor shoes for time in the gym.
- Clothing should be respectful and not display any inappropriate language or symbols.

A Scent-Free Program

Please refrain from wearing perfume, body spray or lotion with strong scents. Some CASA House staff, patients and families may have scent sensitivities.



Sick Protocol

If your adolescent is sick, please keep them home and contact the CASA House team. If patients experience symptoms while at CASA House, the team will determine if they should be sent home or isolated from the group until picked up. Please keep the team updated on any symptoms so they can determine when it would be best to return to program.

Confidentiality

We ask all patients to be respectful of one another and themselves. All information shared in therapy or therapy groups is to stay there and is not to be discussed outside of the groups with peers. Do not share the last names or identities of those in the program with anyone outside of the program.

If patients have concerns for their safety, they should be shared with staff and guardians.

There are some limits to confidentiality that are important to know. CASA Mental Health is legally and ethically required to break confidentiality if there are current concerns about safety (a threat of harm to self or others).

Childcare

CASA House does offer supervision for siblings during family therapy or parent groups through our volunteer services team. However, it is your responsibility to notify the care team if you require for childcare at these times, as CASA must make arrangements in advance.

Office Hours

The CASA House office is open Monday through Friday from 8:30 a.m. to 4:15 p.m., except on [Edmonton Public Schools holidays](#). After hours, please contact the CASA House unit directly at 780-410-8181.



Rights and Responsibilities

Read about your rights and responsibilities as a caregiver, and your adolescent's rights and responsibilities as a patient, at <https://casamentalhealth.org/rights-and-responsibilities>.

Frequently Asked Questions

Do I have to provide consent for my adolescent to be a patient at CASA House?

Yes. When your adolescent is accepted to CASA House, the team will discuss consent to enter the program for therapeutic treatment. Your care team will speak to you about all aspects of the program and the consents required to participate.

Will my child be able to transfer high school credits over to their community school?

Yes. All credits earned at CASA House are processed and submitted to Alberta Education.

How many patients are at CASA House?

At any time, there are up to 19 patients at CASA House receiving treatment

Are there any extra supports for my family while we're on the wait list for CASA House?

FamilySmart® offers the Family Peer Support Program for families at CASA Mental Health. Whether you are waiting for services, accessing services or have transitioned out of services at CASA, they are here for you and want to help.

- They will listen to you, and understand what you're going through.
- They can help you navigate the system. They'll connect you to services and supports that are available to you.



- They can help you prepare for meetings with mental health professionals.

This resource is optional and free. Please contact Family Peer Support Worker Lori at CASA@familysmart.ca.

What can I do if my adolescent doesn't want to attend CASA House?

Listen to and validate their feelings about coming to CASA House. Be consistent with your messaging that the expectation is for both them and your family to participate in the program. CASA House is for the whole family, including caregivers, not just for them.

If they have a good relationship with their therapist, psychiatrist or another supportive adult, have them talk about the program with this person.

Talk about CASA House in a positive light – as an opportunity and not as a punishment. Plan for admission to CASA House and make the process fun: buy a new comfort item (stuffed animal, book, etc.), pick out pictures/posters to put up in their room, go for breakfast the day of the admission or dinner the night before. Call the program manager to discuss the option of touring the building before admission. Talk about what they can look forward to on the weekends and plans for connection time.

We strongly recommend NOT telling your adolescent they can try CASA House for two weeks. This can negatively impact their engagement in the program and results in treatment setbacks.

Is CASA House a detox facility?

No. Adolescents are not allowed on site if they are under the influence of a substance. If substance use is interfering with CASA House treatment, we will re-evaluate if CASA House is the appropriate program for the patient.



Can I take a vacation while my adolescent is in the program?

Caregivers may not take a vacation while their adolescent is in treatment as there are multiple mandatory parts of the program for parents. However, if you have a prescheduled family vacation, please discuss with the manager at the next screening interview.

Can my adolescent connect with other CASA House patients while at home or in the community?

We encourage patients to keep personal information (last names, social media, phone numbers, etc.) private. Sharing this information and connecting in the community while in programming can interfere in therapy for individual patients and for the whole group.

Can my adolescent bring their cellphone/iPad/camera?

Patients are not allowed to bring cellphones, iPads or cameras to CASA House. They may bring in music players that cannot access Wi-Fi or take pictures.

What if my adolescent wants to leave CASA House early?

The care team will collaborate closely with the patient, parents/caregivers and the primary care team, including their psychiatrist, to support ongoing participation in programming. If a return to programming is not achievable, we will coordinate a safe and timely transition back to appropriate community-based services and referral sources.

We will also consider a plan for re-admission later, when the adolescent and family might be ready to attend.

How do you keep my adolescent safe while at CASA House?

Recognizing the voluntary nature of the program, we expect patients to participate and follow the rules to ensure safety. CASA House controls entry and exit to ensure only authorized staff and guests are present.



Patients cannot leave CASA House on their own at any time and will be signed out by their caregivers. When on outings, the CASA House team supervises the adolescents.

How do medications work at CASA House?

CASA House partners with a pharmacy to accept and dispense all medications while your adolescent is in programming. When your adolescent is admitted, you will fill out pharmacy forms that includes benefit coverage and costs.

You can bring your adolescent's current medications, provided they are in original packaging with labels.

What happens with the information we give for questionnaires?


As an organization that values outcomes based-accountability, CASA Mental Health regularly evaluates our programs and services. This includes gathering and using data from patients and their families or teachers. Questionnaires provide us with useful information needed to assess whether we have achieved program goals, and to identify areas for improvement.

Questionnaires also help clinical teams with planning treatment and monitoring progress by identifying areas of strength, need and change over time. All personal information is confidential.

Names and other identifying details will never be used in reports or summaries.

What is CALOCUS?

CASA Mental Health uses CALOCUS, the Child and Adolescent Level of Care/Service Intensity Utilization System. It is a tool that uses a patient-centred approach to identify a child's mental health service needs. CALOCUS categorizes services by level of intensity. CASA Mental Health provides services for children and adolescents who are assessed as levels three to five. CASA House is a level five program.

Child and Adolescent: Level of Core/Service Intensity Utilization System						
Level 0	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
Prevention and Health Management	Recovery Maintenance and Health Management	Low-intensity Community-based Services	High-intensity Community-based Services	Medically Monitored Community-based Services: Intensive Integrated Services Without 24-hour Psychiatric Monitoring	Medically Monitored Intensive Integrated Services: Non-secure, 24-hour Service with Psychiatric Monitoring	Medically Managed Secure, Integrated Intensive Services: Non-Secure, 24-hour Service with Psychiatric Management
Community Partners and Family Resource Networks		Primary Care Networks	Alberta Health Services/Recovery Alberta			Alberta Health Services
 <p>Serving the Missing Middle</p>						
<ul style="list-style-type: none"> • Core • Family Therapy • Indigenous Services - Success Coach Program 		<ul style="list-style-type: none"> • Preschool Day Program • Children's Day Program • Adolescent Day Program 		<ul style="list-style-type: none"> • CASA House 		
<ul style="list-style-type: none"> • Trauma Program • Clinics (includes Adult, Neurology, and Developmental) • CASA Classrooms (Level 4 is only step down) 						

Other Questions and Concerns

If you have any questions or concerns about the program or your adolescent's/family's participation in it, please contact us at **780-410-8181**.