



THE
BRIDGE,
INC.

NORTHWOOD
CLIENT HANDBOOK

Welcome to Northwood!

We want to first thank you for choosing the Northwood program. We are excited that you have given us the opportunity to work with you to meet your treatment goals. We see our role as helping you to clarify your needs, change what you wish to change, and ultimately assist you to achieve the goals that you yourself have set out to achieve. We realize that every client is different. Therefore, we want to make sure we are tailoring the treatment to match each individual's needs. We hope to instill a sense of hope and motivate you to achieve your goals. We have found that treatment driven by the client results in more positive treatment outcomes. With this in mind, we focus on the individualization of our treatment – putting every aspect of treatment back into your hands. After all, you know yourself the best and we are here to help you in an encouraging relationship and provide any needed resources along the way.

OPPORTUNITIES WHILE IN NORTHWOOD

Treatment Plan

While in the Northwood program, you will have the opportunity to work with your counselor to develop a treatment plan to address your needs and goals. Your treatment plan will list all goals that you hope to achieve while in the program as well as ways to begin working towards these goals. At any time, you and your counselor can change or add to the treatment plan to reflect your progress and growth during treatment. It is important for you and/or your family to stay involved and offer feedback about what seems to be working, and what components you want to change or remove altogether. The more you take ownership of your treatment the more it will lead to positive results. By focusing on what you feel is important and discussing this with your counselor, you will be more apt to be successful in your treatment goals. This is your treatment and it is in your hands.

Treatment Bands

In addition to developing a treatment plan, you will have the chance to choose a treatment band that best represents the particular goal you are working on. These treatment bands serve as a reminder for you to stay focused on the goal at hand and continue to work towards achieving it. Once you and your counselor feel the goal has been met, you may choose to begin working on another goal within your treatment plan. In this case, you may choose a new band that best represents this new goal you have chosen to work on. Therefore, you may obtain multiple treatment bands during your time in the program – the choice is yours. However, only one band will be worn at a time to maintain focus on the task at hand. Therefore, you wear one band at a time on your left arm. Previously achieved bands will be kept in client personal belongings in the counselor's office until time of discharge. When you prepare to return home, you may take these treatment bands with you as a reminder of the goals and achievements you made in the program.

Learning Opportunities

There may be some days in treatment where you are faced with a learning opportunity. In life, there will be times when you have a rough day, and this may happen while you are in treatment. During these times, you will have the chance to complete a Learning Opportunity and process what we can do to help you through these more challenging times. The Learning Opportunity will be reviewed with your counselor and/or Program Coordinator. Each time staff completes an Intervention Opportunity to document a negative choice you have made, you will complete a Learning Opportunity. Above all, we are here to help you learn and grow from these times and process ways to work through these struggles in the future.

Intentional Interventions

You will be given the opportunity to also develop a list of interventions that work best for you and help you stay safe while in treatment. You can develop this list of interventions with your counselor and they can be added to at any time. This list may include items that help you process or work through difficult times you may be faced with.

Meaningful Motivators

You will also have the opportunity to process with your counselor a list of Meaningful Motivators (M&M's). This gives you the chance to choose the motivators that mean the most to you and the steps to take to get them. In collaboration with your counselor, you can discuss ways to work towards and achieve your M&M's while in treatment. You also may add to the list at any time. As you achieve your treatment plan goals, your counselors or other staff members can provide you with an M&M from your list at any time.

Excellence Sightings

Excellence Sightings are certificates that can be awarded to you for showing excellence throughout your time in Northwood. These certificates can be given to you by anyone on campus. You will have the opportunity to share with others any Excellence Sightings that you have received. For a list of ways to show excellence, see the section on staying safe below.

Celebrations

At the beginning of every group, IC or family session, you will be given the opportunity to discuss Excellence Sightings or M&M's you have received. This will allow us to celebrate your successes and build upon the strengths that helped you achieve it. Clients who continue to achieve this high level of success will be eligible for things on the meaningful motivators list you created with your counselor as well as moving to a lower level of care earlier than expected.

Clinical Services

While in Northwood, you will have the opportunity to participate in several different types of clinical services daily. All of the services we offer are listed below:

- Individualized Assessment
- Individual Counseling (IC)
- Group Counseling
- Family Counseling
- Psycho-Education
- Case Management
- Mental Health Consultation
- Recovery Support Services
- Peer Support Counseling Services
- Medication Management
- Alcohol and/or Drug Screening
- Smoking Cessation
- HIV/Early Intervention Services
- Basic Living Skills Education
- Crisis Intervention Services
- Psychiatric or Tele-psychiatric Services
- Educational Services
- Spiritual Support Services

Education

While in Northwood, you will get the chance to catch up in school through our educational department. If you are seeking your GED, you will have the opportunity to work towards obtaining your GED and possibly taking your GED while in the program.

If you have already received your high school diploma or GED, congratulations! We offer college prep courses for those interested in higher education. You will have the chance to work with the educational staff to determine what works best for you to reach your educational goals.

Continued Care

After you have met all treatment goals, you will have the opportunity for continued care in an outpatient setting. Once a client returns home, they are often faced with temptations that can lead to relapse. Therefore, many clients are referred to seek outpatient counseling services after completion of residential treatment to help cope with these stressors. This gives you the chance to practice the tools learned in your home environment and process any challenges you may face with the support of a counselor in your local area.

STAYING SAFE!

While in Northwood, our number one focus is to keep you safe! In doing so, we will need some help from you to ensure the safety of yourself, others, and the program. To help us achieve our goal of staying safe, we have an intervention system set in place. The following list of rules and interventions can apply to a variety of situations. Some interventions may be more severe than others, depending on the situation. All interventions have an element of therapeutic value. Most importantly we want to help you work through these times and help keep you and all other clients safe.

The safety guidelines are put in place to serve clients with honor, excellence and integrity. You can do your part by:

Being Honorable

- By keeping my hands to myself
- By respecting other people's rights, property, feelings and differences
- By displaying honesty in word and deed
- By showing responsible concern for yourself and others

Being Excellent

- Through your work ethic on your treatment plan and educational goals
- Through actively participating in all aspects of treatment
- In what I say and what I do
- By accepting responsibility for myself and living healthy without unapproved substances

Being someone with Integrity

- By not harming myself
- By not harming others
- By not destroying property
- By not leaving the treatment facility without permission

If you were to violate the safety rules listed above, you have the opportunities listed below as a means to stop the behavior and ensure it does not happen again. The intervention chosen will be determined by the program manager, counselor, referral source, severity of infraction and you. You will be able to complete a Learning Opportunity to tell your side of the story. If the violation is of a critical nature, you may be immediately removed from the program.

- You will have an opportunity to participate in extra individual, group, or family counseling
- You will choose an item off of your Intentional Intervention list you created with your counselor. Staff will also have the opportunity to discuss the intervention chosen with you and make any recommendations to the treatment team as well.
- You will pull from the Job Jar which contains slips of paper with mini chores listed on each one.
- You will choose to write a therapeutic essay or apology letter.
- You will take a time out.
- You will be placed on staff buddy.
- You will be placed on peer isolation for no more than 12 hours.
- You will have a conference with the treatment team, parents, mentor, and/or juvenile probation officer.
- You will complete community service or provide funds to replace the stolen or destroyed property.
- You will have the opportunity to add to your treatment plan with your counselor.
- Your time in treatment will be extended.
- You may be moved to a higher level of care in another facility.

Your treatment in Northwood is voluntary and greatly appreciated. Just as it was your choice to choose the program, it is also your choice to remain. If you choose to leave without completing the program, you may have legal and or family consequences to face. For your safety do not leave the program on your own. Your decision to leave the program will be respected and we will help coordinate your transportation. Communicate to your counselor or the program manager what you are thinking and they will allow you to contact your parents, legal guardian, probation officer and/or attorney in order to make an informed decision. If that decision is to leave, transportation arrangements will be made.

The Bridge tries very hard to create a safe, structured, and consistent environment for you. We ask for you to take part in that by following the guidelines, rules and interventions above to help us provide a safe environment for you and others in the Northwood program.

STAYING IN TOUCH

Correspondence

Communication with family, friends and others is very important. Telephone calls can be made weekly to your guardian(s). The number of phone calls and length of time on the phone is determined by your program manager. You will be reminded of the length of the call at the time the call is being placed.

Paper, postage-paid envelopes and a pencil are provided to you if needed. You can write to family members and friends by mail as often as you like. It is important to let them know where you are and to provide them with updates on your progress. All outgoing mail is sent to the parents' and/or legal guardians' address. The parents or legal guardian can then forward mail to friends and other family as they wish. You are not allowed to receive food, cash or other items through the mail. All incoming mail is subject to search. Mail received is briefly examined for unauthorized articles or substances and scanned to ensure it does not contain anything which may compromise the safety and security of the facility.

Pass

Due to the current COVID-19 virus, passes will not be allowed at this time.

Family Counseling

We welcome your family to participate in the family counseling process. Family counseling is with individuals significant to your life and recovery (i.e. parents, guardian(s), grandparent(s), siblings, and children). You must submit a list of individuals you would like to participate in family counseling during your stay. We believe family involvement is a critical piece of your recovery. While in Northwood, family counseling will be scheduled by your counselor and family member(s). Family counseling is designed to assist you, your family members, and significant others to address any needs to help you in treatment. The interactive journal, *Family Recovery*, is the tool used for family counseling.

Due to the current COVID-19 virus, all family counseling will be done via telephone on video conferencing.

Grievance

If at any point you feel unsafe or mistreated, you may write a grievance informing us of your concerns while in the program. You will be given the opportunity to voice and discuss any concerns with the program manager or your counselor. You also have the opportunity to complete a “Client Grievance” which can be given to you by a staff member. This form allows you to write out a description of the event or concern. We encourage you and your parents to communicate to us any concerns or needs you may have. Parents or guardians can communicate their grievance and/or concern to your counselor and/or program manager. If we are unaware of a problem we can’t do anything about it, so please don’t hesitate to share it with us.

ASAM DIMENSIONS

While in Northwood, you will have the opportunity to learn about the different ASAM Dimensions. ASAM stands for American Society of Addiction Medicine. They created these dimensions to make sure we consider all aspects of your well-being when developing your treatment plan. You will have a chance to meet with your counselor and determine which dimensions you would like to work on while in the program. Below is a brief description of each dimension.

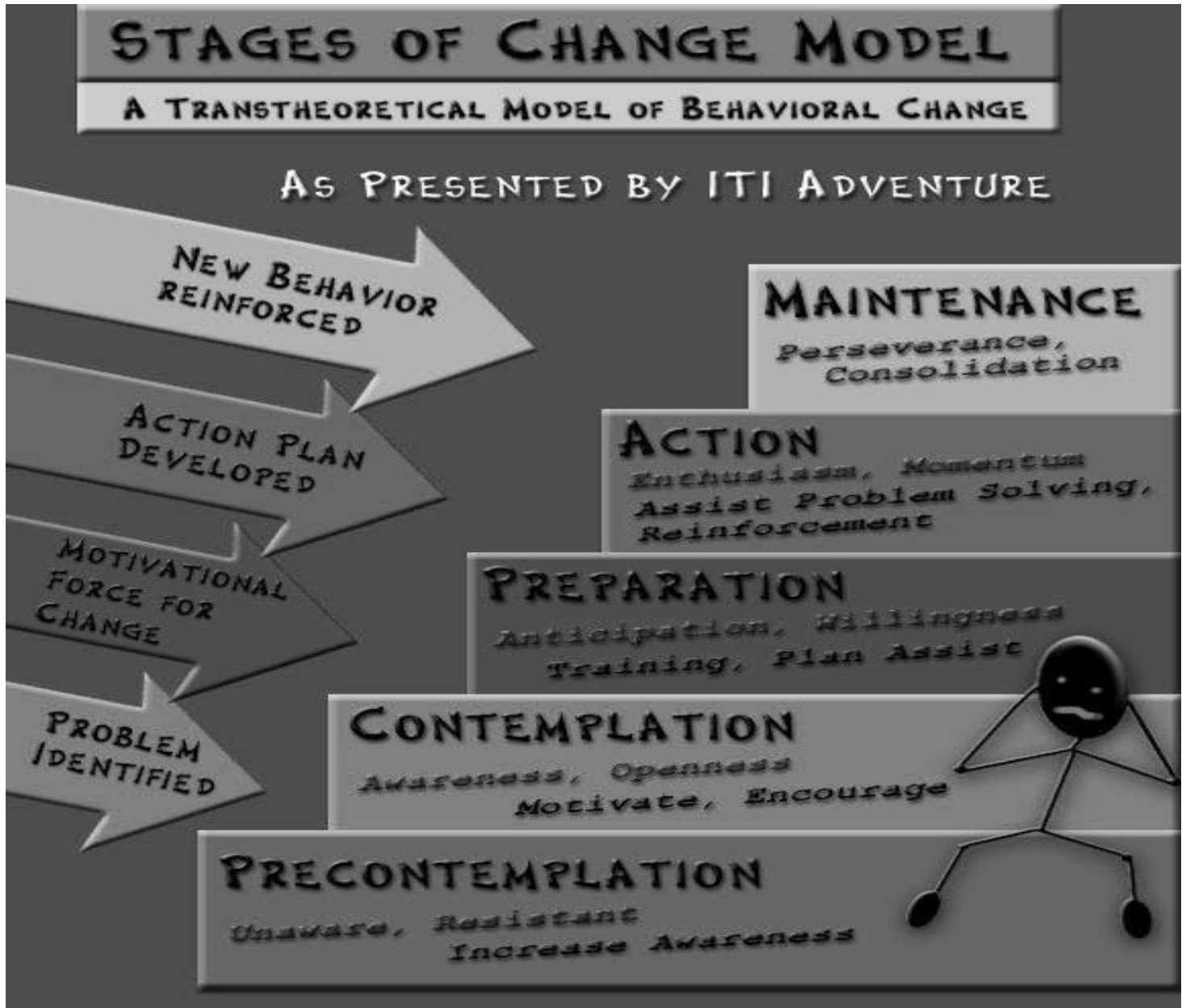
AT A GLANCE: THE SIX DIMENSIONS OF MULTIDIMENSIONAL ASSESSMENT

ASAM's criteria uses six dimensions to create a holistic, biopsychosocial assessment of an individual to be used for service planning and treatment across all services and levels of care. The six dimensions are:

1	DIMENSION 1	Acute Intoxication and/or Withdrawal Potential Exploring an individual's past and current experiences of substance use and withdrawal
2	DIMENSION 2	Biomedical Conditions and Complications Exploring an individual's health history and current physical condition
3	DIMENSION 3	Emotional, Behavioral, or Cognitive Conditions and Complications Exploring an individual's thoughts, emotions, and mental health issues
4	DIMENSION 4	Readiness to Change Exploring an individual's readiness and interest in changing
5	DIMENSION 5	Relapse, Continued Use, or Continued Problem Potential Exploring an individual's unique relationship with relapse or continued use or problems
6	DIMENSION 6	Recovery/Living Environment Exploring an individual's recovery or living situation, and the surrounding people, places, and things

Stages of Change

While in Northwood, you will have the chance to learn about the Stages of Change and how they can relate to your treatment. You will be given the opportunity to meet with your counselor to discuss these stages and assess which stage you believe you fall into. The different stages are shown below.



Special Thanks

Again, we want to thank you for choosing us to help you reach your treatment goals. We look forward to working with you and sharing this great opportunity with you. We are here for you even after you leave the program so don't hesitate to give us a call. We appreciate you and the continued opportunity to help you be successful!