



Northwood Residential Program FAQ

We at The Bridge are excited to have the opportunity to work with your family. We hope to instill a sense of hope and motivation for each client to achieve his goals.

Following are some of the most frequently asked questions about the program:

- **What is the cost of the program and does my insurance cover any of it?**
All of the services of The Bridge are provided at no cost to the client or family.
- **What is the typical length of stay in the program?**
The average length of stay is approximately 90 days.
- **How is the Northwood program certified?**
The Northwood Adolescent Residential Treatment Program is certified by the Alabama Department of Mental Health to provide level 3.5 adolescent residential services. This level of care provides twenty-four (24) hour care and offers a wide range of therapeutic recovery services that promote abstinence from substance use, arrest, and other negative behaviors.
- **What kind of qualifications and training does your staff have?**
Northwood has an experienced team of licensed or credentialed staff, including addiction counselors, licensed professional counselors (LPCs), social workers, and registered nurse, who work together in an interdisciplinary team approach.
- **When will I get to visit?**
The program does NOT offer visitation; instead, we offer family counseling. After your son has been in the program for two weeks, the counselor will contact the legal guardian to schedule a family session. Family counseling is performed with individuals who are significant to the client's life and recovery and may include parents, guardian(s), grandparent(s), siblings, and children. A maximum of three individuals are able to attend the family session and approved by the counselor beforehand. No food or snacks should be brought to the family sessions. All cell phones should be left in your car.
If the family is unable to visit in person, the counselor will attempt to schedule a family session via telehealth.

- **How often will my son get to call home?**
 We work hard to arrange for each client to call home twice a week; sometimes, due to staff availability, a client may be able to call only once per week. Telephone calls are placed to the parent or legal guardian, who may choose to include a friend or other significant person on the call at their discretion.
- **How can I reach someone in case of an emergency?**
 You may call The Bridge main number at 256-546-6324. On weekends and after 5:00 pm on weekdays, calls are transferred to our answering service. If there is an emergency, the answering service will contact our on-call staff and they will call you back.
- **Can my son send and receive mail and if so how often and who can he receive mail from?**
 We provide writing paper, postage-paid envelopes, and a pencil to all clients as needed. Clients may write to family members and friends by mail as often as they wish. Clients are not allowed to receive food or cash through the mail. Incoming mail is briefly screened for unauthorized items or substances to ensure the safety and security of our clients and staff.
- **What if I need to bring my son some extra clothes?**
 A parent or guardian can drop off items at the administration building Monday through Friday from 8:30 a.m. to 4:00 p.m. When dropping off items, you will not be able to visit with your son unless you have a scheduled family session. If you are unable to drop the items off during these hours, contact the Program Manager, Patrick Smith, at 256-546-6324 ext. 305, to make other arrangements.
- **What about my son's education while he is there?**
 All clients in the Northwood program participate in an education program. Our education staff work with each client to develop a plan that ensures an optimal education outcome. Clients who are enrolled in a public school in their home district may continue in a similar program at The Bridge. Students who have been homeschooled or enrolled in an online program may be able to continue the same program if it can be arranged. We also work with Gadsden State Community College to offer GED preparation as well as several other programs. For education questions, please contact our Education Coordinator, Wesley Gullledge, at 256-546-6324 ext. 221.
- **How do I ensure my son gets his medication, refills, or changes?**
 For questions concerning your son's medications, you may contact our Nurse's Station at 256-546-6324 ext. 504

- What if my son needs to go to the doctor/dentist/orthodontist?**
 Our medical staff makes appointments with a local doctor or dentist, and our driver takes the client to the appointment. However, some insurance may require the parent to schedule appointments and we will contact you if that is the case. Orthodontist appointments must be made with the client's orthodontist and parents will have to arrange for transportation. **Please be aware that any time your son leaves our facility/care, the client's JPO must authorize the leave and any special conditions they may have.** Please contact the Program Manager to obtain authorization for these appointments. Clients must go directly to the appointment and return directly to Northwood. Drug test will be required before departure and upon return to the program.

Phone numbers and extensions you may need:

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| Program Manager Patrick Smith 256-546-6324 ext.305 | Therapist Mikayla Price 256-546-6324 ext. 245 |
| Peer Support Georgene McElroy 256-546-6324 ext. 350 | Counselor Deleiha Poe 256-546-6324 ext. 244 |
| Education Coordinator Wes Gullledge 256-546-6324 ext. 221 | Nurses Station Sonya Stanton 256-546-6324 ext. 504 |
| Supervising Director Mark Spurlock 256-546-6324 ext. 204 | Performance Improvement Director Kim Harden 256-546-6324 ext. 229 |