



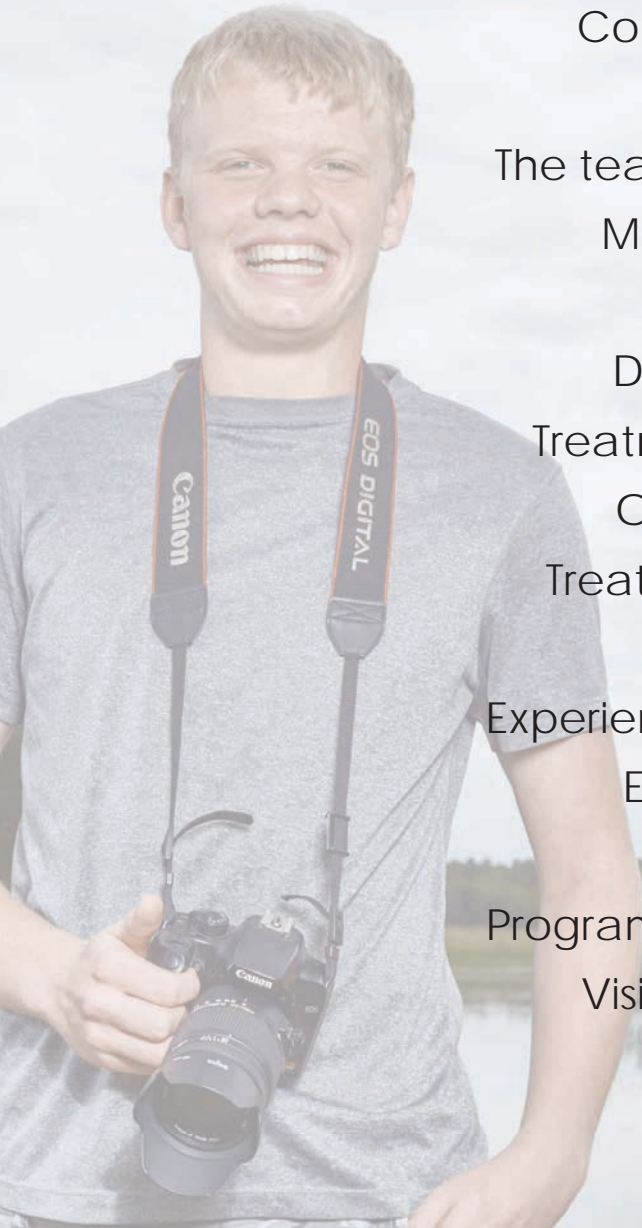
northwestpassage

WELCOME TO RIVERSIDE

A Caretaker's Guide

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Welcome to Northwest Passage. We look forward to getting to know you and your child, and we are honored to be a part of their treatment. The responsibility of caring for your child is not lost on us. While we know that this will be challenging at times, we strive for your experience to be one filled with hope and healing.



Best Wishes,
Northwest Passage Care Team

Dear Parents,

You are here because your family is experiencing hopelessness and pain. We understand that. You have spent a lot of time and energy doing your best as a caregiver, and we recognize that. We are here to help your family look forward and recover. We are honored to serve you and your child.

As your loved one begins treatment at Northwest Passage, we know you're apt to experience a mix of emotions. You'll likely feel relief, guilt, loss, sadness, anxiety, uncertainty, and hope. It may be overwhelming at times, but know that we are here for you every step of the way.

In the following pages, we will outline what to expect as you send your child to Riverside for treatment. While your child is here, they'll receive around-the-clock treatment. They'll be immersed in a therapeutic lifestyle, learning the skills they will need to get better and come home.

Thousands of caregivers have entrusted us to care for their children and to bring their families back from the brink of despair. Let us do for you what we've done for so many others... foster healing and restore hope.

We wish you all the best on this journey,

Kira

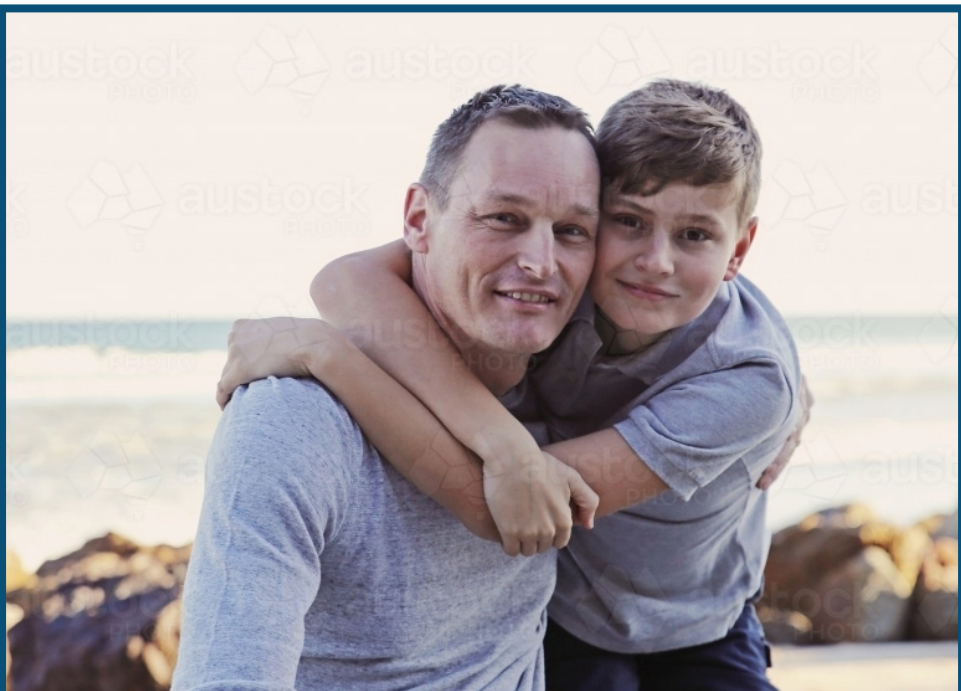
Kira Yanko, Program Director

Seth

Seth Pearson, Program Coordinator

Thank you for the wonderful work you did with our son! Thank you for your professionalism, your efforts, and most importantly your patience. Most places would have given up and sent him to another facility for someone else to deal with. You refused to do that and continued to work extremely hard to make sure he was getting the treatment he needed. You all had a major part in turning our son into the person he is today and for that we are very grateful.

At Northwest Passage we know that every family is comprised of their own unique and special members, who are not always biologically connected. While the language of this book often reflects a parent/child relationship, we acknowledge and support the role of all caregivers in the lives of the children we serve.



TIPS FOR SUCCESS

The well-known phrase “kids don’t come with an instruction manual” is true, but we can offer some advice as your child enters our residential treatment program.

NOW WHAT?

Seeking help for your child at Northwest Passage is a positive step for your family, and while it may be what is best for the future, this is still a difficult time. We ask you to trust us and our over forty years of experience leading thousands of families, like yours, on a journey of hope and healing.

As you go through the admissions process, this guide is meant to help you with the uncertainty you may be feeling and clarify your role in your child’s treatment. As you navigate this journey, please remember:

TRUST THE PROFESSIONALS

You can count on us to guide you through this process. We have well-established protocols that you’ll be reviewing with your case manager, in detail, in person or by phone. Please take notes and ask questions as you have them. We’re here for your family.

DISENGAGE FROM NEGATIVITY

Your child may not be looking forward to their time at Northwest Passage, and that’s okay. They may have negative things to say about their transition into residential treatment, but don’t let that discourage you! It is perfectly normal. Soon enough, your child will find themselves making connections, settling into day-to-day life here, and enjoying the PassageWay. Acknowledge their negative feelings and move on.

DEVELOP HEALTHY BOUNDARIES

You may have a hard time managing the emotions of this transition. Don't let those feelings get in the way of progress for your child. It is common for children to express unhappiness or even anger about their time here. It will be important for you to validate their feelings without agreeing with them. It is normal to feel frustration, but remind them they are on the right path.

UTILIZE THE NORTHWEST PASSAGE TEAM FOR SUPPORT

We know that life continues to move forward in your family and community while your child is in treatment. It can be hard to know what to share while your child is away. This is a time to use the Northwest Passage team for support. If there are major events happening, talk with the team about how to share the news with your child. It's important for your child to be a part of your family while also giving them space to engage in treatment.

ENGAGE IN YOUR CHILD'S EXPERIENCE

Your child is being immersed in a therapeutic lifestyle. They will be working hard to learn to relate to others and manage themselves and will have a lot to share. Ask how it's going and what they're learning. If you get short answers such as, "it's okay", switch to asking about the week's activities. These conversations may allow you to connect on deeper issues of emotions and growth.

RESPECT THE CONTACT PROTOCOLS

We know how important it is to both you and your child to stay in touch during their time with us. We have developed a balanced protocol that allows for just the right amount of contact between families while honoring the space your child needs for optimal success while in treatment. Please trust us to have your family's wellbeing in mind as you review the contact protocol.

CONTACT WITH YOUR CHILD

The guidelines described below were established with your balance in mind and are based on over forty years of experience with children and their families. It is important that your child remains connected to family while also fully engaging in treatment. You may feel like the phone call and visit schedules are either not enough or too much. Please reach out to your child's case manager with any questions or concerns regarding the frequency of contact.

PHONE CALLS

Your child may have one phone call per day with individuals who are on the approved calling list. This list will be developed with your input and typically includes close family members. It may also include other adults who play a supportive role in your child's life.

The length of phone calls will be dependent on your child's treatment phase (ranging from 5-10 minutes). Typically, all calls will be outgoing.

MAIL

Letters to your child from family and friends are encouraged. We will provide stamps and envelopes for your child to send letters.

Care packages are also permitted. We ask that you do not send food items, as we will provide all meals, snacks, and treats for your child. Common items in care packages include books, activity books, fidgets, and

clothing. MP3 players are also welcome, we just ask that they do not have internet, camera, or recording capabilities, and cordless headphones are encouraged. Ask your child's case manager if you need suggestions for acceptable gift options to send to your child while in treatment.

VISITS

Throughout your child's stay at Northwest Passage, visits will be established according to treatment planning and progress in the program. When distance is a challenge, video calls may be an option in place of face-to-face contact. Visits will be arranged with your child's case manager in advance.

Visits present an opportunity to practice the skills that you and your child are learning through the course of treatment. Visits should include a healthy balance of recreation and down time.

THE FIRST VISIT

The first visit can be tough, especially if you've experienced a high level of tension within your family relationships. Seeing you in person for the first time may spark some intense emotions for your child. For this reason, we recommend that the first visit take place on campus. The decision to stay on campus or go off grounds for future visits will be discussed between you and the rest of the treatment team.

HOME VISITS

Home visits happen for many, but not for everyone. Challenges that may prevent home visits include distance from home, treatment needs, or concerns for safety. You will be involved in decisions about whether or not to have home visits, when to start, frequency, and length of the visits. Your case manager will work with you to plan these visits.

COMMUNICATING

It is of vital importance to maintain healthy communication practices with your child and with the treatment team. Below are some examples of how to validate, encourage, and avoid taking sides. Contact your child's case manager if you'd like to discuss a plan for communication. Remember, it is okay to end a call early if the conversation feels like it's moving in an unhealthy direction.

TIPS FOR SUCCESSFUL PHONE CALLS

Your child may have a lot of negative things to say about Northwest Passage, especially in their first few weeks with us. They may cry, yell, demand to come home, hang up on you, or decline your phone calls. Remember your child is adjusting to new routines and relationships. This may lead you to feel discouraged, and it may lead you to question whether or not this is the best place for your child. Hang in there! Give it time and offer validation without agreeing. Here are a few helpful tips:

DO validate

- "I know this is really hard for you."

DO encourage

- "I'm confident that you are right where you need to be. Keep participating and do your best to stay open. I love you and I'll stay in touch."

DON'T take sides

- "Wow, I can't believe they did that. That does sound really mean!"

Here are some examples of what you might hear from your child:

- “This place isn’t going to help me.”
- “This place is making things worse.”
- “They don’t even do treatment here.”
- “I just need a chance to show you that I’ll be okay at home.”
- “I don’t belong here. All the other kids are so much worse than I am.”
- “The staff are mean.”
- “They don’t do real school here.”

KEEP IN MIND

Your child may have a “honeymoon period” upon arrival to the program, and may not show the same level of dysregulation that you’re used to seeing at home. Chances are, we will eventually see the same patterns and challenges that brought your child here, as your child will be living here around the clock – eating, sleeping, going to school, living with others, staying connected with family, and participating in treatment.



SELF-CARE

After your child begins treatment at Northwest Passage you may have feelings of relief, loss, guilt, sadness, and uncertainty, but you may also feel hope! At times these emotions, and the likely mix of emotions, may feel overwhelming.

You have spent a lot of time and energy doing your best as a parent, perhaps at the expense of your own health and wellness. Use this time to take care of yourself. You need to be healthy in order to be an effective parent.

Use this time to make lasting changes in your life and in your home, changes that you can sustain following your child's graduation from Northwest Passage. We will support you in creating a plan to accomplish this.

REACH OUT

Support can come from many places. We encourage you to access www.nwpltd.org/welcome-resources for the following recommended readings:

Free eBook: The Weary Parent's Guide to Escaping Exhaustion

Book: The Road Home: A Guide for Parents with Teens or Young Adults Returning from Treatment
by Ruben Jimenez

REMEMBER...

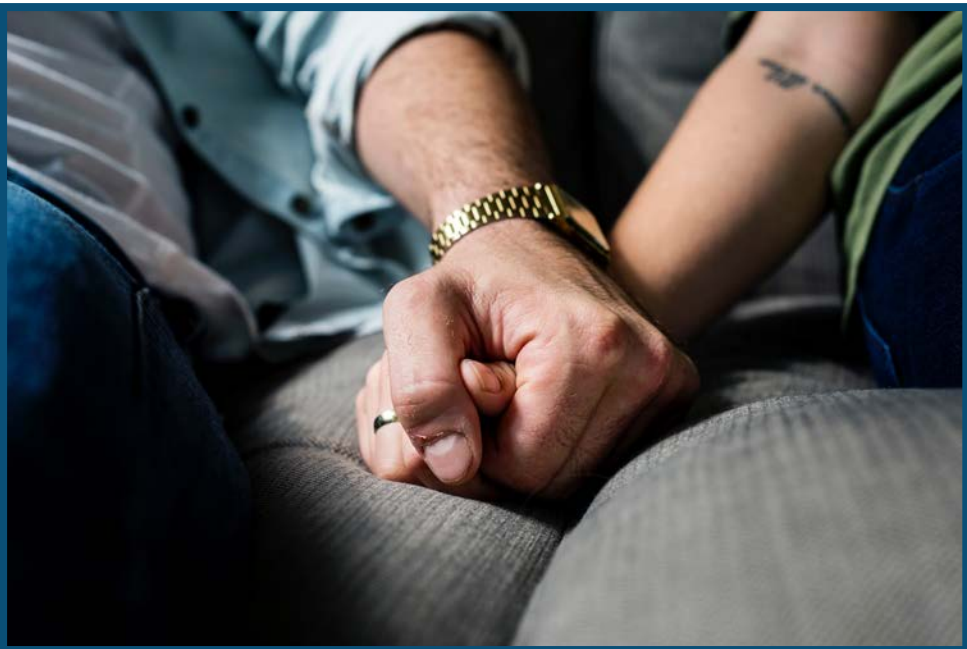
*You can't pour from an empty cup.
Take care of yourself first.*

PARENT

“

QUOTE

Our smart, handsome, hardworking kid with loving, non-abusive, nurturing parents, tried to take his life. What did we do wrong? We were seeing our family counselor to try and keep our life from falling apart. Our marriage was slipping. I remember being in my car one day thinking I am tired, frustrated, my marriage to my soul mate is all but exhausted, and I had little to keep me going. Then we found Northwest Passage. Being apart from our child was hard, but also somewhat renewing as we were able to start to work on fixing us. The foundation of our family. Thank you Northwest Passage for doing what you do, for absorbing the problems of so many kids and bringing them back one at a time.”



THE TEAM APPROACH

We're in this together now! The team approach at Northwest Passage includes a comprehensive and dedicated staff, but it also includes you and your support system at home.

THE TEAM APPROACH STARTS WITH YOU

As we introduce you to our staff and process, please remember that as your child settles into residential treatment, it's likely that the relationships built here will mirror relationships in your home. Think about how things looked at home – how did your child interact with you and other children in your home?

Are you reminded of a similar situation you've seen or heard before when your child is attempting to create a reaction, distract, or deflect?

We are probably going to see similar patterns play out in relationships here, and as a result you may hear your child talk about Northwest Passage staff and residents in an unhealthy way. We encourage you to reflect on whether or not it sounds familiar.

You are encouraged to bring all serious concerns to our attention. It's vital that we present a united front, and effective communication is essential. It's normal for disagreements to arise, and it will be important to model for your child how to have a disagreement without degrading or devaluing one another. We want to have a relationship of mutual respect and trust with you.

PARENT



QUOTE

We are so grateful for your program and the change we see in our son. I never imagined the impact would be so profound as it has been. He is meeting new friends and has been identifying on his own friends who are making poor choices and distancing himself from them. We haven't had any of the previous issues that brought us to your program a year ago.

REMEMBER...

The nice thing about teamwork is that you always have others on your side.



MEET THE TEAM

Armed with both education and experience, our team is uniquely qualified to guide your child through their time in residential treatment. In addition to our highly trained clinical and medical staff, most of our employees possess bachelors and masters degrees.

Case Manager/Aftercare Coordinator The case manager will be your primary contact throughout your child's time at Northwest Passage. It is their responsibility to compile and distribute information among all members of the treatment team. When your child first arrives, frequent communication (perhaps daily) may be needed to ease the transition and orient you to the program. As you and your child settle in, contact with your case manager will even out to weekly updates and check-ins, with additional contact as needed. Your case manager will arrange contact with you based on your preferences.

Therapist Your child will have access to individual therapy once per week, or more during times of crisis. The same therapist will engage in family therapy, if recommended, with timing and frequency based on your family's needs. Your child will also participate in group therapy, which may be facilitated by the same therapist, or one of our other mental health clinicians.

Direct Care Staff This broad term covers the majority of the adults who interact with your child on a day-to-day basis. They are responsible for supporting and supervising your child through all aspects of programming and provide the foundation for your child's treatment.

Psychiatric Nurse Practitioner Your child will see the psychiatric nurse practitioner approximately once every four weeks, or more as needed. Their case manager will communicate any recommendations for medication changes. You and your child will be involved in all decisions related to medications.

Social Worker or Educational Consultant You may be working with a social worker or educational consultant who was involved in the decision to have your child come to Northwest Passage. If so, it's likely that they will continue to be involved through regular contact with the case manager, participation in team meetings and discharge planning, and facilitating continuity of care.

Medical Team Our staff pediatrician, family practice nurse practitioner, and nursing staff work as a team in providing your child's medical care, and making specialty referrals as needed. The team also has ongoing communication with the rest of the treatment team, assuring that your child's overall health is addressed in a comprehensive and coordinated fashion. A registered nurse (RN), working closely with the medical director and nurse practitioner, will directly supervise the licensed practical nurse (LPN) and certified medical assistants (CMAs) in their daily work, and will meet regularly with your child's case manager to address medical health concerns.

You and Your Child

You and your child will play an active role in treatment by identifying goals, doing the work required to make positive changes, participating in discharge planning, and maintaining regular communication with each other and with the team at Northwest Passage.

YOUR TEAM

Take a moment to make note of the staff you'll need to stay in touch with below.

Case Manager/Aftercare Coordinator

Name: _____

Contact Info: _____

Notes: _____

Therapist

Name: _____

Contact Info: _____

Notes: _____

Direct Care Staff

Name: _____

Contact Info: _____

Notes: _____

Psychiatric Nurse Practitioner

Name: _____

Contact Info: _____

Notes: _____

Social Worker or Educational Consultant

Name: _____

Contact Info: _____

Notes: _____

PARENT



QUOTE

What started out all those months ago as our worst nightmare has turned into our biggest blessing and it's all because of you amazing people that make up Northwest Passage. The words "thank you" don't begin to express our gratitude. Everyone we've met has been so kind. It takes a very special person to do this kind of work and we are so thankful to each one of you for choosing to do it!

REMEMBER...

*Alone we can do so little; together
we can do so much.*



DAILY SCHEDULE

Your child's time here is valuable and each day is designed to reflect that. At admission, your child will be assigned to a nine-resident house based on the cognitive, emotional, social, and behavioral functioning of your child and the current group. The nine members of the house will participate in many parts of programming together.

Each house's programming is modeled around the PassageWay and is scheduled to allow houses to operate separate from one another. Your child's house will rotate through a number of blocks.

Experiential Learning Blocks:

English/Language Arts, STEM, Photography, PassageWay, Expressive Arts, Physical Education

Evening Group Blocks:

Recreation, Team Building, PassageWay, DBT Activity Group, Independent Living Skills, House Challenge

You can see an example of the timing on the next page.

REMEMBER...

The secret of your success is found in your daily routine.

WEEKDAY EXAMPLE*

7:30 - 9:00 am	Morning Milieu (preparing for the day and breakfast)
9:00 - 10:30 am	Experiential Learning Block
*9:00 - 2:30 pm	<i>Off Grounds Programming once per week</i>
10:30 - Noon	Experiential Learning Block
Noon - 1:00 pm	Lunch
1:00 - 2:30 pm	Experiential Learning Block
2:30 - 3:00 pm	Room Time
*2:30 - 3:30 pm	<i>DBT group once per week</i>
3:00 - 3:30 pm	Snack/Evening Check-in
3:30 - 4:30 pm	Outdoor Recreation
4:30 - 5:30 pm	Evening Group
5:30 - 6:00 pm	Room Time
6:00 - 7:00 pm	Dinner and Chores
7:00 - 8:00 pm	Evening Group and Check-in
8:00 - 8:30 pm	Homework/Phone Calls/DBT Practice
8:30 - 9:00 pm	Wind Down
9:00 - 9:30 pm	Room Time
9:30 pm	Lights Out

Weekend activities include experiential programming based on elements of the PassageWay. These activities include time in nature, exercise, recreation, and community service. This programming occurs both on and off campus.

**Exact daily schedule depends on house assignment and can be requested from your Case Manager.*

TREATMENT PROCESS

We're here to build a therapeutic lifestyle for your child so they can develop the skills they need to work towards a healthy sense of self. Our treatment process is infused into each moment of treatment, from day-to-day activities like those inside the classroom to their individualized small group sessions. We focus on building healthy relationships with your child to aid in their successful transition into the next chapter of their lives.

Your child's case manager and therapist will create a treatment plan outlining goals and services based on individual needs. You and your child will be involved in developing these goals and this is a living document. It is reviewed every three months and updated as needed. The plan is focused on building the skills necessary to maintain a therapeutic lifestyle long after treatment as ended.

In order to address your child's unique needs, Northwest Passage focuses on meeting them where they are at in all facets of their life. This includes providing identity confirming treatment related to race, gender, religion, and personal values. Treatment at Northwest Passage aims to honor your child's past experiences and relationships while also emphasizing the learning potential of those in the present.

REMEMBER...

A goal without a plan is just a wish.

A primary benefit of residential treatment programs is that treatment occurs around-the-clock and is integrated into daily life. This will include daily tasks such as hygiene, chores, meals, school, and physical activity. Your child will have the opportunity to practice a therapeutic lifestyle through daily programming. Your child will receive consistent feedback from staff in the moment, relating back to your child's treatment goals.

Each day your child will begin with a care plan, which includes their weekly personal and group goals, and provides a visual way to track daily progress. Your child will be involved in creating weekly goals and, based on progress towards goals as measured by the care plan, will have the opportunity to participate in weekly activities to celebrate accomplishment. Activities may include off grounds trips, movie night, spa night, baking, or an art project.



OUR APPROACH

The PassageWay: Residential treatment is a unique opportunity to create a carefully designed environment to promote wellness and healing for your child. We use the PassageWay to design such an environment. Our approach to wellness depends on a commitment to building a therapeutic lifestyle to support the medical and clinical care your child is receiving during their time with us.

Our programming weaves together these elements to achieve moments of learning and healing. A few examples include:

- Building skill and insight through traditional and group therapies.
- Learning healthy relationships through numerous community and team-based projects.
- Promoting healing through experiential therapeutic moments.
- Caring for our bodies through careful attention to nutrition and movement.
- Focusing outside oneself through service and finding inspiration for the greater good.

ARC: Attachment, Regulation, and Competency, or ARC, is an evidence-based therapeutic approach that aligns with the mission of Northwest Passage. ARC's goal is to support children, adolescents, and families to increase resilience and hope for the future while creating a narrative of strength and healing. ARC's foundation is built upon four key areas of study: normative childhood development, traumatic stress, attachment, and risk

The eight PassageWay elements essential to a therapeutic lifestyle include:



NATURE Spending time in nature allows our residents to re-center and unplug, finding a quiet rarely witnessed in everyday life. Sunshine and fresh air can change a mindset. *Nature heals.*



RECREATION Finding something to do that we love, that makes us feel good, is just as important to healing and growth as a therapist's couch. *Action filled with enjoyment.*



RELAXATION Teaching principles and methods of relaxation helps manage distress and provides an opportunity to step back from our fast-paced world. *Relaxation promotes mindfulness.*



NUTRITION The fuel we choose for our bodies has a direct impact on our emotional well-being in addition to our physical well-being. *Good nutrition feeds the soul.*



EXERCISE A healthy understanding of the role that movement plays in our day-to-day lives is critical to sustaining positive mental health. *Healthy bodies, healthy minds.*



RELATIONSHIPS Interactions with our families, peers, communities, and with ourselves are the core of our human experience and a reflection of our health. *Relationships transform and create hope.*



SERVICE Spending time with those in need and giving back to our communities allows our residents to connect with both others and themselves. *Service benefits oneself as much as others.*



SPIRIT Contemplation about values and core beliefs allows exploration of what matters most in our lives and helps discover the passion that lights our flame. *Spirituality is an opportunity to self-reflect.*

and resilience. ARC is designed as both an individual clinical intervention for youth and families and as an organizational framework to be used to support trauma-informed care. ARC focuses on Attachment to strengthen the care-giving system surrounding the child through enhancing supports, skills, and relational resources for adult caregivers; Regulation to develop youth awareness and skill in identifying, understanding, tolerating, and managing internal experiences; and Competency through the use of choice and empowerment to increase core resilience.

DIALECTICAL BEHAVIOR THERAPY (DBT): We have integrated DBT into our programming as a way to teach your child the vital skills they will need to regulate their emotions and develop a life they enjoy experiencing. This type of therapy differs from other methods because it focuses on emotions rather than thoughts. Your child will participate in a DBT skills group within their unit. These groups are facilitated by licensed therapists and tailored to the cognitive and emotional functioning of the overall group. DBT concepts are integrated into daily programming. Your child will have time set aside daily to practice DBT skills through assignments based on the skill learned in DBT group for the week. You are encouraged to learn DBT skills along with your child.

RELATIONSHIPS: We believe that one critical facet of long-term, stable mental health is a lasting connection to a strong community. Your child will have ample opportunity to practice building healthy relationships within Northwest Passage. We also incorporate programming to assist residents with productive and rewarding community involvement and community service with the aim of broadening the relationship skills needed to build connections within a community.



TREATMENT PHASES

Your child will work through and understand their progress through treatment by utilizing a phase system that is influenced by both the Stages of Change model and the Attachment, Regulation, and Competency model. This allows us to further individualize and normalize your child's experience as they work through their treatment journey. As residents work through the phases, they are offered increased opportunities for freedom and growth.

LEARNING PHASE

This phase is an introduction to the program and relationships around them. Residents may be hesitant and hopeless about change, which may or may not include emotional dysregulation. Emphasis in this phase is creating a sense of safety, building relationships, beginning to co-regulate with adults, understanding the program, and engaging in the daily milieu.

AWARENESS PHASE

In this phase, residents have had the opportunity to settle into their new environment and new relationships. They begin to recognize patterns that have led to unhealthy coping, relationship damage, and even self-destructive behaviors. While co-regulation with adults is often still needed in this phase, residents are now able to begin to discuss their behavior and thought patterns in a way that will lead to more independent skill use.

PREPARATION PHASE

In this phase, residents recognize that their behaviors are not sustainable and begin to work toward change. They become more effective at accepting and using the interventions available to them and begin to more fully engage in the treatment process to promote the building of a life worth living. They still might require adult assistance to use the skills they have learned, but the willingness to try persists. Residents in this phase begin to think about the future, outside supports are identified, and they begin to practice their skills with increasing autonomy.

ACTION PHASE

In this phase, residents can identify effective coping skills for themselves. The team is focused on transition into the community and enacting the plan for discharge. The resident is actively involved in their treatment process and therapy. It is important to note that this is also a time of high stress or anxiety and old, less healthy behaviors may re-emerge. A resident in this phase will be encouraged and supported to seek support inside and outside of the program during these struggles in the transition process.





In order to advance to the next treatment phase, your child will work to complete a Phase Advancement Request Form. This form includes an area for your child to describe their work toward moving to the next phase and provides an opportunity for your child to seek out feedback from the adults in their world (primary counselor, weekend counselor, teacher, expressive arts staff, case manager, therapist, and home caregivers) about their treatment progress. Transitions from phase to phase are important milestones for you and your child to recognize their accomplishments, discover treatment targets that need more attention, and celebrate successes.

Your child will most certainly still experience continued emotional distress and behavioral set-backs throughout their treatment. This does not mean they have lost the gains their current treatment phase indicates; rather, these struggles provide opportunity for your child and your family to approach them in a new way with new, healthier patterns.

REMEMBER...

It's a process. Change takes time.

Before coming to Northwest Passage my life was going down a bad path. I was disobeying rules, fighting, using drugs, and stealing. Thinking only my way. When I first came here I thought I was going to fly through treatment and fake it, but then I thought why not just be myself and actually try. I have changed by learning to cope with others and to open up to people who are different than I am. I have learned that I actually am a good, kind and big hearted person, and that even with my problems I can actually change. The skills that I have learned are daily life skills and the biggest one is learning to deal with people that I don't necessarily get along with. When I go home my plans are to try my hardest at school and to use my new skills to stay away from drugs, fights and the wrong crowd. I am grateful to have had the people here to help me come this far. But it wasn't them who did it, it was me bettering myself as a person to come this far and I will do my best to keep being successful.



SAFETY

The safety of your child is our number one priority. We are dedicated to providing consistency among the staff and adults your child engages with. The following is an outline of our safety procedures. All staff regularly attend specific training regarding how to manage these events safely and effectively with overarching treatment concerns in mind.

Rest assured we will notify you promptly of any serious events involving your child. Here are some examples of serious events along with our response:

SUICIDAL STATEMENTS OR GESTURES

Residents will be placed on Suicide Precautions following any suicidal statement or if staff observe warning signs and have reason to be concerned for suicide risk. Suicide Precautions include immediate as well as follow up assessments to monitor both risk factors and protective factors, increased supervision, and restricted access to potentially dangerous items.

SELF-HARM

Self-harm differs from suicidal ideation in that the intent is to cause physical damage without suicidal intent. As such, the response differs as well. In the moment, a primary consideration is limiting secondary gain. For example, a resident will be provided with items needed to clean and bandage self-harm, but staff will not clean and bandage it for them. Self-harm will also be addressed within individual therapy. There is no consequence for

self-harming, but there are consequences for possessing contraband used for self-harm.

RUNNING AWAY

Our programs are not locked, though doors and windows are equipped with alarms and residents are monitored 24 hours per day. If your child leaves a building or area without permission, staff will follow and offer encouragement to return. In some cases, staff may escort your child back to campus and/or contact law enforcement for assistance either in locating your child or returning your child to Northwest Passage. Run Risk Precautions will be utilized following elopement endorsements or attempts.

PHYSICAL AGGRESSION

Northwest Passage has the ability to use safety holds and physically enforced separation in the event that a resident is presenting danger towards self or others. Staff will make every attempt to engage your child in de-escalation strategies and exhaust other options prior to the use of physical intervention. Following the use of physical intervention, staff will process the incident with your child.

INCIDENTS REQUIRING MEDICAL ATTENTION

We have a Family Nurse Practitioner, psychiatric nurse practitioner, and on-site nursing staff. After hours, medical staff are available for consultation. If needed, the local clinic, emergency room, and/or 911 will be utilized. If your child requires emergency medical services outside of our facility, you will be notified as soon as possible.

If we have any reason to believe that the staff at Northwest Passage is not able to keep your child safe, we will notify you as soon as possible and involve you in planning for safety.

EXPERIENTIAL LEARNING

Spending time in residential treatment should not mean compromising your child's academics. Your child will be enrolled in classes that provide a classroom setting focused on building relationships and project based learning centered on the environment. Our teachers borrow from their traditional classroom experiences and lean on the wisdom of the PassageWay.

ACADEMIC EDUCATION

Each resident is provided with credit-bearing academic instruction in a specialized school environment. Individualized instruction in mathematics, language arts, computers, and environmental education is emphasized. Preparatory work for the High School Equivalency Diploma (H.S.E.D.) is also available. Course work is credited and transferable. Northwest Passage has earned academic accreditation through **cognia**

Academic instruction is designed to meet the individual needs of each student, but averages between 20 and 25 hours per week. If your child has an IEP, our staff will partner with your child's most recent school of enrollment to maintain and update the IEP as needed.

REMEMBER...

*A mind that is stretched by a new experience
can never go back to its old dimensions.*

Many activities pair elements of the PassageWay with curriculum designed specifically to engage a varied classroom in meaningful learning opportunities. Ask your care team about the following learning environments and opportunities:

- In the Field Training
- Nature Photography
- Underwater Photography
- Gardening
- Trail Building
- Outdoor Classroom
- Community Service
- Wood Working
- Canoeing and Kayaking
- Cross Country Skiing
- Fishing



EXPRESSIVE ARTS

Your child will be immersed in the arts, one of the best conduits to hope and healing that we have found. We provide varied opportunities to engage with art to foster self-expression, growth, community, and self-worth. Your child will have an opportunity to build healthy relationships with community partners.

EXPRESSIVE ARTS

In a New Light is a therapeutic nature photography program that emphasizes skilled expressive arts training and nature immersion, ultimately empowering residents to define themselves by their strengths rather than their weaknesses. Residents at Northwest Passage have the opportunity to learn photography and editing techniques and are encouraged to express themselves through their art.

Separate from this ongoing project, residents at Riverside are also regularly exposed to a variety of other artistic interests such as woodworking, poetry, narrative reflections, and music.

REMEMBER...

Art is a constant agent of transformation and is indeed the soul's drive to health.



PROGRESS

It is important to remember that it took years to get to this point and it will take time to recover. Practice realistic expectations of how quickly your child will heal. It's important to recognize that treatment is often a winding road filled with detours and speed bumps, rather than a smooth linear path.

Use of the Treatment Phases system can be helpful to measure your child's progress and give you an idea of what's next to accomplish. With each step, it's important to celebrate small successes. Was there a slight decrease in the frequency, duration, or severity of physical aggression or suicidal ideation? Hooray! Did your child identify a treatment goal after weeks of saying "I don't have anything to work on"? Yes! Is your child begging to come home once per week rather than daily? Fantastic! Did your child get out of bed and attend programming for an entire day after refusing to leave the house prior to coming to Northwest Passage? That's worth celebrating!

Your child's case manager and therapist will be keeping you posted on progress they're observing. Keep in mind that others will often see progress that's challenging for you to see. You may end a family session thinking that it went terribly, while the therapist is thinking that you and your child took some brave steps. It can be hard to hear this when your perspective differs. Do your best to listen with an open mind, and we will do the same.



RESIDENT



QUOTE

Thank you for the skills I was able to learn at Northwest Passage. My time with you gave me the foundation that will make a rich and self-affirming life possible. You have made a difference in my life and I'm extremely grateful.

PROGRAM COMPLETION

From day one, your child will be working towards program completion. Everything we do for your child is designed to bring them back to you a more skilled person, ready to tackle the stresses of life. We know this path is long and filled with hard work, but we also know it's worth it! The time and energy invested now will impact your child's life for years to come.

DISCHARGE PLANNING

Believe it or not, this will start on day one! You will be involved in discharge-related conversations throughout your child's time at Northwest Passage. These conversations will involve discussion of recommendations for discharge placement, ongoing treatment, educational services, and structure and support in the living environment. Program completion will be determined by individual progress towards mutually agreed-upon goals.

GRADUATION

Graduation from Northwest Passage includes a ceremony in which residents prepare a presentation highlighting their individual achievements, growth, and journey. Family members, educational consultants, and social workers are encouraged to attend and participate in this celebration.

The end of formal treatment at Northwest Passage is only the beginning of living a therapeutic lifestyle. Treatment is not over once residents leave our doors!

REMEMBER...

If you have the courage to begin, you have the courage to succeed.

It will be important for your child to have continued support around them to assist with transferring the skills learned at Northwest Passage and continuing to build on what they've learned. It's ideal for outpatient services to be established prior to discharge, allowing for clinical collaboration, continuity of care, and ultimately a smoother transition.

The transition from Northwest Passage can be stressful, and the time leading up to and following discharge may be accompanied by the emergence of old patterns. This can be difficult and discouraging. Be sure to reach out to others for support, and do your best to remain neutral. Following graduation, your child's case manager will offer continued aftercare support to ease your child's transition out of Northwest Passage.

You and your child will also have the opportunity to receive ongoing communication from Northwest Passage in the year following graduation. We will send reminders about the PassageWay Fund, living the PassageWay, and inspiring updates from other alumni.



VISITING THE AREA

Webster, Wisconsin is a rural community about an hour and a half north of the Twin Cities of Minneapolis and St. Paul, MN. Farms, forests, open land, and many lakes characterize the Webster area, providing a tranquil environment to relax, recover and reconnect with oneself.

NORTHWEST PASSAGE RIVERSIDE CAMPUS:

7818 Moline Road, Webster, WI 54893 | 715-866-8301

During business hours (M-F 8:00 am - 4:00 pm) please check in at the main office to your left as you enter the parking lot. If you arrive in the evening or on the weekend, please go directly to the house closest to the parking lot, knock on the door, and staff will help you.

LODGING (10 minutes South in Siren, WI)

- **Best Western Northwood's Lodge:**
hotelsinsirenwi.h.bestwestern.com
- **The Lodge at Crooked Lake:** mylodge.com

ACTIVITIES

Moose Mulligan's Mini-Golf | Siren, WI (open seasonally)

The Timbers Theatres | Siren, WI

RESTAURANTS

A&W Restaurant | Siren, WI

Adventures Restaurant and Pub | Siren, WI

Casual, Northwoods atmosphere. Lunch and dinner

Chattering Squirrel | Siren, WI

Coffee shop and sandwiches. Breakfast and lunch

Crosshatch Coffee Company | Siren, WI

Coffee shop, sweet and savory eats

Open Friday - Sunday

Dairy Queen | Siren, WI

Closed mid-December through January

Fresh Start Coffee Roasters | Webster, WI

Restaurant, coffee shop, and bakery

Breakfast and lunch

Gary's Rude Café | Siren, WI

Giant pancakes, breakfast all day

Breakfast and lunch

Northview Drive-Inn | Webster, WI

Carhop service and outdoor seating

Lunch and dinner, open seasonally

Panda Inn | Siren, WI

Chinese cuisine, dine-in or take-out

Lunch and dinner

Pheasant Inn | Siren, WI

Sports bar and family dining, great pizza

Lunch and dinner

Pour House | Siren, WI

Sports bar and family dining, Friday fish fry

Lunch and dinner daily, breakfast served on weekends

Subway | Siren, WI

The Tap Bar and Grill | Webster, WI

Sports bar and grill. Lunch and dinner

Zia's | Webster, WI

Italian cuisine and pizza, outdoor pavilion seasonally

Lunch and dinner, breakfast served on weekends



northwestpassage

Northwest Passage is dedicated to restoring hope through innovative mental health services for children and families.