

RESOURCE GUIDE

YOUR JOURNEY STARTS HERE

WELCOME. Your family has taken an important step in getting support for your child, and we are so pleased that you are trusting us with their treatment. The following guide outlines general information about what you can expect during your time at Compass. If you have additional questions, please call our main line at 877-552-6672 or reach out to someone on your treatment team. We are here to support your family every step of the way.

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THE COMPASS STORY

Our mission is to set the standard of excellence for PHP and IOP levels of care by providing comprehensive, compassionate, evidence-based mental health treatment to our patients and their families.



ABOUT COMPASS HEALTH CENTER

Compass Health Center was founded in 2011 by child, adolescent, and adult psychiatrists David Schreiber, MD, and Claudia Welke, MD, after recognizing the community's need for intensive non-hospital-based psychiatric care. From the beginning, we have created an environment where the patient is at the center of everything we do.

Our goal is to provide exceptional, individualized care through specialized, evidence-based treatment for every age group. Our spaces are specifically designed to normalize the process of getting better, and our team of passionate, experienced, and insightful staff continues to embody this founding vision. In response to the needs of the communities we serve and the patients we treat, Compass Health Center has grown from one location and 10 employees to multiple locations and hundreds of dedicated clinicians.

OUR IN-PERSON AND VIRTUAL PROGRAMS

THE COMPASS PHP/IOP EXPERIENCE

Our ability to recognize that each child who walks through our doors is an individual with unique strengths, resiliencies, needs and goals is one of the things that sets us apart. There is no one-size-fits-all model for treatment at Compass. When your child starts a program, they will be assigned to a clinical team whose main goal is to partner with your family to identify specific goals and map out a plan that best suits your child and family. With your input, your child's team will continuously assess your child's progress and adjust their treatment plan as needed to reach the best possible outcomes.

WHAT ARE OUR PARTIAL HOSPITALIZATION PROGRAMS (PHP)?

Our Partial Hospitalization Programs support individuals who require more intense treatment than in an outpatient setting. The PHP program is offered Monday through Friday during daytime or evening hours. PHP is recommended for those with difficulty managing daily life stressors, being present in routine aspects of their life, and unable to function within work or school.

WHAT ARE OUR INTENSIVE OUTPATIENT PROGRAMS (IOP)?

Our Intensive Outpatient Programs provide short-term stabilization for patients stepping down from PHP or having difficulty managing their symptoms in traditional outpatient treatment. Our goal is to keep the patient involved in as much of their daily routine as possible while providing an intensive level of treatment. IOP is suitable for those having difficulty managing life stressors but are still able to attend to their work, school, or structure during the day. The IOP program is offered Monday through Friday during daytime or evening hours. Participants will determine a schedule with their treatment team.



SPECIALTIES

MOOD AND ANXIETY

At Compass Health Center, we are experts in treating those with mood disorders such as Bipolar Disorder and Depression, as well as a range of anxiety disorders. Our therapists are trained in evidence-based therapies proven to be the gold standard for treating these conditions. Through our in-depth intake and ongoing assessment process, we will determine the best possible treatment path for you.

OBSESSIVE COMPULSIVE DISORDER AND COMPLEX ANXIETY

For those patients with OCD or complex anxiety, we tailor treatment plans to specifically target those symptoms. The research shows that one of the most effective treatments for OCD and complex anxiety diagnoses is exposure therapy. Our trained exposure therapists help patients gradually confront their feared object or situation so that they learn to better manage their anxiety and fears.

MENTAL HEALTH AND SUBSTANCE USE

Our substance use services are specialized interventions to support patients with a primary mental health diagnosis complicated by substance use. We utilize both abstinence-based and harm reduction models to treat substance use; based on the unique needs and goals of each patient and to maximize desired treatment outcomes.

SCHOOL AVOIDANCE AND REFUSAL

Our school avoidance and refusal services aim to help children and adolescents return to the classroom by providing them with strategies and the confidence needed to effectively deal with anxiety, depression, stress, peer relationships, and the daily rigors of childhood and adolescence. Specific assessments are conducted to understand the underlying factors contributing to the refusal behavior. Individualized treatment plans addressing psychiatric symptoms, behavior, and goals are developed by the multi-disciplinary team in collaboration with children and their families.

DYSREGULATED BEHAVIOR

For younger children, ages 5 through 10, experiencing mood symptoms leading to dysregulation, aggression, and oppositional behavior, our goal is to help them develop skills to navigate the stressors of their environment more successfully. Staff in this program are certified through the Crisis Prevention Institute in crisis prevention and intervention to provide the most therapeutic environment in our milieu. While in treatment, we provide various therapies that will improve the child's functioning by gaining strategies and learning how to utilize them effectively. This specialized program is offered at our Chicago location.

Please contact your treatment team to discuss which specialty offerings are offered at each of our locations.

YOUR TREATMENT TEAM

PSYCHIATRIST/PSYCHIATRIC NURSE PRACTITIONER

Your child will be assigned a psychiatrist or psychiatric nurse practitioner (NP) who will complete a psychiatric evaluation within 48 hours of admission. The psychiatrist or psychiatric NP will meet with your child regularly throughout treatment and make recommendations regarding their overall treatment plan, medications, and discharge planning. Additionally, they will coordinate care with outpatient providers and ensure a seamless transition upon discharge.

GROUP THERAPIST

Group therapy sessions will be run by master or doctoral-level clinicians. They will facilitate sessions based on evidence-based therapies and are there to support your child as they learn the therapy modalities and skills. A helpful component of group therapy is your child's ability to identify, learn with, gain support, and be challenged by similar-aged peers. Although connecting with others in a group setting may seem daunting initially, sharing with others experiencing similar symptoms is proven to help strengthen clinical outcomes. Group therapy is at the heart of what we do. It offers a safe environment where individuals feel less alone while learning life-changing, evidence-based skills.

PRIMARY THERAPIST

Your child's primary therapist will be your go-to contact and will coordinate treatment with your family. Your child will meet with their primary therapist regularly. They are dedicated to partnering with your family to map your child's treatment plan and help ensure they are moving toward their goals. The primary therapist will also collaborate with your child's outside providers and supports to enhance their treatment and ensure a smooth transition upon discharge.

FAMILY THERAPIST

A family therapist will be assigned to your child's treatment team. This member of your treatment team is committed to working with your family to include you in your child's treatment journey. The family therapist will facilitate sessions focused on bridging the gap between your child's work at Compass and their life outside the program to ensure the biggest impact on their daily life. You are an essential part of your child's treatment journey, and family therapy is a place for you to receive support and guidance. For patients in our young child, child, and adolescent programs, family therapy is an integral part of the program.

EDUCATIONAL SPECIALIST

Education services are provided daily in our PHP programs during the school year to support patients in making progress toward their academic goals while receiving treatment. Your child will have time each day for supervised study to work on schoolwork. With your permission, the education specialist also provides support to coordinate homework assignments, attend return to school meetings, and assist with transitioning back to school.

NURSING

Nurses partner with families to monitor your child's health, support ongoing medical conditions, and help you feel confident in navigating medical decisions. We provide medication support through education, assistance with refills, access to financial resources, and proactive side-effect management. Our Medical Intake Coordinators are ready to help with necessary paperwork so your child's school is informed of treatment-related leave and can prepare an individualized plan for a safe return. Compass Nursing advocates for both you and your child—listening, guiding, and supporting holistic wellness.

THERAPY MODALITIES



COGNITIVE BEHAVIORAL THERAPY (CBT)

CBT is an evidence-based treatment focused on changing the interplay between an individual's thoughts, feelings, behaviors, and physical sensations. Patients are taught to identify and challenge ineffective ways of thinking and behaving to decrease unpleasant emotional states. Coping skills are taught within the CBT framework to empower the patient to practice and implement these changes.

DIALECTICAL BEHAVIOR THERAPY (DBT)

DBT is an evidence-based treatment that emphasizes finding the balance between acceptance and change; identifying what is under one's control and what is not. The goals of DBT focus on increasing one's awareness of seemingly opposing choices and embracing a both/and versus only/but mentality. It is built on four tenets: mindfulness, emotion regulation, distress tolerance, and interpersonal effectiveness.

ACCEPTANCE AND COMMITMENT THERAPY (ACT)

ACT is an evidence-based therapeutic model combining behavior modification interventions with specific mindfulness exercises. The goal of ACT is to change the patient's relationship with their own troubling thoughts, whether it is ruminating on past mistakes, focusing on potential threats in the future, or being overwhelmed by traumatic memories. In changing how the patient thinks about and responds to these troubling thoughts, that patient frees themselves up to live a value-based, rich, full, and meaningful life.

ADDITIONAL MODALITIES

Exposure and Response Prevention Therapy (ERP) is one of the most effective treatments for Obsessive Compulsive Disorder (OCD) and other Complex Anxiety diagnoses. Patients gradually confront their feared object or situation in a hierarchical, prolonged, and planned manner. By doing so, patients learn to gain mastery over their anxiety and fears.

EXPERIENTIAL AND CREATIVE ARTS THERAPIES

Compass programs offer a variety of experiential therapies to enhance and complement patients' experiences and outcomes. These therapies offer patients additional ways to learn, engage and apply the skills, strategies and insights they are gaining while in treatment. Compass's experiential therapies include art therapy, dance movement therapy (DMT), recreation therapy, drama therapy, improv therapy, animal-assisted therapy, music therapy and yoga, and other outdoors activities when appropriate. Specific experientials offered vary by program.

IN-PERSON:

GUIDING YOUR FAMILY THROUGH YOUR TREATMENT AT COMPASS HEALTH CENTER

NON-CUSTODIAL PARENTS & OTHERS

It is the policy of Compass Health Center to uphold the rights of each parent/legal guardian of minor patients allotted to them by state and federal law in regards to their child(ren) unless clear documentation of termination or limitation of those rights by a court of law or a willingly agreed upon contract signed by all adult parties involved is produced and made part of the medical record. If a parent feels the rights of another guardian should be limited, the burden of proof of such limitations is on the parent. Until such proof is submitted, the rights of each guardian will be upheld as indicated by state and federal law.

When a sole parent or guardian attends an intake to initiate services for their minor child, the non-present parent will be notified of the recommendation made. If the parent who is present has sole medical decision making for the minor child, they will be asked to complete and sign a Certificate of Authority that attests to their full decision-making power in initiating mental health treatment for the minor child. It is the responsibility of this parent, to inform the non-medical decision making parent that they have consented for the child's treatment.

PREPARING FOR YOUR FIRST DAY

WHAT DO I NEED TO BRING TO ONSITE PROGRAMS AT COMPASS?

Your child should bring a nut-free lunch* and a water bottle with them to the program. Patients should apply sunscreen prior to program on forecasted sunny days and bring protective and/or warm layers to accommodate outdoor activities. We supply participants with the materials they will need for the program, such as art supplies, pens, notebooks, and more. If they have school materials that they will need in order to complete homework, such as an iPad/Chromebook or textbooks, they should bring those as well.* Please note our contraband policy: Please ensure your child does not bring items that could be used as weapons, illicit substances, and related paraphernalia. Compass reserves the right to confiscate contraband. Consequences related to contraband depend upon the specific items in question but may lead to patients being sent home from the program or even discharged.

**Lunch and homework materials are only needed for children and adolescents in the PHP program during the school year. If needed otherwise, the programs will notify patients of what to bring.*

DROP OFF AND PICK UP FROM PROGRAM

It is the policy of Compass Health Center that it is the sole responsibility of the parent/guardian of each patient enrolled in PHP/IOP to arrange and provide for a safe and appropriate pick-up and drop-off for the patient while receiving services at Compass Health Center.

For patients in Adolescent PHP/IOP, all patients are responsible for signing themselves in upon arrival each day. Compass Health Center is not responsible for the supervision of adolescent patients being picked-up and dropped-off. The parent/guardian is responsible for arranging for the patient's transportation to/from the facility.

For patients in Child PHP/IOP, parents/guardians must complete a Child Pick Up/Drop Off form to list those individuals who will be transporting the patient to/from PHP/IOP programs. Should an individual need to pick the patient up who is not listed on the pick-up/drop-off form, the parent/guardian must notify Compass, and the individual must come to the front desk when they arrive and verify their identity by showing a picture ID.

VIRTUAL:

GUIDING YOUR FAMILY THROUGH YOUR TREATMENT AT COMPASS HEALTH CENTER

WHAT DO I NEED FOR VIRTUAL PROGRAMMING?

When providing services via telehealth, Compass Health Center cannot guarantee the appropriateness of the patient's physical location. The patient must abide by the following expectations and responsibilities when participating in treatment via telehealth:

- Verify identity and confirm physical location at the beginning of each session. If located at an address different from the address provided to Compass, patient will inform the session moderator of current address.
- Patient must be physically located in a state that Compass Health Center staff, employees, and designees are licensed in while receiving virtual services with Compass Health Center.
- Do not allow third-parties in the same room during programming without the express permission of the Compass clinician.
- Maintain appropriate lighting, visibility, device stability, and camera angle.
- Follow all directions and policy regarding access to and operation of Zoom.
- Maintain appropriate physical and technical security functions and updates to personal computers (e.g. password protection, firewalls, etc.).
- Ensure appropriate internet access and bandwidth. A wired internet connection is recommended when possible.
- Do not record any audio or video.
- Standards of conduct and behavior shall be the same as for in-person programming.
- Alert Compass staff if you are "stepping out" or absent from session, and how long you anticipate to be out of session.
- For Telehealth, if the patient is a minor, the patient support contact must be physically present at the same address the patient is located while participating in services via telehealth for the first two days of programming. Adult supervision may be required for participation of minors beyond the first two days, depending on clinical presentation of the patient. This need for adult supervision is subject to change at any point in program, should the minor's clinical presentation warrant the need for supervision or indicate that there is no longer a need for supervision. In the event of an emergency, or if the patient is absent from program, unresponsive, or otherwise uncooperative with treatment via telehealth, Compass may contact the individual designated as the patient support person/emergency contact from the completed demographic sheet. In the event of an emergency, Compass Health Center staff may call 911, contact emergency personnel and/or initiate hospitalization if necessary. Any cost incurred related to the administration of emergency medical treatment, including emergency transportation, is solely the responsibility of the patient.

FAQs CONT.

COMMUNICATION

HOW DOES COMPASS COMMUNICATE WITH ME?

Please be advised that there is some level of risk that information communicated in an email could be read and/or accessed by a third party, senders unintentionally typing the wrong email address, and the ability for recipients, including unintended recipients, to create backup copies, store and/or circulate the emails and any attachments without authorization or detection.

Accordingly, Compass Health Center's preferred method of communication regarding a patient's protected health information (PHI) is discussion in person, over the telephone, or via video. Patients who choose email as a method of communication should only use email for non-sensitive and non-urgent matters. Patients seeking immediate attention or relaying urgent messages or needs should contact Compass Health Center and their specific provider using regular telephone communication. Compass Health Center cannot be held responsible for any unauthorized access of a patient's protected health information while in transmission if a patient elects to use email communication. Further, Compass Health Center is not responsible for the safeguarding of patient information once delivered via email. The patient agrees to hold harmless Compass Health Center, its officers, directors, employees and agents, from any and all liability or damages related to the improper disclosure of the patient's confidential information, including protected health information, that is not caused by Compass Health Center.

HOW DO I GET IN TOUCH WITH MY CHILD'S TREATMENT TEAM?

Once your child's treatment team is assigned on their first day in program, you will receive welcome correspondence that will include contact information for team members. Setting up a time to connect with your child's treatment team at drop off or pick up via the front desk can be a great way to connect with the team. Please call our front office if you have general information you want to share like your child is running late or you would like to schedule family therapy. The front office can also direct you to a treatment team member's line if needed. If your child would like to meet with a member of their treatment team, they can request a meeting through the group therapists.

WHAT DO I DO IF I HAVE AN EMERGENCY DURING PROGRAM HOURS?

In the event of an emergency, or if the patient is unexpectedly absent from program and cannot be reached, or otherwise uncooperative with treatment via virtual or onsite programming, Compass Health Center will contact the designated patient support contact. In the event of an emergency, Compass Health Center staff may call 911, contact emergency personnel and/or initiate hospitalization if necessary. Any cost incurred related to the administration of emergency medical treatment, including emergency transportation, is solely the responsibility of the patient.

FAQs CONT.

WHAT DO I DO IF I HAVE AN EMERGENCY OUTSIDE OF PROGRAM HOURS?

In case of emergency, call 911, seek services at the nearest emergency room, or seek out other crisis intervention services within your community. After receipt of emergency services, please contact your Compass Health Center provider to make them aware. If you are unable to reach your provider, you may call the receptionist at 877-552-6672 and leave a message for the staff member with whom you wish to speak. After hours, our main number is monitored by an answering service that will contact the on-call psychiatrist or psychiatric nurse practitioner who will call you back in a timely manner. If necessary, the Compass Health Center provider will assist you with the development of a detailed crisis plan as part of your treatment plan.

CAN MY CHILD HAVE CONTACT WITH GROUP MEMBERS OUTSIDE OF THE PROGRAM?

Compass Health Center places its primary clinical focus on the provision of group therapy. The goal of Compass is to provide an environment where patients feel safe and comfortable in their treatment process, both onsite and in telehealth. Group members are encouraged to interact with one another and build therapeutic relationships in group. However, treatment is most effective when those relationships are contained to the group environment. In order to maintain confidentiality and group effectiveness, it is essential that group members maintain boundaries with one another. The following behaviors are prohibited without exception for both onsite programs and telehealth programs:

- Exchanging phone numbers or social media contact information
- Spending time together outside of group
- Engaging in poor physical or emotional boundaries

Compass Health Center is not responsible for monitoring these behaviors. Should staff become aware of infractions to these rules, the treatment team will discuss with the patient (or the patient's guardian) actions to be taken to address these infractions, which may include discharge from the program.

HOW DO WE SUPPORT MEDICATION ADHERENCE?

Taking your medication as prescribed (or medication adherence) is important for controlling chronic conditions, treating temporary conditions, and overall long-term health and well-being. Our psychiatrists, nurse practitioners, and nurses are dedicated to building connections with you to support medication adherence.

For all minors participating in onsite treatment at Compass Health Center, all daily morning medication should be administered prior to arrival. If morning medication is forgotten, parents can bring in the morning dose, in the original prescription bottle, to be self-administered with supervision by a nurse. Written medication consent is required by the parent/guardian for patients under the age of 18. In the event of an emergency, lifesaving medications will be administered per the medication usage instructions.

Medication that is taken "as needed," including EpiPens, inhalers, and allergy medications, should be brought to program for self-administration with supervision by a nurse as appropriate. Unless in the event of an emergency, no medication will be allowed to be taken onsite without such medication usage being monitored by a nurse and approved by the Compass MD/NP psychiatrist or psychiatric nurse practitioner. A one-week supply of medication should be brought in an appropriately labeled prescription bottle with instructions on how it is to be administered. Compass will store this medication on behalf of the patient.

FAQs CONT.

WHAT TO EXPECT WHILE IN THE PROGRAM

ENGAGEMENT OF PATIENTS IN TREATMENT

Parents of patients are provided comprehensive information concerning their diagnosis, evaluation, treatment and prognosis. They are also given the opportunity to participate in decisions involving their child's healthcare, except when such participation is contraindicated for medical reasons. All patients/guardians voluntarily agree to treatment at Compass Health Center, and accordingly may terminate services at any time without penalty.

WHEN IS COMPASS CLOSED? WHAT IF MY CHILD HAS TO MISS A DAY?

Compass Health Center is closed on the following holidays: Labor Day, Thanksgiving Day, Christmas Day, New Year's Day, Memorial Day, and Independence Day. If your child cannot attend the program, please call the front office at 877-552-6672 to let us know your child will not attend the program. Frequent absences are a barrier to treatment progress and may lead to various interventions and could include discharge.

HOW LONG WILL MY CHILD BE IN PROGRAM?

Treatment at Compass is collaborative and patient-driven. We recognize and value that each person is unique and, therefore, each patient's treatment journey must also be individualized. Our years of experience providing effective treatment allow us to combine the unique strengths and needs of each patient together with aggregated data from previous patients who have successfully completed treatment in order to identify an evidence-based prescribed number of treatment days based on a number of factors unique to each individual including severity of symptoms and others.

Compass uses a concept called the Zone of Optimal Outcomes to recommend a minimum length of treatment at each level of care that, based on our data from thousands of patients, will yield maximum benefit from treatment. These optimal outcomes include the greatest reduction of symptoms and increased wellbeing and functioning that are sustainable into the long term. We incorporate our Compass Care Principles and other clinical input gathered from the patient and treatment team to guide our recommendation as to how far into the zone of optimal outcomes an individual should engage in treatment in order to maximize gains. For more information about the Zone of Optimal Outcomes, the Recovery Curve, our Compass care principles, and how our expert treatment teams make recommendations about length of care and more, ask your treatment team or intake clinician for additional resources.

WILL COMPASS COMMUNICATE WITH MY CHILD'S THERAPIST AND PSYCHIATRIST?

With your permission and a properly executed release of information, we will contact outpatient providers such as primary care physicians, therapists, and psychiatrists to coordinate care. If your child does not have outpatient providers established, we will provide referrals during your treatment.

FAQs CONT.

WHAT IF I NEED TO REASSESS MY CHILD'S TREATMENT OPTIONS?

While most individuals benefit from treatment, both onsite and virtual, no provider can guarantee improvement because each patient responds differently to treatment. Compass relies on evidence-based treatment, which means research has proven the models of treatment utilized at Compass are the most likely to benefit your child. In fact, outcome studies at Compass show that our treatment model significantly reduces symptom severity for depression, anxiety, trauma and obsessive compulsive disorder. If you have questions about treatment, you should discuss them with members of your treatment team whenever they arise. If the result of that conversation is that your child could benefit from treatments outside of Compass Health Center, your treatment team will provide appropriate referrals to another treatment facility or mental health professional. In addition, if at any point during treatment the treatment team identifies Compass is not effectively helping your child achieve their identified goals, Compass will provide referrals to more appropriate providers and work towards discharging your child from treatment. Finally, all patients have the right to request to terminate treatment at any time, for any reason. If this is your choice, Compass will offer to provide names of other qualified professionals or programs as a referral.

WHAT HAPPENS WHEN MY CHILD IS READY TO DISCHARGE?

When the day comes for your child to graduate from our program, we make sure they feel confident in taking their next steps outside of Compass. This is why discharge planning is integral to their treatment from their first day. Your child's team will work closely with you and your child to determine their discharge date and plan. Your child's treatment team will coordinate with outside providers to ensure a smooth transition.

HEALTH AND SAFETY

HOW DOES COMPASS MANAGE PATIENT HEALTH AND SAFETY?

Compass is committed to the health and safety of our staff and patients. We have measures to ensure that patients and staff are best protected from Covid-19, Influenza, and other contagious viruses. Compass Health Center strongly recommends and encourages careful hand washing to prevent spreading infectious diseases. For more information about our health and safety protocols, please visit our website.

WHAT IS COMPASS'S ALLERGEN POLICY?

Compass's child and adolescent PHP/IOP group rooms are nut free. Please do not send your child to Compass Health Center with any foods or snacks that contain nuts. If your child has a nut or other allergy, please alert our staff when you come in for an intake.



SERVICE LOCATIONS

NORTHBROOK, ILLINOIS

60 Revere Drive, Suite 100
Northbrook, IL 60062
PH: 877.492.0171

[VISIT NORTHBROOK
CONTACT PAGE](#)

CHICAGO, ILLINOIS

2500 W. Bradley Place, Suite 100
Chicago, IL 60618
PH: 877.492.0170

[VISIT CHICAGO
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OAK BROOK, ILLINOIS

750 Oakmont Ln
Westmont, IL 60559
PH: 877.492.0188

[VISIT OAK BROOK
CONTACT PAGE](#)

SILVER SPRING, MARYLAND

11941 Bournefield Way
Silver Spring, MD 20904
PH: 877.492.0190

[VISIT SILVER SPRING
CONTACT PAGE](#)

GOLDEN VALLEY, MINNESOTA

8301 Golden Valley Road
Golden Valley, MN 55427
PH: 877.552.6672

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BROOKFIELD, WISCONSIN

175 N. Corporate Drive, Suite 150
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COMPASS VIRTUAL

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