

March 23, 2020



Dear Parents and Guardians,

During this time of uncertainty, Orchard Place recognizes the importance of maintaining mental health services to your child and family. We are implementing strategies to limit the community spread of the virus. One way to do this is by offering the option of telehealth—holding sessions over the phone or computer. In order to access this type of service, you will need:

- Smartphone, tablet, computer or laptop with camera
- Access to WiFi or HotSpot with your device
- Charging cable
- Optional headset with microphone or headphones/ear buds
- Private location to conduct session—room with a door or area in the home away from distractions and other family members
- Caregiver present in the home or available for duration of session in case of emergency

We understand that if you do not have unlimited WiFi, then any session with us can take away your minutes. If this is the case, please let your PACE staff know so they can use phone-to-phone contact as an alternative.

Prior to initiating telehealth sessions, a safety plan will need to be created. Your PACE worker will confirm your phone number and the address for session. Please work with your child's PACE program staff during this time to determine the best way to maintain services.

If you do not have equipment necessary for video, telehealth sessions can be done over the phone or on the computer with audio only. We look forward to continuing to serve you and your family, and as always, we prioritize the safety of our clients and staff.

Sincerely,

A handwritten signature in black ink, appearing to read "Sonni Vierling".

Sonni Vierling, MA  
Vice President  
PACE Center, Community-based Services