



3/25/20

Dear Parents and Guardians-

Orchard Place has continued to monitor the global outbreak of COVID-19, a respiratory illness caused by a new coronavirus. As expected the situation is evolving rapidly and has now been declared a pandemic with additional recommendations being issued by the Centers for Disease Control (CDC) daily. You will continue to receive regular Orchard Place Campus via email as the situation evolves. These updates will continue to come via email at this time. You can also reference all parent communication on the Campus page of the Orchard Place website at:

<https://www.orchardplace.org/services/orchard-place-campus>

Here are today's updates:

1. We are excited to announce the launch of video chatting today via Skype with your youth. Please see instructions below:
 1. You need to download Skype on your phone or tablet.
 2. The app will walk you through how to create an account or login.
 3. Youth will call you from the unit phones to see if you are able to video chat. If you are available, you will need to follow the next direction. (The first few times you should remain on the phone with the youth or staff while they are getting set up to ensure it all works).
 4. Once logged in, you will need to start a call by hitting the video icon on the top right corner. This will prompt you to share an invite which you will then need to have texted to the phone in the building their youth is located at (numbers below).
 - Aliber: 515-318-9788
 - Bright: 515-318-9624
 - Jacobson: 515-326-2447
 - Shiffler: 515-339-5602
 5. The staff will then open text messages and will click the link to connect to the shared video chatting link.
 6. Youth will be allowed 15 minutes for video chatting.
 7. At this time, youth will only be able to request video chatting on the designated call day. This could change in the future for parents to be able to call in to request videochatting but we are starting a little smaller at this point to be sure everyone gets a chance to use this feature and to work out any technical difficulties which may occur.

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Orchard Place Campus
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Child Guidance Center
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Des Moines, Iowa 50309
Phone: (515) 244-2267
Fax: (515) 244-1922

Juvenile Center
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Des Moines, Iowa 50309
Phone: (515) 697-5700
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Orchard Place Foundation
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2. As a reminder, when you are asked the screening questions prior to an off-campus visit or upon return from an off-campus visit, you need to answer them while considering all people in the home the child has had close contact with. So, Question #1 should be answered "Do you, your child or anyone else the child has come into close contact with while on off-campus visit have a fever OR respiratory symptoms such as persistent cough or shortness of breath?"
3. If you or anyone else in your home is experiencing fever of 100.4 and above or has persistent cough or shortness of breath, we are following CDC guidelines regarding monitoring. Because COVID testing is quite limited, we must assume the symptoms are presumptive positive for COVID and ask that you not see your child in person for 14 days.
4. If your child is on campus and has fever of 100.4 and above and has persistent cough or shortness of breath, we will then follow CDC guidelines regarding monitoring and quarantining. We will assume this to be a presumptive positive COVID case and will seek out testing. Since test results can take several days to receive, you would be asked to take your child home for s/he to complete the 7 day quarantine period under your care. Once the quarantine period was up and child was fever free for 72 hours without fever reducing medications, s/he could then return to campus.

These are unprecedented times for everyone and can be challenging to navigate. We encourage you to continue to utilize your own self-care plans and social support systems. As always, your child's therapist or building supervisor are available to discuss your concerns or questions.

Sincerely,

Amber Rand, LMHC, IAADC
Campus Vice President

Dr. Stephen R. Mandler
Chief Medical Officer, Orchard Place
Board Certified in Child and Adolescent
Psychiatry

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