



4/15/20

Dear Parents and Guardians-

Orchard Place continues to monitor the COVID-19 situation. You will continue to receive regular Orchard Place Campus updates via email as the situation evolves. 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 and reminders-

1. I want to give clarifying information regarding the use of the new iPhones for Face Timing at the units. I have heard lots of you utilized this new option to connect with your kids last night, which is fantastic.

Please be sure you call to the regular unit land line first when you wish to Face Time with your child. The cell phones are kept in the staff office when not in use and so your call may be missed if you just call that number first. So, please call the land line first because those phones are answered more regularly. If the iPhone is available, then you can call back to the direct iPhone number to Face Time.

2. The State of Iowa just released a new website titled COVID-19 in Iowa: <https://coronavirus.iowa.gov/>. It is an excellent website which has brought a wealth of information from multiple sources into one location.
3. Non-emergent medical appointments have been postponed for several weeks in order to limit youth exposure in the community at healthcare settings. Only those appointments deemed as medically necessary are continuing at this time.

**Orchard Place
Administrative Office**
2116 Grand Ave
Des Moines, Iowa 50312
Phone: (515) 246-3514
Fax: (515) 246-3599

Orchard Place Campus
925 SW Porter Avenue
Des Moines, Iowa 50315
Phone: (515) 285-6781
Fax: (515) 287-9695

Child Guidance Center
808 Fifth Avenue
Des Moines, Iowa 50309
Phone: (515) 244-2267
Fax: (515) 244-1922

PACE Juvenile Center
620 Eight Street
Des Moines, Iowa 50309
Phone: (515) 697-5700
Fax: (515) 697-5701

Orchard Place Foundation
925 SW Porter Avenue
Des Moines, Iowa 50315
Phone: (515) 287-9610
Fax: (515) 287-9695

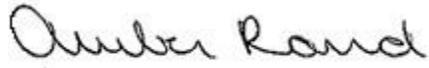
Medical appointments will be deemed medically necessary if a youth is experiencing a painful condition, needs to be done urgently or the problem would worsen or could not easily be postponed to a later date.

You can transport your child to these medically necessary appointments if you feel comfortable doing so. You and your child MUST wear a mask for the entire time you are out for the appointment. This includes in the car ride there and back as well as in the healthcare setting. Only the parent or guardian can transport the child and there should be no other family members present. If you are unable to transport your child, campus staff will do so.

We have received more simple procedure ear loop masks on campus. If you do not have your own masks to provide for you and your child for these appointments, we can provide these to you.

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 & Adolescent Psychiatry