



4/16/20

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. As we work through the new options for Face Time and Skype at the buildings, we are identifying a need for a slight modification.

We ask that youth be the ones to initiate the video chatting instead of parents calling in to do so. Youth now have call days every other day so this means you can Face Time or Skype every other day with your child when they initiate the call. You CAN still call to the unit every day to have a phone conversation with your child. Thanks for your understanding with this change.

Because we must have staff monitoring the youth using the smart phones, it works out best for the youth to initiate the call to you so we can ensure staff are available. You can let the unit know what your preferred times are for video chats.

2. The number of COVID-related changes appears to be slowing down as we are all adapting to our "new normal." We have done daily communication for the past 5 weeks. We hope that you have found this communication helpful and informative but we also acknowledge the frequency may be overwhelming at times.

**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

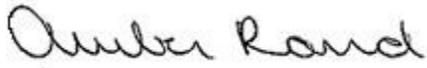
PACE Juvenile Center
620 Eight Street
Des Moines, Iowa 50309
Phone: (515) 697-5700
Fax: (515) 697-5701

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

Beginning the week of April 20th, parent email communication will occur twice per week on Tuesdays and Thursdays. If a more urgent matter arises, then email communication will occur as it is needed. We hope this frequency strikes the balance between connectedness and information overload. Please let us know in the coming weeks how this new strategy is working for 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