

July 6, 2020



Dear Parents and Guardians,

Thank you for your patience and flexibility in how you have adapted to accessing our services. We continue to monitor the outbreak and assess staff and client safety as part of each new service delivery decision we make. In our latest decision, we are pleased to announce that we will start the process of conducting Substance Use Services counseling sessions back to our PACE office beginning mid-July.

The following guidelines are required by all clients and families accessing our building for sessions:

1) Pre-Visit Screening Call

- Your SUS counselor will call and ask the following health screening questions before coming to the office:
 1. Do you or any member of your household have: fever or chills; cough; shortness of breath or difficulty breathing?
 2. Do you or any member of your household have two or more of the following symptoms: headache, new loss of taste or smell, sore throat, congestion or runny nose; muscle or body aches, nausea, vomiting or diarrhea?
 3. Have you or any member of your household had contact with anyone who has known or possible exposure to COVID-19 in the last 14 days?
 4. Are you or any member of your household on home quarantine or isolation due to possible contact with someone with possible or confirmed COVID-19 or due to travel?
 5. Have you or anyone in your household recently discharged from the hospital due to confirmed COVID-19?

2) Building Expectations

- Your SUS counselor will also review session expectations such as understanding that staff and youth will be maintaining a distance of at least 6 feet at all times.
- PACE staff will be wearing a mask, and we also ask your child do the same.
- Anyone who enters the building has his or her temperature taken. If there is indication of a temperature, then the individual is asked to immediately leave the building.
- All individuals are to wash hands in the nearest restroom around the corner from the reception desk.
- We ask that families limit the number of individuals who come with their child to an appointment, ideally to one other person.

1) The Day of the Appointment:

- As you and/or your child walks up to the building and depresses the white buzzer for building entrance, the receptionist will ask the COVID screener questions again before granting building access.
- The rest of the above building expectations are followed.
- Between appointments, SUS counselors sanitize office space that includes disinfecting all high touch places such as door knobs and arm chairs, as well as anything else clients may have touched.

Virtual telehealth is still available as a service option in lieu of face-to-face sessions. In-person groups remain restricted at this time. We will reassess this option based on safety outcomes from in-person sessions.

Orchard Place remains diligent in monitoring the constantly evolving global outbreak of COVID-19. We will continue to communicate when there are updates or significant changes to our services. If you have questions or concerns, please contact your child's caseworker. We look forward to continuing to serve your child and family. As always, we continue to prioritize the safety and security of all Orchard Place clients and their families.

Sincerely,

A handwritten signature in black ink, appearing to read "Sonni Vierling". The signature is fluid and cursive, with a large initial "S" and a long horizontal stroke extending to the right.

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