



August 18, 2020

Dear Parents and Guardians:

We would like to take the opportunity to thank you for your patience and adjustment to the use of telehealth services during this unprecedented time in our world. Orchard Place has continued to monitor the global outbreak of COVID-19. We are pleased to announce we will be starting the process of transitioning in-person sessions back to the office.

Please know your and your child's safety, as well as the safety of our staff, is our top priority during this transition. The following guidelines are in place to ensure everyone's safety:

- When you arrive, please call 697-5700 to let us know you are here.
- A staff member will then call you to ask you the following screening questions:
  - Have you or any members of your household been exposed to someone with or who potentially has COVID-19 in the last 14 days?
  - Have you or any member of your household been asked to quarantine or isolate due to possible exposure or travel in the last 14 days?
  - Do you or any member of your household have; a fever or chills, cough, shortness of breath or difficulty breathing, headaches, loss of taste or smell, sore throat, congestion or runny nose, muscle or body aches, nausea, vomiting or diarrhea?
  - Will you be coming in with your child or waiting in the car?
- If you are able to answer no to all the questions, you will be asked to come in when your provider is ready for you.
- All individuals who enter the building will have their temperature taken.

**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 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



- All individuals who enter the building will be asked to wear a mask; if you do not have one, we can provide one for you.
- All individuals who enter the building will be asked to wash their hands or use hand sanitizer
- Per state guidelines, we are limiting the amount of people in our reception & office spaces; one parent or guardian will be permitted to accompany the child to the appointment, and if there are more, we ask you to please wait in the car
- Your provider will be wearing a mask during the session
- Your provider will honor social distancing guidelines of 6 feet when they are with you

If you have any questions or concerns please feel free to contact us at 515-697-5700. We look forward to continuing to serve you and your family, and as always we continue to prioritize the safety of our clients and staff.

Sincerely,

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

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