

March 16, 2020



Dear Parents and Guardians,

Orchard Place continues to monitor the global outbreak of COVID-19, a respiratory illness caused by a new corona virus. The situation is evolving rapidly and is now declared a pandemic. In Iowa, it has risen to the level of community spread, which means there is no known source where people are contracting the virus. This heightened risk level has caused Orchard Place to develop policies to minimize contacts with others and maximize preventive practices such as of thorough and frequent handwashing, social distancing between individuals, and sanitizing surfaces regularly.

In an effort to reduce infecting families we serve, as well as our staff, PACE will be implementing the following strategies:

**When entering our PACE building,**

1. PACE visitors are allowed in building who answer no to the three screener questions:
  - Do you, or anyone who lives in your home, have a fever or respiratory symptoms (e.g. cough or difficulty breathing)?
  - Have you traveled from an affected geographic area as identified by the CDC within the last 14 days?
  - Did you have close contact with a person confirmed to be infected with COVID-19 within 14 days?

These three questions will be asked either by your caseworker or front desk staff prior to entering the building. In the event you answer yes to any of the screener questions, we will ask you to postpone your appointment for a future time, at least 1-2 weeks out.

2. Families will be asked to wash hands upon entering the building, using bathroom facilities around corner of the front desk.
3. When children and staff use the gym, it will be used for one-on-one sessions. Clients and staff will immediately wash hands after using the gym.

PACE continues to ensure regular and frequent disinfection of all areas in our building and items used with children and youth.

**For staff conducting a home visit in your home,**

1. Staff will use a PACE handwashing kit of soap and paper towels to take on home visits. Thorough hand washing is a highly effective sanitary option before entering and after exiting client homes and allows staff not to bring any viral contagions between homes.

2. PACE staff will use sanitizing wipes on games and game pieces between home visits. Staff are also encouraged to engage in more activities that do not require game pieces, such as worksheet games or other discussion-oriented activities.
3. Staff will bring any items back to the office used in the home and soak them in sanitizer or hot soapy water. Games will not be used with multiple families in the same day.
4. When possible, staff may ask to use items/games from your home when possible and sanitize before using.

These above strategies are put in place as best practice sanitation measures on behalf of all of our families to prevent the spread of this highly contagious virus.

We encourage you to know and understand your personal risk as well as those in your immediate family.

- Familiarize yourself with the symptoms ([Coronavirus Symptoms](#)) and whether you fall into a high risk or special population category ([Higher Risk and Special Populations](#)).
- Prior to traveling, check the [CDC Traveler Health Notices](#) for the latest guidance for travel. Avoid all non-essential travel, if possible.

We need everyone's help to prevent the spread of ALL contagious viruses, including COVID-19. Practice the same routine hygiene used to help prevent the cold and flu. We encourage all families to:

- Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- If you feel sick (malaise, fever, cough, flu-like symptoms), please stay home.
- Cover your mouth with your upper arm or tissue when coughing or sneezing.
- Avoid close contact with people who are sick.
- Clean and disinfect frequently touched objects and surfaces.
- Avoid shaking hands.

We know that these events are changing quickly. We will continue to communicate updates. If you have questions or concerns, please contact your child's caseworker or PACE supervisor. As always, we continue to prioritize the safety and security of all PACE 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 loop at the end.

Sonni Vierling