

Orange Grove Center, Inc.

615 Derby Street • Chattanooga, TN 37404 • phone (423) 629-1451 • fax (423) 624-1294 • www.orangegrovecenter.org

Orange Grove Center's mission is to recognize, support and celebrate the qualities of the individual.

March 12, 2020

Dear Parents and Caregivers,

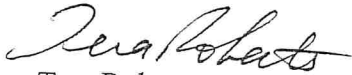
We have been diligently working to develop a plan to respond to concerns about the coronavirus (COVID-19). Our priority is the health and safety of the people we support and our employees. We are continually receiving correspondence from our local Health Department, DIDD, DBHDD, TennCare, CMS and the CDC. To comply with the recommendations from these government entities and with our own policies, the following will be enacted as of Friday, March 13, 2020:

- 1) March 13th continues to be an In-service day for Children's Services, but In-Service day has been cancelled for Adult Services. Adults will have a normal day of service at Orange Grove. This decision has been made to prevent a large group of people from being in a training area together for several hours.
- 2) All visitors (including family members and Support Coordinators) requesting entry into our campus buildings or residences will be screened. They will be asked questions related to their health, travel, and exposure to anyone with a respiratory illness. They will also have their temperature checked. Any visitor not receiving clearance from the screening questions or with a temperature of 100 degrees or higher will be denied access to our campus and residences.
- 3) All visitors (including family members and Support Coordinators) will be encouraged to not enter classrooms, bedrooms, kitchens, and cafeteria spaces but to keep their visits confined to identified public spaces that can be sanitized after each visit.
- 4) Any non-employee bus driver or family member bringing a student or adult to campus or a residence will be asked to allow a staff person to walk the person into the building. This will prevent the transporters and family members from being frequently screened. On campus, we will have staff posted at bus duty locations during bus duty times. In the event you need your family member brought to you or picked up from you at a time a staff person is not visibly present to assist, call or text **423-619-4155**, Monday through Friday 8 a.m. – 4 p.m., and we will send a staff out to assist you.
- 5) Please do not send your family member to school, day services, or back to a residence if they have a temperature of 100 degrees or higher, are experiencing any respiratory illness, or have been exposed to any person suspected of having coronavirus.
- 6) Please do not send your family member to our health clinic if they are experiencing fever or respiratory illness. If we provide Primary Care Physician services to your family member and you need a medical appointment, call **423-493-2905** and request direction on the most current recommendations for seeking treatment without exposing other vulnerable people.
- 7) Orange Grove staff can request any visitor wash their hands, wear protective equipment such as gloves or a mask, or refrain from entering an area where the people we support are located.

We regret that these restrictions will limit some of your movement around our buildings, residences, and programs. It is possible that we will need to impose additional restrictions as information and

circumstances change. Currently, we are not stopping our volunteer or employment programs. This means your family member can still come and go from their home or day program and be in the community. As we continue to monitor the situation we will update our website and our alert line (423-308-1161) with any changing information.

Thank you,

A handwritten signature in cursive script, appearing to read "Tera Roberts".

Tera Roberts,
Chief Executive Officer