

Orange Grove Center, Inc.

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

March 15, 2020

Dear Families and Caregivers,

As we continue to evaluate recommendations from government entities and medical experts, we are making additional changes in how we deliver our services and we are increasing temporary restrictions. Effective Monday, March 16, 2020 the following guidelines are in place until Monday March 30, 2020, and this time frame may be adjusted:

Tennessee Residents: Transportation bus routes, classrooms, and community volunteer sites are closed

- 1) People we support will not report to classrooms or community volunteer sites. This is in an effort to prevent larger groups of people being in a location together.
- 2) Day Service staff are being reassigned to group home locations to support people in their homes, instead of in classroom and/or volunteer sites.
- 3) Day services staff will implement a home-based activity curriculum each weekday that will include activities such as outdoor time, rides, music, dance, arts and crafts, reading and exercise.
- 4) People that do not live in a group home and only receive Day Services should call 423-619-4155 Monday through Friday, 8 a.m – 4 p.m. if you want to request services in your home or if you want to request community participation services from your home. We will evaluate each request and initiate services when possible.
- 5) People we support will not participate in volunteer activities that place them with the public.
- 6) People we support will not be able to work at Recycling drop-off centers or Refuse Collection Centers because those jobs consist of greeting and assisting the public.
- 7) Other employment activities are being evaluated on a case by case basis and will be discussed with families and/or conservators if we determine a suspension of those activities is necessary. Employment staff will provide transportation from people's homes to and from work for anyone who continues to participate in work activities.

Georgia Residents: Transportation bus routes and community volunteer sites are closed

We are suspending services in our Ringgold, Trenton and Rock Spring locations. If you want to request CAG or CAI out of your home, please call Cathy Durham, 423-664-2561, and make this request. We will evaluate each request and initiate services when possible. If we are able to provide some CAG services, they will be provided in groups no larger than one staff with 5 people receiving services. For now, our Ringgold location will remain open for staff to utilize to coordinate schedules and write daily notes. Any small groups of CAG/CAI that we are able to support will be allowed to visit Ringgold, but no more than one group can be present in each of the 3 sections of Ringgold at one time and disinfecting protocols must be implemented between small group visits.

Additional Guidance:

- 1) School services are suspended. Any family needing assistance with groceries during this time of school closure call 423-619-4155 Monday through Friday, 8 a.m. to 4 p.m. to schedule a pick-up time. We are working with local charities and churches to provide sacks of groceries to our school-age families.
- 2) No visits from Support Coordinators, State Case Managers, Orange Grove Case Managers or friends should occur at this time. Telephone calls and Web-based calls can be used as substitutes.
- 3) No one with a fever or respiratory symptoms should go to our health clinic. If we provide Primary Care Physician services to the person and they need an appointment, please call 423-493-2905 and request direction on the most current recommendations for seeking treatment without exposing other vulnerable people.
- 4) 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.
- 5) Orange Grove can screen any person before allowing access to the people we support, our staff, homes, or program areas. This screening may include questions and temperature checks. Any known person with a temperature of 100 degrees or higher will not be allowed access.
- 6) Any person served with a known temperature of 100 degrees or higher will be isolated in their home (bedroom) to the extent possible, their family/conservator will be notified, and their healthcare provider will be contacted. We will then follow their healthcare provider's recommendations for treatment and isolation.

Note about family visits:

I never imagined a time when I would ask you to limit your face-to-face access with your family member, but that time is here. My concern with you visiting is that you may be carrying germs you are not aware of and we do not want those germs transferred to the people and staff in our care. I realize circumstances may arise where the benefit from your visit outweighs the risk. Please discuss any specific situations with the Director of the Residential program your family member lives in:

Phillip Royal – ICF Director – 423-667-3494

Gail Walker – Supported Living Director – 423-802-2258

Kathy Hollaway – Residential Habilitation Director – 423-413-6549

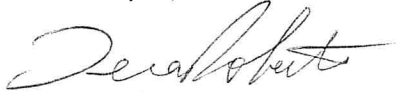
Note about our staff:

Our staff are being consistently reminded to follow our policy and not work if they are sick. We are also asking them to self-monitor and to take all possible precautions with limiting their exposure to the public and to germs. We recognize the risks that exist with shift staff coming in and out of your family member's home, driving them around and providing them with assistance. These are risks that cannot be totally eliminated by any provider agency. You have the option of removing your family member from our care until this pandemic is over. We are working diligently to provide the safest care possible but this care is occurring in a community provider agency.

Final word:

Many of you have reached out to me, and to staff, offering your kindness and support during this unprecedented time. Thank you for your ongoing partnerships and support as we all go through this pandemic event. I sincerely apologize for the disruptions we are creating by temporarily closing programs and imposing restrictions. While we understand the significant problems these closings and restrictions cause for families, we are implementing them because I believe this to be the safest procedures our agency can implement.

Thank you,

A handwritten signature in cursive script, appearing to read 'Tera Roberts', written in black ink.

Tera Roberts,
Chief Executive Officer