



ORIANA HOUSE, INC.

Administrative Offices

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A NON-PROFIT SUBSTANCE ABUSE TREATMENT AND COMMUNITY CORRECTIONS AGENCY

March 25, 2020

Oriana House, Inc., provides essential substance use disorders and rehabilitative services and is still operating during the Stay-At-Home order issued by Ohio Governor Mike DeWine and Ohio Health Director Dr. Amy Acton.

In response to the coronavirus (COVID-19) pandemic, Oriana House is proactively taking steps to ensure the health and safety of our clients and staff and their families, along with the many other people that we serve, while continuing the carry out our mission. There are currently no agency-associated cases of COVID-19.

We expect our response will evolve as we continue to monitor the outbreak and align our recommendations with the Centers for Disease Control and Prevention (CDC), the World Health Organization, The Ohio Department of Health, and other city, state and federal agencies. We will post updated information on this site.

We appreciate everyone's cooperation and assistance with these critically important matters.

Frequently Asked Questions

What if I am referring to your agency? *As we work to reduce capacity, we will be suspending new referrals to residential programs. Non-residential referral requests should go through the Admissions Department at (330) 535-8116 or Admissions@OrianaHouse.org.*

Is Oriana House locking down facilities? *The facilities are not specifically locked down, however we are restricting community access to reduce the risk of infection entering the facility. Clients are permitted to attend essential medical and mental health appointments as well as all verifiable, approved programming for our facilities that permit employment.*

Are facilities under quarantine? *We have not had a diagnosed case of COVID-19 in any of our facilities at this time. Facilities have taken steps to reduce the possibility of infection which includes restricting non-essential community movements, visitation, and reducing the number of non-essential staff/volunteers that enter the facility. There is not a quarantine ordered for any of our facilities.*

Will my loved one's placement be extended due to not being able to attend outside programming? *Programs will not be extended due to inability to attend outside programming.*

Will clients be released to go home because of the coronavirus? *We have worked with local, state, and federal officials to release hundreds of residential clients who were considered low-risk to re-offend. This includes clients who were within days of being released to home supervision and many who already were working jobs in the community. Many of those clients have been placed on home electronic monitoring. Release plans and decisions continue to be made on a client-by-client basis with the involvement of court, jail, and prison officials. Some clients are still required to remain in the program until their successful release. We will communicate with each referring source the changes made to programming for any client who is impacted by these releases.*

How can I communicate with my loved one who is at an Oriana House facility? Clients are permitted to use the phones in the facility and depending on the facility, they may have their own cell phone. A client's ability to communicate with their family has not changed from prior to the COVID-19 virus.

Can I visit? Visitation has been suspended for all residential programs. This is to reduce the risk of our clients' exposure in our facilities.

What is Oriana House doing to ensure the health and safety of clients? We are following the recommendations of the Centers for Disease Control and Prevention and Department of Health. As an agency we have worked together with facility leadership and our administration leadership to lay out a process that focuses on reducing the risk of exposure as well as planning for the possibility of exposure. These plans are facility specific and work to meet the needs of our community at large as well as trying to act in the best interest of the people we serve. The situation is very fluid with an event like this and is reviewed regularly by our executive team and adjusted based on the needs of the situation, facility, and region.

Are there changes to the drop-off policy? There are no changes to the drop-off policy.

Do I still have to report to a residential program? Yes, while we are reducing capacity in some of our programs, you still need to report as scheduled unless otherwise notified by our admissions department. If you have any questions about reporting, contact our Admissions Department at (330) 535-8116 for further instructions.

If I am in a non-residential program, do I still have to report? Non-residential programs are limiting in-person reporting to a minimum. Clients should call before reporting. For any questions or concerns, please contact your caseworker.

Are any programs closing? We have no intention of closing any program unless there is a mass exposure or staffing shortage. In the event that there is a need to reduce residential capacities, we have plans in place on how we will target and release clients.

My loved one is in the institution and scheduled to come to Oriana House – will that still happen? We have not suspended referrals or intakes at this time.

Are changes being made at the Summit County ADM Crisis Center? All clients entering the building undergo a basic screening to check their risk factor for COVID-19. If a temperature is above 100.4 degrees, the client will be diverted home or to the hospital based on their individual needs.

Are you still providing substance abuse treatment? Our Rigel Recovery Services locations are still open in all of our service areas. Go to www.RigelRecovery.org for information on services provided and hours of operation. Our treatment staff is also continuing to provide substance abuse and mental health counseling to the clients in our residential facilities, making adjustments as needed to adhere to social distancing recommendations of health authorities.

What if I volunteer at Oriana House? We value our volunteers but in the best interest of our volunteers, clients, and staff, volunteering will be significantly reduced to help prevent risk of exposure for everyone. Please check with the individual facility for more information.