March 27, 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, staff and their families, and the community, 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? We are accepting referrals to both residential and non-residential programs. In our residential programs, we continue to make adjustments as needed to adhere to social distancing recommendations of health authorities. Some programs have a wait list. Referral requests should go through the admissions department at (330) 535-8116 or Admissions@OrianaHouse.org.

Are any programs closing? North Star Neighborhood Reentry Resource Center in Cleveland is closed. We have no plans to close any residential programs at this time.

Is Oriana House locking down facilities? The facilities are not specifically locked down, however to reduce the risk of infection, we are restricting residential clients from leaving on pass. Clients are permitted to attend essential medical, dental, and mental health appointments as well as all verifiable, essential work.

Are facilities under quarantine? There is not a quarantine ordered for any of our facilities. We have not had a diagnosed case of COVID-19 in any of our facilities at this time. We are following guidelines from the Ohio Department of Rehabilitation and Correction along with other governmental entities for social distancing; admissions; and screening of staff, clients, and vendors. Facilities have taken steps to reduce the possibility of infection which include restricting non-essential community movements, suspending visitation, and reducing the number of non-essential staff/volunteers who enter the facility. Additional cleaning is occurring in all programs, hand sanitizer is available, and staff continues to share information with clients about infection prevention.

Can I visit and how can I keep in touch with my loved one who is at an Oriana House facility? In person visitation has been suspended in order to reduce the risk of our clients’ exposure to COVID-19. We are instituting ways for clients to visit telephonically or through applications that allow for visual connections. These are being implemented as the equipment becomes deployed. Clients can use the phones in the facility and depending on the facility, they may have their own cell phone. Clients can also receive mail. Letters or cards should be addressed:

Oriana House  
c/o (Client’s name)  
P.O. Box 1501  
Akron, OH 44305
Will clients be released to go home because of the coronavirus? Release plans and decisions are made on an individual basis with the involvement of court, jail, and prison officials. Capacity in residential programs has been reduced to better allow for social distancing recommendations.

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

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. Our leadership team is focused on reducing the risk of exposure as well as planning for the possibility of exposure. 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. Non-residential programs are limiting in-person reporting. Capacity in residential programs has been reduced to better allow for social distancing recommendations. Facilities have taken steps to reduce the possibility of infection which include restricting our clients’ non-essential community movements, suspending visitation, and reducing the number of non-essential staff/volunteers who enter the facility. Anyone entering a facility is screened and required to take their temperature. Additional cleaning is occurring in all facilities, hand sanitizer is available, and staff continues to share information with clients about infection prevention.

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, 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. If you are ill or have recently experienced a cough, shortness of breath, or fever of 100.4 or higher, do not report to the facility and notify your caseworker by phone.

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? We continue to provide inpatient withdrawal management (detox). All individuals entering the building undergo a basic screening to check their risk factor for COVID-19. If a temperature is above 100.4 degrees, the individual will be diverted home or to the hospital based on individual needs. Call 330-996-7730 for more information.

Are you still providing substance abuse treatment through Rigel Recovery Services? Our Rigel Recovery Services locations are providing services and accepting new clients. To ensure the health of our clients, staff, and community, we are also providing individual and group sessions through telehealth methods. Clients do not need to come to our offices. In our residential facilities, treatment staff is continuing to provide substance abuse and mental health counseling making adjustments as needed to adhere to social distancing recommendations. The following phone numbers can connect you with our treatment services in your area:

- Akron: (234) 678-5720
- Cleveland: (216) 417-4213
- Marietta: (740) 371-5160
- Tiffin: (567) 220-7018
- Norwalk: (567) 280-4023
- Fremont: (567) 280-4023

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

What if my question is not listed? If you have further questions, call us at (330) 535-8116 or email us at pi@orianahouse.org