



ORIANA HOUSE, INC.

Administrative Offices

885 East Buchtel Avenue

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A NON-PROFIT SUBSTANCE ABUSE TREATMENT AND COMMUNITY CORRECTIONS AGENCY

In response to the coronavirus (COVID-19) pandemic, Oriana House has implemented many procedures to ensure the health and safety of our clients, staff and their families, and the community, while continuing to provide essential treatment for substance use disorders and rehabilitative services. Individuals in need of residential or nonresidential services can be rest assured that Oriana House is providing them in a safe manner. As we continue to address the pandemic our response follows guidelines from the Centers for Disease Control and Prevention (CDC), the World Health Organization, The Ohio Department of Health, and other city, county, state and federal agencies.

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

Frequently Asked Questions

Is the Summit County ADM Crisis Center open? Yes – the facility is staffed 24/7. We continue to provide inpatient and outpatient withdrawal management (detox) and drop-in care (a safe, supervised space to recuperate from the influence of alcohol or drugs). Everyone undergoes a basic screening to check their risk factor for COVID-19 upon arrival. If a temperature is above 100.0 degrees, the individual will be diverted home or to the hospital based on needs. Call 330-996-7730 for more information.

Are you still providing substance abuse treatment and mental health counseling through Rigel Recovery Services? Our Rigel Recovery Services locations are open, providing services, and accepting new clients. Individual and group counseling sessions are available in person or 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 health department recommendations. The following phone numbers can connect you with treatment services in your area:

Akron: (234) 678-5720

Cleveland: (216) 205-4679

Marietta: (740) 371-5160

Tiffin: (567) 220-7018

Norwalk: (567) 280-4023

Fremont: (567) 280-4023

Can I make a referral to your agency? Yes - we are accepting referrals to both residential and non-residential corrections and treatment programs. Referral requests should go through the admissions department at (330) 535-8116 or Admissions@OrianaHouse.org.

What happens when a client in a residential facility tests positive for COVID-19?

Residential clients who exhibit symptoms or test positive for COVID-19 are isolated and we work with the local health department, following their protocols for quarantining and testing of clients and staff. The measures we have put in place since the beginning of the pandemic allow our facilities to remain operational.

What is Oriana House doing to ensure the health and safety of clients? We encourage staff and clients to get vaccinated with the COVID-19 vaccine and provide information regarding the vaccine. Vaccination opportunities have been provided within some of our facilities and we also keep staff and clients apprised of public vaccination opportunities. We follow the recommendations of the Centers for Disease Control and Prevention and Department of Health. The situation is reviewed regularly by our executive team and adjusted based on the needs of the clients, facility, and region. Non-residential programs are limiting in-person reporting. Facilities have taken steps to reduce the possibility of infection which include limiting our clients' non-essential community movements for those who are not vaccinated, limiting in-person visitation to those who are fully vaccinated and not eligible for home passes, reducing the number of non-essential staff/volunteers who enter the facility, and wearing masks. 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. Plexiglas barriers have been installed where possible to further limit viral spread. We are following guidelines from the Ohio Department of Rehabilitation and Correction along with other governmental entities for admissions. Our staff have been very diligent in making sure all proper health authority protocols are maintained.

Can I visit and how can I keep in touch with my loved one who is at an Oriana House facility? A strong support system contributes greatly toward success in recovery and we are doing all we can to facilitate safe communication between clients and their families/friends. Clients not eligible for home passes and fully vaccinated (14 days after the final dose has been administered) may be approved for in-person, scheduled visits.

Visitors must be:

- on the approved visitation list;
- over 12 years old;
- show proof of being fully vaccinated (14 days after the final dose has been administered);
- undergo a verbal COVID-19 screen and temperature check before entering the visitation area;
- wear a mask properly at all times while in an Oriana House facility.

Your loved one should know the visitation schedule and additional guidelines specific to his/her facility.

For clients not eligible for in-person visitation, we have instituted ways to visit telephonically or through applications that allow for visual connections. Clients can talk with their case manager on how to schedule visits. Clients can also 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 can be sent to the Administration Building and will be forwarded to the appropriate facility. They should be addressed as:

Oriana House
c/o (Client's name)
P.O. Box 1501
Akron, OH 44309

Are clients receiving community access? Clients who are fully vaccinated may be eligible for community movement such as self-help meetings, social passes, and other activities.

Will my loved one's placement be extended if unable to attend outside programming? Placements will not be extended due to inability to attend outside programming.

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

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 100.0 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 and are working closely with the referral source, Ohio Department of Rehabilitation and Correction, Federal Bureau of Prisons and Adult Parole Authority to coordinate release dates to assure that all COVID-19 testing and any resulting quarantine requirements are met.

Are any programs closed? None of our community corrections, substance abuse/mental health treatment and reentry programs have closed due to the pandemic. For the safety of our clients and staff we have adjusted some of the services that we offer and the location/manner in which they are provided.

What if I volunteer at Oriana House? If you were volunteering with Oriana House prior to the pandemic, are fully vaccinated, and would like to return, please contact the staff member you previously reported to or our Human Resources department. We value our volunteers and are still limiting these services in some areas in the best interest of our volunteers, clients, and staff to help prevent risk of exposure for everyone.

What if my question is not listed? Call us at (330) 535-8116 or email us at pi@orianahouse.org.