



**Park Avenue Center continues to serve our clients amidst the COVID-19 pandemic.**

**July 10, 2020 Update**

*The safety and security of Park Avenue Center's staff and clients continues to be the most important priority, which means taking preventative measures to keep people healthy and still provide assessments, treatment and therapy.*

We've taken the following steps to achieve those objectives.

**Staff Health Screening** – All staff are completing screenings of known COVID symptoms and recording their temperature every day at the start of their shift. Screenings are recorded and forms are submitted to Human Resources weekly.

**New Client & Assessment Screening** – All clients entering Park Avenue Center for assessments and intake are being screening for known COVID symptoms. Clients arriving for intake are also getting their temperatures taken. We are unable to assess or admit any client who demonstrates known COVID symptoms and/or elevated temperatures.

**Face Coverings** – Wearing face masks for clients and staff is required. Staff and clients have been provided with a variety of different options from disposable paper, KN95's, cloth and bandana options. Masks must be worn at all times when interacting with staff, clients or the public (i.e. while grocery shopping). Masks continue to be sourced to ensure continued availability.

**Sanitization** – In addition to our normal cleaning protocols, we've implemented significant sanitization procedures. Our vans are sanitized following each trip. Break rooms are sanitized following each break. Personal workspaces, group rooms, and all other commonly touched surfaces in our facilities and client lodging are sanitized multiple times throughout the day.

**Social Distancing** – All clients and staff are instructed to follow the CDC guidelines regarding social distancing. We've implemented a "No Visitors" policy and passes are given on an extremely limited basis for clients residing in our lodging. Additionally, all non-essential staff meetings are suspended until further notice and opportunities for some staff to work from home have been implemented. We are also delivering client programming in our lodging and at our Administration building to limit interactions and have fewer clients in each space.

**Virtual/Telehealth Options** – Outpatient clients appropriate for telehealth delivery are participating in groups and individual therapy via Zoom. Additionally, Rule 25 assessments are also offered via Zoom for those with access to the necessary equipment to effectively complete a virtual assessment.

**Aftercare/Alumni Groups** – Aftercare groups are taking place following social distancing guidelines and all participants must follow the face covering requirements. Alumni Groups continue to be suspended until further notice.

**Response to Illness** – If a client starts to experience known COVID symptoms, they will be placed on a medical leave from treatment and urged to seek medical attention immediately. In addition to the already elevated cleaning/sanitizing processes, a deep clean of the affected areas will take place immediately. If a staff member starts to experience symptoms, they are instructed to go home and stay home until symptoms subside, following the recommendations of the staff's healthcare provider.

**Individual Safety Measures** – We have posted and shared educational information about the virus, its spread and best practices regarding personal hygiene.

*PARK AVENUE CENTER WILL CONTINUE TO MONITOR AND FOLLOW  
CDC, FEDERAL, STATE AND LOCAL MANDATES DURING THIS TIME.  
CHANGES WILL BE MADE AS NEEDED TO MAINTAIN OUR TOP  
PRIORITY OF KEEPING CLIENTS AND STAFF SAFE. A COPY OF OUR  
COVID-19 PREPAREDNESS PLAN IS AVAILABLE ON OUR WEBSITE,  
POSTED INTERNALLY, OR PROVIDED BY REQUEST*