June 8, 2020

Kinship House Clients,

We are happy to announce that The Kinship House will reopen beginning the week of June 22, 2020.

We are deeply focused on keeping our families, children, and employees safe while visiting/working within our agency.

As we continue to navigate this new normal, we have developed and will utilize new protocols and practices for how The Kinship House can mitigate the risks of COVID-19 for families and staff.

These protocols are based on guidelines from the Centers for Disease Control and Prevention (CDC), World Health Organization (WHO), Erie County Health Department as well as The Supervised Visiting Network’s suggested guidelines.

These guidelines will assist us as we reopen and while operating during the ongoing pandemic. Regular updates will be made based on feedback from our board, staff, referring partners, and lessons learned as we begin to practice a new way of approaching our work. Each of our employees will be trained on all new protocols prior to our reopening date.

These guidelines cover a wide range of topics, including but not limited to:

* Cleaning and disinfectant procedures.
* Permitted Toys or items used during the visitations.
* Staggering visits and other social distancing strategies.
* On-site health screenings.
* Drop off/ Pick up pandemic change:
  + Upon arrival all parties will ring the doorbell to alert staff of their arrival.
  + The Visiting Party will arrive 15min. before the child(ren).
  + Visiting Party completes health assessment.
  + Child arrives at the visiting time.
  + Residential Parent is not permitted inside the building unless special permission is given.
  + Designated Staff member will meet child(ren) and Residential Parent outside of our door.
  + Child(ren) are given a health assessment.
  + If cell phones are brought into the house they must be sanitized in front of the monitor before entry.
  + If you are particular about what you sanitize your phone with please bring that in with you or we will ask you to take the phone back to your vehicle.
* We are limiting all visitations to one hour
* Limiting allowed visitors to only those named specifically in the court order but not to exceed one additional visitor per visitation.
* Upon returning on or after June 22, 2020, one visit will need to be completed by visiting parent only and the “visitor” will be permitted at the following visit.
* Visiting siblings or juveniles under the age of five will not be permitted.
* Masks will need to be worn at all times unless under the age of two or a client has a medical condition prohibiting them from wearing a mask (a note will be needed from a physician if this is the case for visits to continue).
* Clients will not touch files; staff will verify attendance with clients.
  + All need to know communication forms will need to be emailed to Kinship’s Director [tara@kinshiphouse.com](mailto:tara@kinshiphouse.com) - no exceptions.
* Hand washing/sanitizing done on a frequent basis.
* The only food allowed will be packaged food or food brought from a restaurant still inside original packaging.
  + Preferred practice would be not eating during visitations as they are limited to one hour.
* All common Areas are closed including but not limited to cooking in the kitchen, big room, and the toy closet.
* Toys will be provided in limited quantities and toys will be chosen based on the ability to be sanitized properly.
* All toys brought from home must have the ability to be sanitized.
* No additional bags, purses or other items permitted during this time unless special permission is given.
* Diaper bags are permitted but items inside are limited to extra clothing, diapers, diaper creams, wipes, special toys that meet sanitizing requirements, baby bottles, and baby food

\*\*\* Withholding or giving misleading health information can result to permanent removal from our program\*\*\*

**Exchanges:**

Will follow any of the above rules that apply to exchanges.

* Parent picking up must arrive 15min early and wait in designated area, following above protocol for arrival.
* Parent dropping off must arrive right at the exchange time and follow the above protocol for arrival.

\*\*\* If you have a CPO we will be keeping parties apart. Please email [tara@kinshiphouse.com](mailto:tara@kinshiphouse.com) if you have any specific questions or concerns.

**New Payment Policy:**

Please see attached letter explaining our new policy for payments that will begin immediately.

**Canceled Visits:**

All visits/exchanges must be canceled 24hours in advance unless in cases of emergency situations.

\*\*\*Not following this policy will result in additional charges that will need to be paid following our new payment policy & prior to the next visitation

This has been a difficult time for everyone and re-establishing an environment where families and employees feel comfortable visiting and performing their jobs safely is a multifaceted challenge. It is our hope that by sharing these new guidelines prior to the first visitation we can help our organization mitigate risks and stay as safe as possible, while everyone adapts to new operating protocols in today’s challenging conditions.

During this time, we are trying to eliminate phone calls as much as possible. We encourage you to email questions or concerns to [tara@kinshiphouse.com](mailto:tara@kinshiphouse.com) .

Welcome Back,

Tara L. Ohlemacher

Tara L. Ohlemacher

Executive Director

June 8, 2020

Dear Clients of Kinship House,

We look forward to once again being able to provide our services to you beginning the week of June 22nd.

With the unprecedented changes in the world, we have been forced as an organization to evaluate our previous payment policy. Upon reopening, Kinship House will only provide services to clients whose accounts are paid up to the date of service. For clients with outstanding financial obligations, payment plans will be made available. In the event of financial hardship, a financial hardship form will be provided for you to complete. Upon review of the financial hardship form, a reduced rate may be available for services. Financial hardship forms must be on file prior to the week of June 22nd. No new visitations or exchanges will be scheduled until hardship forms are on file, accounts have been paid in full or a payment plan has been put in place.

All cancelations must be done 24 hours prior to visitation unless there is an emergency situation.

Not following this policy will result in additional charges that will need to be paid following our new payment policy & prior to the next visitation.

As an organization we have long been challenged with clients being unwilling or unable to pay. We believe we provide an important service to the community and cannot put our ability to provide such services in jeopardy.

Please email [tara@kinshiphouse.com](mailto:tara@kinshiphouse.com) with any questions or concerns.

Respectfully,

Tara Ohlemacher Thomas Leber

Tara Ohlemacher Thomas Leber

Executive Director Board President

Attached:

Financial Forms

FINANCIAL DISCLOSURE FORM for HARDSHIP REQUEST

Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Last 4 SSN \_\_\_\_\_ D.O.B \_\_\_\_\_\_\_\_\_\_\_ # In household \_\_

Mailing address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Ph\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Active Email Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Presumptive Eligibility Place a check by any automatic qualifications below

Ohio works/TANF \_\_\_ SSI \_\_\_ Medicaid \_\_\_\_ Poverty related Veteran’s Benefits \_\_\_

Food stamps\_\_\_ Refugee settlement Benefits \_\_\_ Committed to a Mental Health Facility \_\_\_

Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**If nothing is checked above:** Gross monthly earned income: \_\_\_\_\_\_\_\_\_\_\_

Unemployment, Worker’s Comp, Child Support, other income \_\_\_\_\_\_\_\_\_\_\_\_

Employer\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Employer Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employer address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Liquid Assets:**

Checking, savings, Money Market Accounts Estimated Value \_\_\_\_\_\_\_\_

Stocks, Bonds, CD’s Estimated Value \_\_\_\_\_\_\_\_

Other Liquid assets or cash on hand Estimated Value \_\_\_\_\_\_\_\_

**Total liquid Assets**  **$\_\_\_\_\_\_\_\_\_\_**

**Monthly Expenses:**

Child support paid out \_\_\_\_\_\_

Child Care (if working only) \_\_\_\_\_

Transportation/fuel \_\_\_\_\_

Telephone \_\_\_\_\_

Utilities \_\_\_\_\_\_\_

Taxes Withheld or owed \_\_\_\_\_\_

Credit card/ other loans \_\_\_\_\_\_\_

Food \_\_\_\_\_

Insurance \_\_\_\_\_\_

Rent/Mortgage \_\_\_

Other (specify) \_\_\_\_\_\_\_\_

**Total Monthly Expenses $ \_\_\_\_\_\_\_\_\_\_\_Applicant Certification**

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ certify I am financially unable to pay for visits/exchanges at Kinship House without substantial hardship to me and my family.

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_ Supporting financial verification documentation Given

Listed and on file\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

