



Providence House Community Statement from the CEO - Update 3/20/2020:

Last week, I shared our hopes and plans at Providence House for serving our community's most vulnerable children and families during the COVID-19 pandemic. For all of us, emerging news and changing safety restrictions are impacting our lives on a daily basis.

Given increasing restrictions of group gatherings to prevent the spread of COVID-19 and the closures of school and daycare settings as a first line of defense, **Providence House has made the heartbreaking decision to temporarily close our Crisis Nursery children's shelter services until safety restrictions are removed for group children's settings.**

This was not a decision we reached easily. We know how desperately families with children living in crisis need our support in this new crisis. **However, given unknown exposure to COVID-19 among the constantly changing groups of children admitted to our care, the risks of exposing other young children and our staff unintentionally to COVID-19 was of grave concern.**

Please be assured that we have safely discharged the 14 children who were in our care before temporarily closing our Crisis Nursery children's shelter services. We will not be admitting any new children until we are sure that it is safe for children and staff to be in our Crisis Nurseries.

However, we are – and will still be – providing support to children and families in crisis in the following ways:

- **Social workers are and will continue to provide phone-based support and case management services** to all families currently engaged and new families calling in for support.
 - **Families may call 216-651-5982 for support and calls will be routed immediately**
- **We are and will continue to offer basic needs items to our families and those referred for basic needs items by partner agencies**
 - **Families and partner agencies may call 216-651-5982 to request basic needs items** such as diapers, formula, soap, sanitizer, etc. as it is available.
 - Perishable food support will be offered through gift cards for as long as available.
 - We will continue to offer basic needs items for as long as we have inventory, or until anticipated quarantines occur.
- **We are no longer admitting childcare volunteers or volunteer groups** until further notice
- **During our temporary closure, all facilities will receive a full deep clean and disinfecting** as well as general required maintenance and safety checks.

We need YOUR help to continue to help children and families! For the increased protection of our children, families, staff, and community we ask that our donors, agency partners, and community supporters cooperate with the following guidelines:

1. **We have seen a sharp decline in all donations.** Please help!
 - **We ask that monetary donations be sent via USPS or online gifts [here](#)**
 - **Donated items should be sent via delivery services** such as USPS, UPS, or Amazon.
 - i. **We will not be accepting donations at our facility.** Staff will pick up donated items at delivery service locations
 - ii. **Visit [Amazon Wish List](#):**
2. **We are postponing all of our special events in April** and will send updates on these events as available:
 - April 3 – East Campus Opening Ceremonies
 - April 16 – PHriends “Games for Good” at TownHall
 - **April 30 – Annual Luncheon – [stay tuned](#) for our Virtual Luncheon Event details!**

Please continue to be safe and healthy. **And please, continue to keep our children and families in your prayers and continue to offer support through monetary donations [here](#) and items via delivery services as you are able.**

Sincerely,

Natalie A. Leek
President & CEO
Providence House