

March 25, 2020 - UPDATE

Dear Parents and Caregivers,

Partners In Excellence met again today after hearing the newest statement from Governor Walz of MN this afternoon. Governor Walz has declared “Stay Home MN” at this time for the state of MN starting March 27<sup>th</sup> through April 10<sup>th</sup>. We understand that the services we provide are essential to the families that we serve. However, the health and safety of the families and our staff are paramount to us as well. This announcement changes our plans for Minnesota center-based and in-home therapies, and we have updated the information below from this morning’s message:

What does this mean for Partners In Excellence and our plan for continuation of services:

- La Crosse, WI Therapy Center: Therapy center will remain closed through April 24<sup>th</sup> for center-based and in-home therapy based on the safer-at-home order from Governor Evers.
- All MN Therapy Centers: Therapy Centers will remain closed through April 10<sup>th</sup> for center-based and in-home therapy based on the Stay Home MN order from Governor Walz.
- Telemedicine for all therapy locations: We are beginning to offer telemedicine for both MN and WI clients. (see below for more information on telemedicine)
- Corporate Office: We will have essential functions running

Partners in Excellence is pleased to offer Telemedicine services to our clients during this time.

Telemedicine is defined as “the delivery of health care services or consultations while the patient is at an originating site and the licensed health care provider is at a distant site” and is a way that providers can deliver therapeutic services to our patients that is similar to in-person care.

Telemedicine has been shown to be an effective tool for implementing Applied Behavior Analysis (ABA), Speech Therapy (Rehab) and Occupational Therapy (Rehab) programs including parent training, challenging behavior support and implementing treatment programming. Telemedicine can vary in intensity and complexity based on your preference and the therapeutic needs of your child. Continuing to provide therapeutic services in this manner can have positive effects for your child and family including maintenance of language, social interaction, self-care and emotional-regulation skills. At this time, we are strongly encouraging all families to set up telemedicine sessions.

- Example of ABA telemedicine services: Your child is working to increase their language skills. A caregiver meets with a Partners staff member via video conferencing to discuss strategies on how to encourage use of language at the home. The caregiver will implement the strategies discussed and then meets the following day to discuss progress and problem solve challenges. During each meeting the staff member continues to give guidance on activities to build skills while the therapy center is closed. When applicable, the staff member may also engage directly with your child to model skills or prompting techniques while targeting specific programs.
- Example of Speech Therapy telemedicine services: Your child is working on producing the “k” sound. A Speech Language Pathologist will meet you with and your child via video conferencing to work on appropriate production of the speech sound and provide tasks for you to practice at home with your child.

Please connect with us regarding setting up telemedicine for your child(ren) by email at [hotline@partnersmn.com](mailto:hotline@partnersmn.com) or call our Client Attendance Line (CAL) at 952-491-9885. Please confirm your child’s first name and the therapy center they normally receive services at.

We want to continue to make sure you have all the information you need. Partners will continue sharing information as we have updates and additional information via our website, Facebook and email. We are here to help, please continue to send comments, questions and concerns to [hotline@partnersmn.com](mailto:hotline@partnersmn.com).

Wishing you and your family happiness and health during this hectic time.

Sincerely,

Deb Thomas