



**Department of
Youth Services**

Mike DeWine, Governor
Ryan Gies, Director

DATE: March 16, 2020

TO: DYS Families

FROM: Ryan Gies, Director
Julie Walburn, Assistant Director

SUBJECT: FAQ Coronavirus (COVID-19)

In an effort to maintain routine communication and keep you up to date on our efforts to protect the health and the safety of our youth and staff during the coronavirus (COVID-19) pandemic, please find below some FAQs.

How can I prevent contracting COVID-19? Use the same techniques you would in avoiding any illness: wash your hands often with soap and water for at least 20 seconds (about the same amount of time it takes to sing the “Happy Birthday” song twice), dry your hands with a clean towel or air dry them, avoid contact with people who are sick, and cover your mouth with a tissue or your sleeve when you are coughing or sneezing. When possible, try to stay about six feet away from others.

How do I communicate with my youth? Due to the cancellation of visitation in the facilities, youth may place two free five-minute phone calls every seven days for 30 days with their families. Additionally, they will have increased access to the phones and they will be provided additional free stamps for writing letters to families.

What resources can I use to become more informed? The Ohio Department of Health is the best resource for your questions about COVID-19, and we encourage you to check out www.coronavirus.ohio.gov which is being constantly updated with the latest information. If you have specific questions about coronavirus, feel free to call 1-833-4-ASK-ODH (1-833-427-5634), which is open seven days a week from 9:00a.m. to 8:00p.m.

Please contact the youth’s juvenile parole officer if you have any questions. Thank you for your patience as we all navigate this difficult time.