



March 24, 2020

Dear Friend of The Hallmark:

We hope this letter finds you doing well as we journey through these unique times in the face of COVID-19. We remain committed to keeping our residents, their families, our staff and individuals like you, informed of measures we are taking at The Hallmark.

One resident summed up things quite well. She said, "I feel safe and secure here at The Hallmark. I don't have to leave to get my groceries, the pharmacy delivers medicine, The Hallmark dining team delivers our meals to us and we are staying active with movies, puzzles, and walks inside and out – of course while practicing keeping 6-feet of distance."

The Hallmark's managers and staff are doing a great job in support of the residents. Although our dining room is closed, we offer delivery or pick-up with residents ordering their meals from a full menu that features lots of choices – including daily specials.

We continue to take inquiry calls throughout the work week and can make arrangements for a call to you over the weekend. We have the ability to share lots of information over the phone or by email. We also can mail or overnight packaged information on floor plans, optional finishes and specific details on residency information. Should you have questions, we are available to answer any you may have. We hope to be a comforting and informative voice to you!

We wish for you safe and healthy days ahead as we look forward to getting back into a more normal routine.

Sincerely,  
THE HALLMARK MARKETING TEAM

Christine Keegan

Donna Giorgio

Valerie Schneider