



March 18, 2020

Dear Friend of The Hallmark:

We continue to monitor COVID-19 developments at the local and national level to ensure that we have the most effective precautions in place. We are committed to keeping our residents, their families, our staff and individuals like you, apprised of any new developments regarding actions we are taking during these trying times.

We wanted to share the steps we have taken at The Hallmark to minimize Member and staff risk.

Last week, we began screening all individuals entering our community and today that screening includes a thorough questionnaire coupled with an on the spot body temperature check. Any ill staff members or guests identified will be turned away for entry with direction to contact their physician and to self-isolate. Should a Hallmark resident be identified as having a fever, Hallmark health care professionals will be immediately notified and begin supportive measures for in-home care and meal delivery.

Resident and staff safety are our highest priority. The dining program at The Hallmark continues to support residents through daily nutritional meals. We have chosen to close our dining rooms and have begun supporting residents with meal delivery. Residents have a menu of daily dining options offered and meals are prepared and delivered to their residence. Housekeeping and maintenance services continue to be provided to residents. Resident group activities for small groups continue. Resident morale remains high due to the hospitality spirit and support by our dedicated staff.

We continue to allow move-ins to take place, in fact, we have several moves occurring in the coming weeks. Of course, we will continue to screen all individuals entering our campus. We presently have availability for residency. Please let us know of any interest you may have. We can offer you flexibility with your timing for a move. We are here to support you.

Our sincere best wishes to you,
THE HALLMARK

Christine Keegan

Donna Giorgio

Valerie Schneider