



28 April 2020

Dear Residents/Families,

I know many of you have been keeping up with developments in response to COVID-19 however, I wanted to share the latest information. Governor Abbott has rescinded portions of his stay at home order effective at the end of this week. Restaurants, shopping and theatres will be allowed to re-open with restrictions effective Friday. Salons are to remain closed for the time being and senior living communities are to maintain their current restrictions. Meanwhile, Harris County/City of Houston implemented mandatory mask usage while engaged with the public, with a fine of up to \$1k per violation.

We continue to strongly encourage the use of masks when in public areas of The Hallmark and have made masks available to all residents, staff and guests. Please be respectful of others when using our elevators and/or sharing other public spaces. Many of our residents are concerned about sharing an elevator. This has been particularly problematic in The Hallmark building, as one of our elevators has been down for service. Our service provider has assured us they will be here today to resolve the issue with elevator #2.

Screenings continue for all individuals entering The Hallmark and we continue to encourage residents to “stay home” while discouraging visitors except in specialized situations.

Many of us are starting to feel some of the strain/fatigue of all the “social distancing” and other interventions. While most of us recognize the necessity of following these interventions, others just want to be “free”. I routinely receive communications from residents who either feel we are doing too much or not nearly enough. The Hallmark has been fortunate in that we have not had any cases to date and will continue to make every effort to ensure that remains the case.

A friend of mine forwarded a ‘meme’ that I’ve attached to this communication. During this time, I’ve been reminded that we were all created individually. We each have different thought processes, beliefs and worries. How we react to others who don’t share the same views is what makes us “human”.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Harold Ermshar'.

Harold Ermshar
Executive Director

- **Some people don't agree with the state opening.... that's okay. Be kind.**
- **Some people are still planning to stay home.... that's okay. Be kind.**
- **Some are still scared of getting the virus and a second wave happening....that's okay. Be kind.**
- **Some are sighing with relief to go back to work knowing they may not lose their business or their homes....that's okay. Be kind.**
- **Some are thankful they can finally have a surgery they have put off....that's okay. Be kind.**
- **Some will be able to attend interviews after weeks without a job....that's okay. Be kind.**
- **Some will wear masks for weeks/months....that's okay. Be kind.**
- **Some people will rush out to get their hair or nails done.... that's okay. Be kind.**
- **The point is, everyone has different viewpoints/feelings and that's okay. Be kind.**
- **If you need to go out, just respect others when in public and be kind!**
- **Don't judge, remember, be kind.**