



**Porchlight, Inc.**  
306 N Brooks St  
Madison, WI 53715  
(608) 257-2534

Greetings HSC community and homeless services partners,

I wanted to share a few COVID-19 updates and answers to common questions that may be asked about Porchlight's Safe Haven program. In case you don't know, Safe Haven is a daytime drop-in center for adults experiencing homelessness who have a mental health diagnosis. We are collocated with 14 units of permanent housing for the same population. We are located at 4006 Nakoosa Trail, and our phone number is 608-241-9447 x10.

Are you still open?

Yes.

What are your hours?

We are currently open from 8:30am-6pm seven days week, excluding major holidays. However, **starting this Sunday 3/22/20 we will be reducing our hours to 8:30am-3:30pm.** We will still be open seven days a week.

Do you provide overnight shelter?

No. We have 14 units of permanent housing on site, all of which are occupied. Guests who are registered with Safe Haven and have appropriate verification of mental health disability on file with us may be added to our housing waitlist. We currently estimate that it may take a year or longer to be offered a unit at Safe Haven off this waitlist.

What are you doing in response to COVID-19?

Over the past week we have made numerous changes to procedures to try to limit the spread of COVID-19 among the homeless population and in the community in general. These include:

- All guests are asked to wash their hands immediately upon entering
- All guests are asked screening questions about their health upon entering; ill guests are assisted with contacting their clinic or the UW COVID-19 hotline and are required to wear a mask
- Staff are sanitizing high-touch surfaces hourly, or more often as indicated
- Lunch is being served in to-go containers and the lunch service has been split into two shifts, 11:30am-12pm and 12:30pm-1pm
- Seating has been rearranged in order to promote social distancing
- Staff are working with other agencies to best serve potentially ill people as well as those who are especially vulnerable to serious illness due to age and/or chronic illness

Is Safe Haven currently able to follow best practices with regards to social distancing?

While we are doing what we can to promote social distancing among our guests, residents, and staff, we have a small space and enough daily guests that social distancing is a real challenge. New or returning guests should expect to be an environment with limited opportunity for social distancing if they come to Safe Haven for services.



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Where can I find more information about Safe Haven in general?

Please visit Porchlight's website: <https://porchlightinc.org/safe-haven/>

Where can I find more information about Safe Haven's response to COVID-19, especially as things continue to change?

Porchlight is frequently updating its website with information about its COVID-19 response across programs. For specific questions, please contact me (Safe Haven manager Liz Duffie) at [lduffie@porchlightinc.org](mailto:lduffie@porchlightinc.org) with questions. I will do my best to get back to you in a timely fashion. I will ensure that an email goes out to the HSC if there are further major changes to our hours, services, etc.

**Liz Duffie, Manager**

Porchlight Safe Haven

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Pronouns: she/her/hers