



Safe Haven  
4006 Nakoosa Trail  
Madison, WI 53714  
(608) 241-9447

## MEMORANDUM

**Date:** 3/18/20

**From:** Liz Duffie, Safe Haven Manager

**To:** Safe Haven Residents

**Re:** COVID-19

Last week you should have received a memo from Porchlight Executive Director Karla Thennes regarding COVID-19 (Coronavirus). I wanted to follow up with a bit more information specific to you as residents of Safe Haven.

First of all, two quick announcements:

- If you are experiencing a loss of income due to the COVID-19 outbreak that may affect your ability to pay rent, please inform me of this in writing
- Routine housing inspections will be suspended until further notice

As you know, Safe Haven is a unique site in that it is both a residence and a drop-in day center for people who are experiencing homelessness. People experiencing homelessness by definition cannot “stay home” as recommended by Public Health guidelines, and it is important that spaces remain available as much as possible to people who need them. Safe Haven serves as an important site where people experiencing homelessness can practice good hygiene and meet their basic needs during this time. We are also hopeful that staff can help quickly connect people who may be ill to screening and medical services.

Dane County Public Health is not currently recommending that day centers or overnight shelters close. However, Porchlight is also aware that sites like Safe Haven make the type of social distancing recommended by Public Health extremely challenging, if not impossible. We are continuing to assess every day how we provide services and what steps we can take to promote the health and safety of our residents, guests, and staff.



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In order to be able to continue to provide drop-in services while reducing the likelihood of transmission of COVID-19 among residents, guests, and staff as much as possible, the following steps are already being taken:

- Guests sleeping in the dining room is suspended
- To-go containers are being prepared for lunch service
- Beginning today, 3/18, lunch service will happen in two shifts to reduce crowding; residents may choose which lunch service they would prefer, 11:30am-12pm or 12:30pm-1pm
- Drop-in guests are being asked to wash their hands upon arrival
- Cleaning/disinfection of common area surfaces is being increased

It is likely that additional changes to procedures will be occurring on a regular basis as best practices are identified and it is determined how best to implement these at Safe Haven. We will keep residents informed as changes occur.

Finally, as residents of Safe Haven, our hope is that you will use your unit to follow current Public Health recommendations as closely as possible. These recommendations include:

- Avoid contact with others (especially groups) as much as possible
- Stay at home unless you must go out to get food, medication, etc.
- Do not have guests into your home
- Wash your hands frequently, and avoid touching your face
- Call your doctor if you develop symptoms including fever, cough, or shortness of breath that is unusual for you

If you have questions or need support with these guidelines, please talk to your case manager or another staff member about how we can help. When I am not at Safe Haven, I can be reached at [lduffie@porchlightinc.org](mailto:lduffie@porchlightinc.org)

Liz Duffie – Safe Haven Manager