



March 16, 2020

Dear Harwood Place Residents,

You are the reason that each one of us as employees come to work each day. Your health and safety are of the utmost importance to us. We remain committed to your wellbeing. We all have a shared responsibility to protect those who live in our community.

The COVID-19 pandemic is real, it is serious, and we are being precautionary and realistic in our response to it. We are implementing recommended precautions as they are issued. It is difficult to make decisions that limit independence – I do not take this lightly. However these unusual circumstances call for necessary steps in order to mitigate the rise of the coronavirus curve.

With that said, at 6:00PM tonight, we are instituting additional limitations to best protect our community.

- Touchtown (“the Vine”) and cable channel 955 are a source for the most current updates.
- Access to Harwood Place will be restricted to the front entry by reception. This applies to all residents (except those returning in their personal vehicles that have a parking spot in our underground parking garage), visitors and employees.
- I strongly encourage residents to limit outings outside of Harwood Place and cancel unnecessary appointments to limit your exposure. If you have a medical appointment, please call the clinic ahead of time to confirm as many clinics are canceling all non-essential appointments.
- That said, for residents who are able and weather permitting, walks outdoors are encouraged. Fresh air and sunlight are good for everyone.
- I strongly encourage residents to limit visitors. Staff is happy to help residents with digital methods of communicating face-to-face via cell phones or tablets. We have tablets available for residents to use if you do not have a cell phone or tablet of your own for this purpose.
- Dining services encourages residents to order food for carry out or delivery. Harwood Place is waiving any delivery fees – so please order food and we will happily deliver it for free to your apartment.
- All community activities for groups are canceled. Please watch the Vine and your mailbox for alternatives – wellness, fitness, exploring the world, art, religious worship, and more. We will do everything we can to keep residents’ lives enriched mind, body, and spirit.
- For maintenance, if you truly need to place a work order, please limit it to essential requests only.
- If you as a resident have a temperature of 100.0° or higher, cough, shortness of breath, please remain in your apartment and alert your physician immediately. You will then need to notify me as we are required to take additional actions as dictated by the Wauwatosa Health Department.
- If you have a loved one you would like us to send updates to, please give me their email address. I will ensure that we sent them updates as we send them to you.

I thank you for your patience and perseverance during this challenging time. Harwood Place staff is committed to providing compassionate and loving care. Please let me know how our team can be of service.

Sincerely,

A handwritten signature in black ink that reads 'Mara Henningsen'.

Mara Henningsen  
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