



March 30, 2020

This letter confirms that The Healing Haven of Wisconsin, LLC (The Healing Haven) is an “essential business” under State Shelter in Place and State Stay at Home orders. The Healing Haven provides services to Healthcare Facilities and their patients actively undergoing chemotherapy as an essential treatment to address a Cancer Diagnosis.

During the COVID-19 pandemic The Healing Haven will continue providing timely support and services for these healthcare patients.

We have taken the following steps in connection with the COVID-19 outbreak to minimize the risk to our employees and patients:

- Where virtual appointments can be leveraged, they will be performed via video conference
- Employees
  - To be screened multiple times per day for symptoms, will remain in quarantine when away from The Healing Haven
- Patients
  - Prior to scheduling in person appointments, will be screened for symptoms, those exhibiting symptoms will not be scheduled
  - Upon arrival to the clinic, patients will be screened and temperature recorded to confirm symptom free
  - Only the patient will be allowed in the facility, caregivers will be asked to remain in their vehicles during treatment
- The facility will be divided into two parts
  - Lobby for incoming screening
  - Work Stations for symptom free patients to receive services
- Additional Cleaning –
  - Lobby and common areas will be wiped down 2-3 times per day
  - Work stations wiped down before and after each patient
- Visitors to the building have been suspended
  - Outside service providers –deliveries, pest control, etc.
  - Walk in visitors – will not be allowed

We understand that our commitment to continue operating is vital to our patients in the Healthcare Industry and we will do everything within our power to continue to meet our patients needs while using best practices to protect the health of our team, their families and our clients.

Thank You,  
Lisa Wenger  
President – The Healing Haven of Wisconsin LLC  
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