

# “In these Days of Cool Reflection”

## Queen

Message from the Executive Director and The Haven team about our response to COVID 19

I decided to use the words of Queen because, during these days of panic and stress, it is important that we reflect on how we are to respond to the pandemic: for the sake of the clients, the staff, and the stakeholders, we must remain cool and calm.

I am proud of our team: they have pulled together remarkably (and with cool reflection) to design processes, protocols, and policies to keep our clients safe. Remembering always that substance use disorder treatment is vital to the health of our community, it is imperative that The Haven stays open and able to serve women in need. We are NOT closing our facilities or our services during these days. Rather, we are listening to the Centers for Disease Control (CDC), the World Health Organization (WHO), the Arizona Department of Health Services (ADHS) and other relevant agencies, to design systems to keep everyone safe while we continue to provide high quality programming. With the guidance of our medical staff, we have established the following:

- We are limiting visitors to our site
- We are limiting client off-site visits
- We are not allowing clients to go to meetings off site
- We are teaching clients and staff about social distancing
- We are screening our staff every day to try to ensure they are virus free
- We are insisting that staff take sick leave at the slightest sign of a symptom
- We are teaching clients about best practice hand washing
- We are enhancing daily practices to ensure increased facility sanitation, and to ensure the highest level of infection control

**Despite all of the above, WE REMAIN OPEN AND WILL ACCEPT NEW CLIENTS IN NEED OF OUR SERVICES. We are committed to helping the nation to control this pandemic.**

We invite you to dig deeper into our website to learn about the programs that we offer, and the ways in which we help our community. Staff at The Haven truly do wonderful work with the clients.

Finally, as you know, we have already postponed our Chrysalis Luncheon, at which we were honoring prior Mayor Jonathan Rothschild (but keep your calendar open for 2021!)

Sincerely,

A handwritten signature in black ink that reads "Margaret". The signature is written in a cursive style and is underlined with a single horizontal line.

Margaret Higgins, PhD