

March 27, 2020

Dear Residents and Family Members,

We wanted to provide you an update on what Mather has been doing to continue our efforts to keep residents and employees healthy and safe. Please be assured we have been working diligently to minimize exposure of COVID-19 to residents and employees, while at the same time implementing steps to respond to this global outbreak.

First, we have no known cases of COVID-19 at Mather Place. An interdisciplinary task force of Mather senior leadership meets daily to implement proactive, decisive actions to help prevent the spread of COVID-19 within our senior living residences and to discuss new protocols, policies, and procedures for implementation if the need arises. This group closely monitors the Center for Disease Control's (CDC's) recommendations, as well as those from state and local health agencies.

We continue to need your help and support. We understand that some of the limitations Mather has implemented may be challenging—please know they are necessary in not only helping to protect you, but everyone who lives and works at Mather Place.

- **We ask that all residents continue to remain in your apartment homes.** If you want to take a walk and enjoy some fresh air and sunshine, please do so on community grounds only. (Please do not congregate together or leave the property for any reason other than for an essential medical appointment.)
- **No visitors are allowed until further notice.** At this time, we continue to have a strict no-visitor policy to help prevent the spread of the virus. We will not permit visitors to enter the community.
- **Practice** social distancing, and good hand hygiene by washing your hands frequently for 20 or more seconds.
- Please remember if you are experiencing a cough, fever, sore throat, or shortness of breath, to contact your personal physician for guidance and remain in your home. Additionally, loss of taste or smell has been identified as a possible symptom of COVID-19, which may appear prior to other symptoms developing. After talking with your physician, please notify Concierge at (847) 256.9300.

We know that daily routines have been interrupted, and we ask for your patience during this unprecedented time and as we modify services to serve you in a safe manner. In addition to daily meal delivery, we recently implemented the following:

- **Mather Market**, which has always provided you with access to sundries, is stocked with supplies for purchase by residents and employees (including a variety



of food and sundries). A Mather Place team member will deliver directly to you. Directions on how to order are delivered with your meal.

- **Well-being checks:** Our team will reach out by phone to connect with you. We also encourage you to connect with family and friends by phone or FaceTime.
- **Programming by phone:** We are offering a variety of programming by phone. From meditation sessions or guided chair yoga to learning something new about history, art, or architecture—our live calls cover a variety of topics and connect you to your neighbors and Mather team members. You can participate as much or as little as you'd like. We are offering 2 to 4 programs each weekday.
- **Wellness moments:** Engage in wellness at home with movement moments, mindfulness moments, brain games, and more. We will share handouts with you three times a week.

Thank you for your continued support during this time. The health and well-being of our entire community and each of you is our top priority. If you have questions, please call (847) 256.9585 or email [bewell@matherplacewilmette.com](mailto:bewell@matherplacewilmette.com).

Regards,

Katrina O'Neill  
Executive Director