

March 3, 2020

Dear Residents,

The outbreak of the coronavirus disease (COVID-19) is an emerging, rapidly evolving situation. This letter outlines preparations that Mather is taking for a possible COVID-19 outbreak at one or more of our locations and what actions you can take personally.

An interdisciplinary task force of Mather senior leadership is taking steps to ensure we are prepared at all our organization's locations. This group is closely monitoring the Center for Disease Control's (CDC's) recommendations, as well as those from state and local health agencies. You may review the latest recommendations from the CDC at [cdc.gov](https://www.cdc.gov).

Infection control and prevention is something our team implements on a daily basis in our senior living communities. In addition, the task force is reviewing and adapting location-specific protocols, policies, and procedures for implementation in the event of a coronavirus outbreak at one of our locations or geographic areas, including Mather Place. Additional precautions that Mather is taking include, but are not limited to

- increased cleaning and sanitation of high-touch areas throughout the community, for example elevator buttons, handrails, and menu covers
- taking inventory of our food and supplies and procuring additional supplies as needed
- posting signs at all entrances to remind people not to enter if they are exhibiting signs of illness
- staying up to date on information regarding the coronavirus with information from the CDC and our local health departments
- contacting contracted service providers to remind their employees not to enter if they are exhibiting signs of illness

Some things that you can do to prepare for a possible outbreak include, but are not limited to

- Update your emergency contact information with the community.
- Obtain a supply of at least two weeks of medications that you need to stay well.
- Purchase some additional non-perishable food items and bottled water.
- Avoid close contact with people who are sick.
- Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.
- Clean and disinfect frequently touched objects and surfaces.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Purchase some additional pet food if you have a pet.



- Obtain information on coronavirus from reliable sources, for example the Centers for Disease Control and Prevention (cdc.gov) or the World Health Organization (who.int).
- If you have a personal care assistant, contact your provider in order to have a plan in place if the caregiver cannot make it to your home.
- Let the Wellness Resource Nurse (ext. 9582) or any member of the staff know if you are ill and may need extra support to stay in your home during your illness (for example, meal delivery).

If there is a community-wide outbreak of COVID 19, for example, affecting all of Wilmette, it is likely that our actions would be directed by the local or State Department of Health. In this case, we will communicate such directions with you as they are provided to us by these entities.

In the event of an outbreak, we will do our best to continue services in the manner to which you are accustomed, although many factors may affect our ability to do so. We will keep you apprised if any situation arises that changes our ability to maintain services in the manner in which they are currently provided.

We will continue to provide updates to you as they become available.

Please do not hesitate to contact me if you have questions or concerns.

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PS: Please note that this letter is being shared with all residents' current emergency contacts.