

# MATHER PLACE UPDATES

## IMPORTANT FAQs

Please direct questions to: (847) 256.9585 or [bewell@matherplacewilmette.com](mailto:bewell@matherplacewilmette.com)

**Q: Can family members drop off packages to residents?**

A: Yes. While our community is closed and we have a no visitor policy, you can leave items on the table in the main entrance vestibule. Please clearly label the items with the resident's name and apartment home and the items will be delivered directly by a member of our team.

**Q: What about my mail?**

A: In order for you to remain in your home, we would encourage you to consider:

- placing a temporary hold on mail delivery directly with the Post Office by calling 1-800-ASK-USPS (or (800) 275.8777)
- having Mather Place hold your mail for a family member to pick up by calling the Concierge at (847) 256.9300
- having a Mather Place team member deliver it to you. Let the Concierge know if you prefer this option.

**Q: How are you managing meal deliveries or packages safely and practicing social distancing?**

A: We have placed a chair in front of every resident's door, which we use for transfer of meals, mail, groceries, and family deliveries. This helps us avoid hand-to-hand transfer of objects and allows for easy pick-up for the resident. Team members will ring the doorbell when they deliver items and practice appropriate social distancing.

**Q: Are you requiring staff to wear masks?**

A: Mather Place employees are wearing gloves and masks for food preparation. If the wellness nurse or a housekeeper must enter your apartment, they will be wearing full protective gear including mask, face shield, gown, and gloves.

**Q: Are caregivers required to wear masks?**

A: Yes, caregivers are required to wear masks, including when they are inside residents' apartments.

**Q: Are you requiring all staff to wear gloves? Why aren't all staff wearing gloves?**

A: Employees wear gloves for tasks that require them, such as cleaning, food preparation, and resident care and will not wear them as a matter of course when walking through the community. This is very important because if you wear

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gloves, it means you are not washing your hands. Mather employees are reminded frequently to wash and sanitize their hands and to practice infection control procedures. Wearing gloves throughout the community may give a false sense of their hands being clean.

**Q: I can take my own temperature. Do I have to have a staff member do it?**

A: Residents who have a thermometer and are able to take their temperature are encouraged to do so. The Wellness Nurse will call residents each day for results. If you get a reading of 100 degrees or higher, please contact your personal physician and notify Concierge.

**Q: How do you plan to take the temperatures of residents? How will you prevent this person from transferring any virus from one resident to the next while performing this daily task? Will they have to get closer than 6 feet to do this?**

A: We have qualified staff members who will visit any resident who cannot self-monitor their temperature or does not have a private caregiver who can take their temperature. These temperature checks will be once daily, and safety precautions will be taken. These include staff wearing personal protective equipment (PPE) and maintaining physical distance to the extent possible; and gloves and gowns will be changed, face shield sanitized, and thermometers disinfected between each resident visit.

**Q: Which resident tested positive for COVID-19?**

A: We cannot provide any details identifying the resident, as his or her privacy is protected by the Health Insurance Portability and Accountability Act (HIPAA).

**Q: Do you know how the resident got the virus?**

A: No, we do not know how the resident got the virus. While there is no sure way to track the virus or to determine how someone gets it, we can say with a reasonable amount of assurance that based on the habits of this individual, it is unlikely that this person was in the common areas of the community since March 17, when sheltering in place was implemented.

**Q: How did the virus get inside Mather Place?**

A: As you know, the virus is pervasive throughout Chicagoland. Despite our preventative efforts, the virus did get in, though we are unable to ascertain how or when. We have been advised by the Illinois Department of Public Health/Cook County Health Department that they will trace-map this case and it is possible (but

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not certain) that their research may provide an answer to this. Again, due to HIPAA, we will not be able to disclose the source.

**Q: Is there a quarantine in effect for staff and/or caregivers who had contact with the diagnosed resident?**

A: We can't say for sure how this person became infected, but we believe this person stayed in their apartment since March 17, and any Mather Place staff third-party workers have been asked to self-quarantine beginning March 29. They will not enter Mather Place for at least 14 days.

**Q: Will you test all residents to ensure they are healthy?**

A: We are following guidelines provided by the CDC and the Illinois Department of Public Health, which has advised that if people have COVID-19 symptoms (loss of sense of taste or smell, cough, respiratory issues, fever of 100 degrees or higher), they should call their personal physician, who will determine next steps. At this time, COVID-19 tests need to be ordered by a physician or the Department of Public Health.

**Q: Can residents leave for medical appointments? Will they be allowed back inside the community when they return?**

A: Please postpone all non-essential appointments. For essential medical appointments, please reach out to Katrina O'Neill or Gretchen Boscarino to discuss and confirm transportation provisions.

**Q: Can residents temporarily move out of the community to live with a family member?**

A: In the event you feel it is necessary, we will work with individuals to schedule a time for a pick-up. A staff member wearing PPE could assist in packing necessities for the resident and escorting them to the front entrance.

**Q: What does deep cleaning of the community entail?**

A: A national, professional cleaning service was engaged and completed cleaning and disinfecting services on Monday, March 30 per guidelines set forth by the CDC. Additionally, Mather Place is sanitizing daily throughout the community.

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**Q: Are housekeeping and laundry services still available?**

A: While we have temporarily suspended regular housekeeping and laundry to protect residents' safety, we are available for special requests, such as if a resident needs fresh bed linens and towels.

- For personal laundry services, we ask that you use an outside service, have a family member assist with your laundry, or we can arrange for Custom Home Care to assist you. A Mather Place staff member can arrange to pick-up and take your laundry to the main entrance for family member pick-up and then will return to your apartment after cleaned.
- For more information and assistance with laundry services, please contact the Concierge at (847) 256.9300.

**Q: When will my trash be picked up or fresh linens delivered?**

A: A Mather Place staff person will walk the corridors throughout the day and retrieve trash. Please tie your bags securely and place outside your door for pick-up. Please call the Concierge at (847) 256.9300 if you need fresh linens.

**Q: Can I get cleaning supplies if I need them?**

A: If you would like to perform some light cleaning in your apartment, please call the Concierge at (847) 256.9300. Staff will drop off cleaning supplies in the morning. When finished, please leave the cleaning supplies on the chair outside your apartment, and staff will retrieve them.

**Q: What is available at the Mather Market?**

A: Mather Market, which has 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.

**Q: Can residents go outside for fresh air?**

A: We understand that staying in one's apartment is difficult. However, we need all residents to stay in their apartments.

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**Q: What is Mather Place doing to stay engaged with residents?**

**A:** We are providing a variety of ways to stay connected. Some of those ways include:

- **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 (Telephone Topics):** 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 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.