

March 29, 2020

Dear Residents and Family Members,

We have been advised today, March 29, 2020 that a resident of Mather Place in Wilmette has a confirmed positive case of the Coronavirus disease (COVID-19), which was confirmed by a family member. This is the first known case of COVID-19 connected to Mather Place in Wilmette. The resident with the confirmed case is receiving care at Evanston Hospital and is taking guidance from their physician. We understand there may be questions about the resident and their well-being. We must honor the individual's confidentiality and cannot provide specific information. We know you understand.

We have contracted with a national organization to sanitize and do a deep clean of high touch areas, as well as the resident's apartment home. This in-depth process provided by outside professionals helps us focus on our ongoing operations while protecting our own housekeeping team.

I know this is not news any of us wanted to receive. As you know, Mather Place in Wilmette has implemented proactive measures to minimize the risk of transmission of the virus, as recommended by the CDC. The Illinois Department of Public Health **recommends that all residents self-isolate for 14 days after a confirmed case is identified**. We ask for your continued vigilance with remaining in your home and for your support during these unprecedented times.

The current protocol from the CDC is to self-monitor for symptoms and not be tested for COVID-19 unless advised by a physician. If you experience symptoms, including a loss of taste or smell, fever, cough or difficulty breathing, please immediately reach out to your physician and notify the Concierge at (847) 256.9300 of your condition. Above all, please remain in your home if you have symptoms until your physician determines the next step for you – whether to self-quarantine, be tested, or go to the hospital.

We will continue to be steadfast in our support of you and our employees during this time. We ask that you be respectful of the need for privacy for the resident so they can focus fully on their health and the care they need, and so we can continue to focus on helping keep residents and staff safe.

Mather Place is implementing additional measures to minimize the spread of this virus. This includes:

- 1. Residents must self-quarantine inside their apartments from today through April 11.**
  - a. Mail will be delivered by Mather Place staff.

**2. Housekeeping will be suspended.**

- a. Residents will be asked to place their trash bag outside their door and call the Concierge for other needs such as replacement linens and towels.

**3. Mather Place will implement daily temperature checks for all residents.**

- a. Third party caregivers will be instructed to take temperatures of the residents they serve.
- b. Residents who do not utilize third party caregivers will have their temperatures checked by Mather Place.

**4. Mather Place employees and caregivers will be health-screened twice per 8-hour shift.**

In addition to the measures we are taking above to minimize any further spread, we will also follow the lead of the state and local health department. The health and well-being of residents and staff is our top priority.

Please know that we are here for you. We will provide ongoing updates, including within the next 48 hours, through email and follow-up letters, and at [matherplacewilmette.com/alerts](http://matherplacewilmette.com/alerts). Should you have any questions, please call Gretchen Boscarino at (847) 256.9551 or me at (847) 256.9550 or email at [bewell@matherplacewilmette.com](mailto:bewell@matherplacewilmette.com). We will respond as soon as we are able.

Sincerely,

Katrina O'Neill  
Executive Director