

March 31, 2020

Dear Residents and Family Members,

In follow-up to our communication on March 29, 2020, we wanted to provide an update. First, thank you to many of you who have reached out with kind words and support. Please be assured we are working diligently to minimize further exposure of this virus and are following guidelines set forth by the CDC.

As you know, the virus is pervasive throughout our region. Despite our preventative efforts, the virus did get in. 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 not certain) that their research may provide an answer to this. Again, due to HIPAA, we will not be able to disclose the source of the virus.

We did receive notice late last evening that a Mather Place employee has also tested positive for the virus. This individual noticed a loss of their sense of smell and taste and immediately went for testing after an all-Mather employee communication went out educating that the loss of taste and smell may be an early symptom. It is our understanding that the individual or individuals with whom the employee has been in contact with will be notified by the Illinois Department of Health or Cook County Health Department; those individuals will be quarantined for 14 days. Mather Place continues to educate employees on the importance of physical distancing, frequent handwashing, and use of a mask and protective equipment while working.

We understand there are many questions about what we are doing to protect residents and employees. We appreciate your patience as we worked through getting information to you. Our focus and attention is on the people who live and work at our community. Please be assured that this is our top priority. We have compiled a list of your questions with responses, and we have connected with many of you individually. If we haven't been able to connect with you in person and you have additional questions, please reach out to Gretchen or me. **Please call (847) 256.9585 or email bewell@matherplacewilmette.com.**

Sincerely,

Katrina O'Neill
Executive Director

Printed copies of this letter and FAQs will be distributed to all residents. Family members will receive updates email and all information is available at www.matherplacewilmette.com/alerts

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