

April 24, 2020

Dear Residents,

**We have no new cases of COVID-19 at Mather Place.**

Our **housekeeping services** will begin on Monday, April 27, with some new protocols to enter your apartment home every other week. Limiting housekeeper to resident contact is an important part of infection control. **Please make sure that you remain in a separate room when your housekeeper is present and wear your mask.** The housekeeping team member will wear personal protective equipment (PPE) including a mask, gloves, goggles or a shield, and a gown.

- Every other week housekeeping will: change linen, clean high touch areas in your kitchen, vacuum, and clean bathrooms.
- Every week: provide linen, pick up trash.
  - o Please continue to leave your trash in the hallway for pick up.

You can opt out of receiving housekeeping services in your apartment home. If you do not wish for housekeeping services, please contact Concierge at (847) 256.9300. If you have questions about housekeeping, please call Housekeeping at (847) 256.9573.

Our **Mather Market** has expanded with more toiletries and snack items. A Mather Place team member will deliver directly to you. (Mather Market order forms are distributed on Wednesday and supplies are delivered to apartment homes on Friday's.)

Our **Fresh Air Plan** is attached to this letter. The plan targets May 4; assuming no new COVID-19 cases at Mather Place.

Please remember if you are experiencing any of the following symptoms, you should contact your physician for guidance, stay in your home, and notify the Concierge. Symptoms include a loss of taste or smell, cough, fever, sore throat, shortness of breath, and gastrointestinal issues such as diarrhea, nausea, or vomiting. **Please note that pink eye, eye pain, or vertigo, as well as discoloration of the toes may also be COVID-19 symptoms.**

We can't emphasize enough how much we appreciate each of you taking steps to protect your health and for being committed to each other and our employees by remaining in your apartment home to help protect our community.

Thank you for your strength and resilience at this time. We are all in this together!  
**For questions, please call (847) 256.9585 or email [bewell@matherplacewilmette.com](mailto:bewell@matherplacewilmette.com).**

Please take care and stay well.

Sincerely,

Katrina O'Neill

Executive Director

2801 Old Glenview Road, Wilmette, IL 60091



# FRESH AIR PLAN

Dear Residents,

For those of you that completed the fresh air survey, we thank you. We have developed a plan based on your feedback. Our goal is to begin on Monday, May 4, provided there are no new COVID-19 cases at Mather Place. The plan will enable residents to go out every third day, 2 times per week. We understand that this is not ideal, however, your safety is our number one priority. At this time, this is for residents only and due to our no visitor policy, no family members may join at this time.

## Fresh Air Plan:

The schedule is by floor. Monday-Saturday only. In the event we can move forward with a Monday, May 4 start date, we will begin with the second floor.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
2nd Floor	3rd floor	4th floor	2nd floor	3rd floor	4th floor	N/A

- **Schedule per day by floor: 5 time slots per day; 45 minutes each**
  - Morning times: 9:30-10:15 a.m. and 10:30-11:15 a.m.
  - Afternoon times: 1:00-1:45 p.m.; 2:00-2:45 p.m.; and 3:00-3:45 p.m.
- **Reservations Required:** Residents must call the Concierge at (847) 256.9300 to reserve their preferred time much like making dinner reservations. Time slots are first come first serve.
  - These times cannot be flexible. Late residents still must exit at the allotted time. We ask that residents do not arrive early.
- **Choose Patio or Walking Path:** Residents must choose either the courtyard patio or our Mather walking path (to the south and back of the community) when you call to reserve your time.
  - People must exit through the front entrance to use the walking path at Mather Place unless going to the patio.
  - We will place chairs around the walking path with appropriate physical distancing.
- **Elevator Procedure:** Only one person, one person with one care giver, or a live-in couple are allowed in the elevator at a time.
  - **Wipes will be located on a table near elevators on each floor. We ask that residents wipe down the elevator call button.**
  - Employees will be stationed on the first floor by the elevators and will wipe down the elevator buttons as you come down and go back up.
- Residents and caregivers must wear masks.
- Residents and caregivers must wash hands for 20 seconds or more before leaving the apartment and for 20 seconds or more upon returning.

# FRESH AIR PLAN

If residents come down and are not signed up for a time slot, we will ask you to return to your apartment and call the Concierge at (847) 256.9300 to reserve a time slot. It is critical for the health and well-being of everyone in the community that you follow all guidelines. Failure to follow these safe practices will affect everyone's ability to enjoy time out of their apartment.

Thank you for your patience and cooperation while we navigate through these unprecedented times.

Very sincerely,

Katrina O'Neill  
Executive Director