

April 15, 2020

Dear Residents,

Since we last communicated with you on Friday, April 11, we have a brief update as well as answers to some frequently asked questions.

We recently received news of a resident with a confirmed positive case of COVID-19. The resident is resting comfortably at the hospital and we wish this resident a speedy recovery. We have no new employee confirmed cases. Based on this news, we continue to stress the importance of staying in your apartment home, avoiding direct contact with others, and practicing frequent hand washing for 20 seconds or more.

We know the dramatic impact that Coronavirus disease (COVID-19) is having on our families, our communities, and our very way of life. What we are facing is daunting and requires all of us to sacrifice in many ways. But these sacrifices are worth it to stop the virus from spreading and to keep our community healthy. Here is additional information:

**Q: In your last letter, you mentioned a survey about our preferences for getting outdoors. When should we expect that?**

A: You will receive a short questionnaire this Friday, April 17. Once we understand your preferences, we will put together a plan.

**At this time, we are not able to confirm a date that you will be able to leave your apartment home. We are aiming for a time between April 24 and 28, which is contingent on several factors, including having no new confirmed COVID-19 cases in our community and the weather forecast.**

The process will be managed in a controlled fashion, with strict parameters to limit the number of people on Mather Place grounds at any time, either in our courtyard or on our walking path, and will provide protocols for appropriate physical distancing. Stay tuned for more information soon.

**Q: Do I need to wear a face mask?**

A: Yes. Based on new CDC guidelines, a cloth face covering should be worn whenever people are in a community setting, especially in situations where you may be near people. Please wear a mask when an employee enters your apartment home to provide a service or when you leave your apartment home (such as for an essential medical appointment).

**Later this week, Mather Place will distribute face masks to residents, along with instructions on how to wear and clean them.**

**Q: Will housekeeping services resume?**

A: In addition to trash pickup and laundering of towels and linens, we plan to resume abbreviated housekeeping services starting Monday, April 20. We will be alternating weeks with changing the bed linens and cleaning bathroom(s) on week one with vacuuming the apartment home and cleaning high-touch areas in the kitchen, including countertops, kitchen faucet, and refrigerator handles on week two. Please continue to leave your trash in the hallway for pickup.

- Abbreviated cleaning of your apartment home will be at your regularly scheduled day and time beginning Monday, April 20.
- Housekeeping employees will wear Personal Protective Equipment (PPE) and request that you stay in your bedroom to provide physical distancing.
- Residents will be asked to wear a cloth face mask during the cleaning visit.

**Q: How are you transporting residents to essential medical appointments?**

A: We will drive residents to essential medical appointments using our passenger bus.

- The resident and employee must wash hands and/or use hand sanitizer prior to getting into the bus.
- The resident and employee are each required to wear a mask.
- If the resident needs to be accompanied by a caregiver, the caregiver must also wash hands and/or use hand sanitizer and wear a mask.
- The resident and employee must remain six or more feet apart.
- The vehicle will be disinfected between appointments.

We remain optimistic that residents' sacrifices of remaining in your apartment homes, practicing good hand washing for 20 seconds or more, and coughing or sneezing into a tissue and throwing it away are some of the basic things that you can do to minimize the virus from spreading. We remain concerned about the possibility of the virus spreading from people who may be asymptomatic but positive for COVID-19, hence the many procedures we've put in place.

We recognize this pandemic may affect one's mental outlook and well-being. Since we cannot physically be with friends and family right now, I encourage you to try out a "live" Telephone Topic or Zoom presentation to stay active, engaged, and connected. Information about these programs are delivered to you weekly and can be found here: [www.matherplace.com/alerts/resources](http://www.matherplace.com/alerts/resources).

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

Please take care and stay well.

Sincerely,

Katrina O'Neill  
Executive Director

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