

April 22, 2020

Dear Residents,

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



On Sunday, April 19, residents enjoyed live music featuring our very own art therapist Emily MacArthur playing the bagpipes, along with her bandmates.

We want to provide several important updates:

- **Housekeeping:** Limited housekeeping services will begin next Monday, April 27. Residents will have the option to opt out, if desired, by contacting the Concierge at (847) 256.9300. We will share more information about housekeeping this Friday.
- **Plan for getting outdoors:** Thank you for completing a questionnaire about your preferences for getting outdoors. If you have not yet completed it, please do so.
 - We are working on a process to support residents getting outdoors either in our courtyards or on our walking path with appropriate physical distancing.
 - **Assuming we have no new positive COVID-19 cases and the information that we receive from our state and local officials is trending in the right direction, we will determine a date and begin this process.**
- **Community-wide testing:**
 - We've received a few questions regarding community-wide testing for employees and residents. At this time, testing requires a physician's order. We continue to coordinate with our local public health department and health care organizations to monitor and implement best practices.
 - If you are experiencing any of the following symptoms, please contact your physician for guidance, stay in your home, and notify the Concierge: 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 *may* also be COVID-19 symptoms.

- **Community information contacts:**

Work orders: We are scheduling emergency work orders only.
Call the Concierge at (847) 256.9300.

Questions on food orders:

Call Culinary at (847) 526.9576 or (847) 256.9574.

Transportation for necessary medical appointments:

Call the Concierge at (847) 256.9300.

Questions on package delivery or mail:

Call the Concierge at (847) 256.9300.

We invite you to follow Mather Place on Facebook, where we are posting photos and stories of what is happening in the community: [facebook.com/matherplace](https://www.facebook.com/matherplace).

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.

Please take care and stay well.

Sincerely,

Katrina O'Neill
Executive Director