

April 28, 2020

Dear Residents,

Mather Place has had no new resident or employee COVID-19 cases in the last 17 days.

We are looking forward to starting **our fresh air plan on Monday, May 4**, provided there are no new COVID-19 cases at Mather Place. At this time, this is for residents only and due to our no visitor policy, no family members may join at this time. If you haven't already, please call Concierge at (847) 256.9300 to reserve your preferred time much like making dinner reservations. Time slots are first come first serve.

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

If you have an **essential medical appointment**, please contact Gretchen Boscarino at (847) 256.9555 or Katrina O'Neill at (847) 256.9550 to make transportation arrangements. We will drive residents to essential medical appointments using our passenger bus using this process:

- 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.

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. **Newer symptoms recently added include: headache, chills, and muscle pain.** Please note that pink eye, eye pain, or vertigo, as well as discoloration of the toes may also be COVID-19 symptoms.

We know that this is a challenging time and we continue to do well-being checks: Our team will reach out by phone to connect with you. We also encourage you to connect with family and friends by phone or FaceTime.

For questions, please call (847) 256.9585 or mail bewell@matherplacewilmette.com.

If you have questions regarding work orders, mail or package deliveries, or other general community-related questions, please contact Concierge at (847) 256.9300.

Thank you for your patience and cooperation! We are in this together!

Sincerely,

Katrina O'Neill
Executive Director