

May 6, 2020

Dear Residents and Family Members,

Since we last communicated with you on Monday, May 5, we have a brief update as well as answers to some frequently asked questions, including protocols in place for employees and caregivers.

We received notice last evening that an employee of Mather Place in Wilmette has a **confirmed positive case** of the Coronavirus disease (COVID-19). The employee is resting at home and is in quarantine for 14 days. We wish the employee a speedy recovery.

Mather Place is interviewing this individual to determine if he/she was in close contact with residents and/or employees (meaning within 6 feet of anyone for more than 10 minutes). We do not believe the employee was in proximity to residents, since residents have been in their apartment homes since March 29, except for essential medical appointments and the new fresh air plan (started May 4) that provides residents a way to enjoy going outdoors.

**Mather Place continues to implement strong infection control and sanitation protocols to minimize the spread of the virus.**

1. Residents should remain in their apartment homes—with the only exception being to attend an essential medical appointment or to go outside during your scheduled time for fresh air.
2. We encourage you to continue to self-monitor your own temperature. For those who requested a Mather Place team member to take your temperature, we will continue to do so.
3. Mail, meals, and groceries from Mather Market will continue to be delivered directly to you.
4. Limited housekeeping services will continue unless you have opted out.
  - a. Mather Place staff that enter your apartment home will wear personal protective equipment (PPE) and the resident must wear a cloth face mask.
5. All employees and caregivers are being health-screened twice per 8-hour shift, including a temperature check.
6. Anyone entering the community is required to wear a mask.
7. High-touch areas within the community are cleaned and disinfected every 2-4 hours during daytime.
  - a. The housekeeping team focuses extensively on common touchpoints such as: doorknobs and door handles, door push bars, light switches and cover plates, telephones, reception desks and reception area furniture, elevator call buttons and cover plates, refrigerator door handles, microwave buttons, employee breakroom tables and countertops, filing cabinet handles, stair and ramp hand railings, vending machine buttons, paper towel dispensers, soap dispensers, toilet seat and urinal flush handles, restroom door partition door handles,

workstation and office desktops, drawer pulls, keyboards and mouse, and office equipment.

While Mather Place has taken measures to limit outside exposure, including a no-visitor policy, and has discontinued all non-emergency work with outside vendors, there are circumstances in which we are not in complete isolation. Some residents still need to go to critical and essential medical appointments; have private home health care in their apartment home; or in other situations emergency medical personnel may have to enter the building and apartment homes in emergencies.

**In addition to the measures mentioned, Mather Place has been working closely with Custom Home Care and their caregiver team.** All caregivers wear masks and are being health-screened twice per 8-hour shift, including a temperature check.

Some additional measures include:

- Custom Home Care agreeing to provide caregivers for Mather Place residents that do not work for others outside of Mather.
- Mather Place requested Custom Home Health to encourage families that employ live-in caregivers to agree to having caregivers work 7 days on and 7 days off to reduce the back and forth from the caregiver's private home. Some families agreed to do so.
- Similar to Mather Place infection control training, Custom Home Care provides training to their caregivers on infection control, proper social distancing, hand washing, and proper wearing of masks and other personal protective equipment (PPE) when necessary.

We can't emphasize how much we appreciate each of you taking steps to protect your health and for being committed to each other and our employees.

**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

#### **COVID-19 SYMPTOMS:**

If you are experiencing any of the following symptoms, you should contact your physician for guidance, stay in your home, and notify the Concierge at (847) 256.9300. 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.