

June 12, 2020

Dear Residents and Family Members,

**We are pleased to share that Mather Place has no new resident or employee COVID-19 cases to report.**

We appreciate the vigilance that residents and team members have demonstrated in practicing strong infection control practices, including hand hygiene, maintaining physical distance of 6 feet or more, and wearing a cloth face mask in public. Your efforts are tremendously appreciated, and they are working to minimize the spread of the virus. Please understand that while we have implemented strong infection control protocols, it is difficult to eliminate all outside exposure. A number of residents must leave the community for essential medical appointments, need private caregiver support, or have emergency medical personnel in the community.

An interdisciplinary task force of Mather senior leadership meets regularly to implement proactive steps to prevent the spread of COVID-19 within our community and make decisions regarding tightening or easing of restrictions. This group closely monitors the Centers for Disease Control's (CDC's) and local health department guidelines for communities like Mather Place. The decisions made to keep residents and employees safe are consistent with actions taken at communities across the country.

As mentioned in last week's communication, Mather developed a monitoring tool that helps track key internal and external factors such as

- resident and employee compliance with protocols like wearing masks, handwashing, and physical distancing
- resident and employee COVID-19 symptoms or positive cases
- infection rates for the State of Illinois and surrounding area
- infection rates at other senior living communities in surrounding areas
- other internal and external factors

Based on our review, and continuation of strong infection control and safety practices by both residents and employees, we are moving slowly into the next phase, which includes easing some restrictions.

### **VISITS FROM FAMILY MEMBERS**

We know how important it is to see family and how much you miss them. Starting **Monday, June 15**, we will implement a plan to provide family members an opportunity to visit in our outdoor spaces.

Please note the following process to facilitate a safe visit for you and family members:

- **Schedule a time for an outdoor-only visit.** 45-minute visits will be scheduled on a first-come, first-served basis for Monday through Saturday between 8:30 a.m. and

4:00 p.m. and Sunday 8:30 a.m. to 2:00 p.m. *We have enough time slots to accommodate all residents.*

- **Call for an appointment.** All visitors must make an appointment by calling the Concierge at (847) 256.9300. Reservations can be made starting today.
- **Two visitors per resident.** Each visit is limited to two family members or guests per resident. Visitors should be at least 4 years old.
- **Outdoor location.** Visits will take place outdoors on Burnham's Patio. Visitors and residents must enter through the outside gate near the south parking garage. A Mather Place team member will be available to help direct guests to the patio.
  - We hope for clear weather days. Unfortunately, in the event of bad weather or rain, visitors will not have access to the community at this time and will need to reschedule their visit.
- **Safe practices for socializing:**
  - **Masks and physical distancing.** Masks are required for everyone, and you must maintain a distance of 6 feet.
  - For everyone's protection, including safe practices of mask wearing continuously throughout your visit, please don't eat or drink while together.
  - **Family and guest visits are currently available only by appointment, outdoors on Burnham's Patio. Visits are not allowed in any other area of the community, including the parking lot, benches, and seating in front of the community.**

### **INDOOR & OUTDOOR AREAS FOR RESIDENT VISITING**

We know how much you have missed visiting with your resident neighbors. We are pleased to offer opportunities for you to socialize with other residents of Mather Place.

**Gather indoors in the following areas, or outdoors, in groups of no more than 10 residents,** using proper physical distancing and wearing a mask:

- **Indoor Community Spaces:** Patent's Place, The Gateway Gallery, the Gazebo, and a section of The Fairfield Room from 8:30 a.m. to 6:00 p.m.
- **Outdoor Areas:** Courtyards

Please note the following while in community areas:

- While we will be disinfecting the above areas approximately every two hours during the day, we ask that you use the supplied cleaning supplies to self-clean chairs and tables before and after use.
- We ask you to avoid visiting residents inside apartment homes to protect one another.
- Please do not use the public restrooms on the first floor unless it's an emergency.

### **SALON – OPENING SOON**

- We are pleased to be reopening the Salon for appointments starting **Wednesday, June 17.**
- Appointments are required and times will be staggered to facilitate necessary physical distancing and sanitation.

- **We will begin accepting appointments on Tuesday, June 16. Please call (847) 256.9580.**
- The stylist will be health screened including a temperature check, will be wearing face masks and gloves during the appointments, and will be diligent with handwashing and sanitizing between residents.
- Residents should wear masks, wash hands before and after appointments, and avoid touching their face.
- The salon is open to help ensure your safety. Please take advantage of this resource, and do not visit a salon outside Mather Place. The local salons have been open less than two weeks, and there have been some reports that adherence to infection control protocols are inconsistent.

### **CURRENT OPPORTUNITIES**

- **Residents can walk around the property at will.** Please stay on your own floor (if you prefer to walk inside) or on the community grounds. A mask must be worn at all times, and you must maintain a physical distance of six feet from others.
- **Residents may enjoy the courtyard.** A mask must be worn at all times, and you must maintain a physical distance of six feet from others.
- **Please take care in elevators.** We ask that only one person, one person with one caregiver, or a couple use the elevator at a time.
- **Residents may drive themselves** to medical appointments or take their vehicle out for a drive. We ask that you not enter any type of business or go in anyone's home, and that you let Katrina or Gretchen know in advance if you're leaving.
- **The Wellness Nurse's office is open by appointment only.** No walk-ins are allowed. To schedule, please call Liseth at (847) 256.9582.

**All other community spaces, including Get Fit, the pool, Palettes art studio, Generations, the library, Possibilities I, and the restaurants remain closed.**

#### **Laundry Rooms will remain closed.**

For emergency needs, please make an appointment by calling Concierge at (847) 256.9300.

**Plans are underway to open additional amenities in the near future, providing our monitoring tool indicates it is appropriate to do so. We will continue to use our monitoring tool to further evaluate further ease of restrictions and/or tightening based on information available to us.**

Mather continues to practice strong infection control to minimize the spread of the virus. Our practices and protocols allow us to control our environment within Mather Place and

help to protect both residents and team members from being exposed to the virus. When you leave the community or have visitors, you put yourself at risk and, in turn the health of others as asymptomatic people can unknowingly spread the virus.

While easing these restrictions, this is still unsettling time for all of us. We appreciate your support and your commitment to safety. Please continue to practice physical distancing, proper hand hygiene, and wearing a mask while in public.

The health and well-being of residents and staff continues to be our top priority. We're grateful for your partnership in following current protocols to help keep us safe. Thank you!

**For specific assistance, please contact the following areas directly:**

- For work orders, package delivery, and mail, please call (847) 256.9300.
- For any Culinary and menu questions, please call (847) 256.9572.
- For Mather Market questions, please call (847) 256.9394.

**For general questions, email [bevell@matherplacewilmette.com](mailto:bevell@matherplacewilmette.com).**

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 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.