

June 22, 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 have had no cases reported since June 4.

Thank you for your commitment to practicing strong infection control throughout our community, including hand hygiene, maintaining physical distance of 6 feet or more, and wearing a face mask in public. These practices help protect our fellow residents and team members and minimize the spread of the virus. We are adapting to our new normal and are pleased to share some additional ease of restrictions. It certainly feels good!

Here are this week's updates:

AL FRESCO DINING COMING SOON!

Look for internal announcements about our al fresco restaurant opening soon.

LAUNDRY SERVICES:

Laundry rooms may be used by contacting the Concierge at (847) 256.9300 to make an appointment. By scheduling an appointment, you can be assured that Mather Place Housekeeping will disinfect the Laundry room before your scheduled time.

If you wish to use the Laundry without scheduling an appointment, we ask that you follow the instructions below:

- Laundry rooms may be used with an appointment between 3:00-10:00 p.m.
- Residents must use the disinfectant wipes to clean handles, machine controls, and other surfaces touched.
- Residents must wash their hands before and immediately after using the Laundry Room.

VISITS FROM FAMILY MEMBERS CONTINUE

We will continue our family member visits outdoors on Burnham's Patio. We appreciate everyone's efforts to work with us on facilitating visits in a safe manner for you and family members.

Couple reminders:

- **Schedule a time for an outdoor-only visit.** 45-minute visits will be scheduled Monday through Saturday between 8:30 a.m. and 4:00 p.m. and Sunday 8:30 a.m. to 2:00 p.m.
- **Call for an appointment.** All visitors must make an appointment by calling the Concierge at (847) 256.9300.

- **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.**

As restrictions have begun to ease or lift, **we will begin communicating every other week vs weekly, provided there are no immediate needs.** Easing and tightening of restrictions will be based on data from internal and external factors. If we should see a rise in positive cases or a lapse in compliance with protocols, for example, these relaxation steps may change.

Please make the most of the June weather and continue to enjoy walking and visiting with residents and family members safely outdoors. Thank you for your help in supporting the health and well-being of residents and staff.

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 bewell@matherplacewilmette.com.

Sincerely,

Katrina O'Neill
Executive Director

PS: Please note that this letter is being shared with all residents' current emergency contacts.

PROTECT YOURSELF AND OTHERS:

- **Maintain physical distancing.** Keep at least 6 feet of space between yourself and others.
- **Adhere to face covering requirements.** Keeping your nose and mouth covered around the community and on the grounds.
- **Wash your hands often.** Use soap and water for at least 20 seconds or an alcohol-based sanitizer.
- **Cover your cough or sneeze with a tissue.** Discard the tissue in the trash and wash your hands.
- **Stay home when you are sick.** Prevent spreading illness to others.

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.

