

June 5, 2020

Dear Residents and Family Members,

We received notice yesterday, June 4, that a resident of Mather Place in Wilmette has a **confirmed positive case** of the Coronavirus disease (Covid-19), as reported by a family member.

- The resident with the confirmed case is receiving care at Glenbrook Hospital and is taking guidance from their physician.
- We will be reporting this information to the Illinois Department of Public Health (IDPH) and Cook County Department of Health. Mather will be interviewing the resident/family and other individuals who may have come in contact with the resident.
- We have contracted with a national organization to sanitize and do a deep clean of high-touch areas, as well as the resident's apartment home.

Mather Place continues to implement strong infection control and sanitation protocols to minimize the spread of the virus. We know how diligent you have been and we're thankful for your care and concern for fellow residents and employees. Please, keep it up! Here are some important reminders:

- **Practice physical distancing, staying 6 feet or more away from others**
- **Wear your mask, indoors and out.**
- **Practice good hand hygiene, washing hands for 20 seconds or more before leaving your apartment and for 20 seconds upon returning.**
- **Please do not congregate around the Concierge desk.**
- Please understand that while you are free to enjoy fresh air outside and drive to essential medical appointments outside the community, **we ask that you refrain from entering businesses (including salons, restaurants, and stores) or people's homes.** These restrictions are in place to minimize risks for you and your fellow residents, as they help minimize your exposure.

#### **IMPORTANT NOTE ON FUTURE DECISIONS**

Mather will monitor internal and external factors in making decisions for easing or tightening restrictions within Mather Place. Mather will monitor such things as

- resident and employee compliance with protocols, including use of masks, handwashing, and social distancing
- resident and employee COVID-19 symptoms or positive cases
- other internal and external factors

#### **AGAIN, THANK YOU!**

We understand this has been a challenging time. Your ongoing support and commitment to practicing physical distancing, proper hand hygiene, and wearing a mask are essential to help to 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

## CURRENT STATUS

- **Residents can walk around the property at will**, with no scheduling necessary. Please stay on your own floor (if you prefer to stay 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. We ask that only one person, one person with one caregiver, or a couple are allowed in 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 will be open by appointment only.** No walk-ins will be allowed. To schedule, please call Liseth at (847) 256.9582.

**Get Fit, the pool, Palettes art studio, Generations, the library, Possibilities I, and the restaurants remain closed.**

## 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.