

July 9, 2020

Dear Residents and Family Members,

We have no new cases of the Coronavirus disease (COVID-19) at Mather Place.

As more and more states begin to open up and ease restrictions, we are aware of the dramatic spike in cases in many states. While we are pleased to be easing restrictions and with our progress at Mather Place, now even more than ever, we cannot relax our requirements. Using the Centers for Disease Control (CDC) guidelines, as well as requirements by the State of Illinois, we continue to educate employees and residents on the requirements for minimizing the spread of the virus at Mather Place.

We understand this is a trying time for residents and families and we thank those who are following the guidelines, including physical distancing of 6 feet or more and our **requirement of wearing a mask at Mather Place**. Unfortunately, we are experiencing situations where residents and family members are not complying with these measures. We are all in this together, and the health and safety of both our employees and residents is our top priority. **We must partner and follow the CDC and State of Illinois guidelines to minimize the spread of the virus. This means all of us! Employees, residents, and family members.**

IMPORTANT:

- **Face masks or face coverings are required by Mather Place and the State of Illinois. This applies to all residents, staff, caregivers, and visitors. Face masks should fully cover your nose, mouth, and chin.**
 - Face coverings or a mask are a requirement when outside of your apartment home.
 - Face coverings or a mask are a requirement when a Mather employee enters your apartment home. If you are unwilling to comply, we will not enter your home.
 - Residents should be wearing a face mask and be in a different room.
 - The employee will also be wearing a face mask.
- **Maintain physical distancing. Keep at least 6 feet of space between yourself and other residents, staff, and family members.** The furniture at Mather Place has been spaced for physical distancing. Please do not move the furniture.
- **Wash your hands often.** Use soap and water for at least 20 seconds or an alcohol-based sanitizer. Wash your hands before you leave your home and upon your return.
- **Burnham's Patio Visits with Family: While we are celebrating the success of outdoor family visits, several requirements remain in effect:**

- **Family visits are by appointment on Burnham's Patio only.** We are able to accommodate everyone by appointment. This allows us to clean and sanitize spaces between visits. If you have an appointment and cannot make it, please call us to cancel so that we can open the spot to others.
 - **Please note: The benches in front of the building or chairs under the portico are for resident use only.** Family member visits are designated to Burnham's Patio only.
- **Bringing in food is not allowed, as eating requires the removal of masks.**
- **Walks around Neighborhood: Residents and family members may walk together around the neighborhood, but not on Mather Place grounds. While on your walk, all individuals should wear masks or face coverings. Entering any business or visiting inside a private home is not allowed at this time.**
- **Approved Businesses That Residents Can Visit:**
 - Trader Joe's and Jewel in Wilmette during designated older adult hours and Walgreens when they open in the morning.
 - Visits to outside hair and nail salons and other business are not approved.
- **Hair Appointments: Cotton Spa**
 - **For a hair and nail appointment, please call: (847) 256.9580.**

We understand that this is a challenging time. Truly, our efforts are centered around the health and well-being of residents, employees, and family members. In order to move forward with additional easing of restrictions, we all must be compliant with wearing a mask or face covering and practicing physical distancing. These two measures are key indicators that are reviewed regularly and are considered when planning to ease further restrictions. In order for us to move forward, not backward, residents and family members must be compliant with our requirements. **Everyone needs to participate in keeping us safe.**

Thank you for your cooperation. Stay safe, and be well.

Sincerely,

Katrina O'Neill
Executive Director

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

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.

