

March 17, 2020

As a result of new information regarding COVID-19, and a confirmed case at Three Crowns Park, a senior living community in Evanston, The Mather must take extraordinary proactive steps to ensure we keep our Community safe and well. Other senior living communities across the nation are initiating similar measures.

We understand that these limitations may be challenging, but please know they are necessary. We will continue to communicate new information regularly and look for ways to offer “virtual” programs and activities to you in your apartments through the phone or our inhouse TV channel 1901 and channel 1902 for daily movies.

- **No residents should leave the Community, other than emergency medical situations. Please cancel any scheduled appointments that you currently have or plans to leave the Community for other reasons.**
 - Residents that choose to leave the Community and stay with family or friends will be asked not to return for the foreseeable future. Please notify Concierge if this is your plan. Please leave us your cell phone number and email address so we can communicate changes at The Mather as they occur.
 - If you choose to leave for reasons, other than medical emergencies, you are doing so with the understanding that we may not allow you back into The Mather or require that you self-quarantine in your apartment for a period of 14 days.
- **Residents should stay in their apartments until further notice.**
 - Residents are permitted to walk outside for exercise and fresh air.
 - Residents may retrieve their mail.
 - Residents may take their pets out for a walk.
- **When leaving your apartment, please take extra precautions.**
 - Do not enter an elevator with other people.
 - Take turns retrieving mail to ensure at least 6 feet of distance between persons.
 - Maintain distance between other residents and employees when walking through the amenity areas and outside for fresh air.
- **All services/programs/living spaces provided in the community areas are closed for use. This includes living rooms, fitness center, swimming pool, arts room, restaurants, library, etc.**
- **Emergency work orders will be addressed, relating to resident safety, with non-emergency issues to be scheduled for a future date.**
- **Transportation services are suspended. Exceptions include transportation for necessary medical services such as dialysis and wound clinic appointments.**
- **Valet service has been suspended.**
- **We are modifying the housekeeping services and more information to come.**
- **We are working on providing you resources on how to have food and other necessary supplies delivered.**
- **If family members wish to bring groceries and other supplies to you, they may call our Concierge (847) 492.5000 and drop supplies off at our front entrances. One of our team members will deliver to your apartment.**

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