

March 27, 2020

Dear Residents,

We wanted to provide you an update on what Mather has been doing to continue our efforts to keep residents and employees healthy and safe. Please be assured we have been working diligently to minimize exposure of COVID-19 to residents and employees, while at the same time implementing steps to respond to this global outbreak.

First, we have no known cases of COVID-19 at The Mather. An interdisciplinary task force of Mather senior leadership meets daily to implement proactive, decisive actions to help prevent the spread of COVID-19 within our senior living residences and to discuss new protocols, policies, and procedures for implementation if the need arises. This group closely monitors the Center for Disease Control's (CDC's) recommendations, as well as those from state and local health agencies.

We continue to need your help and support. We understand that some of the limitations Mather has implemented may be challenging—please know they are necessary in not only helping to protect you, but everyone who lives and works at The Mather.

- **Due to the rise in positive cases in Evanston**, we insist that if you want to take a walk and enjoy some fresh air and sunshine that you do so in **our private garden areas only** and do not congregate together. If you have a dog, your dog is welcome to be in the garden spaces as well.
- **We ask that all residents continue to remain in your apartment homes.** Please do not leave the grounds for any other reason than an essential medical appointment which has been confirmed by The Mather.
- **No visitors are allowed until further notice.** At this time, we continue to have a strict no-visitor policy to help prevent the spread of the virus. We will not permit visitors to enter the community, with the exception of medical personnel.
- **Practice social distancing**, and good hand hygiene by washing your hands frequently for 20 or more seconds.
- Please remember if you are experiencing a cough, fever, sore throat, or shortness of breath, to contact your personal physician for guidance and remain in your home. Additionally, loss of taste or smell has been identified as a possible symptom of COVID-19, which may appear prior to other symptoms developing. After talking with your physician, please notify Concierge at (847) 492.5000.

We know that daily routines have been interrupted, and we ask for your patience during this unprecedented time and as we modify services to serve you in a safe manner. In addition to daily meal delivery, we recently implemented the following:



- **We have introduced a Mather Market**, which has essential food and sundries for sale. You can email your order to market@thematherevanston.com or submit your order when your meal is delivered. Orders will be delivered directly to you on Wednesdays and Fridays by a Mather team member.
- **Daily Check-In System:** Residents have been added to the daily check-in system. Please push the red checkmark in your bathroom between 5:00 a.m. and 10:00 a.m. every day. If you forget, our team will reach out by phone to connect you. We also encourage you to connect with family and friends by phone or FaceTime.
- **Channel 1901 continues to be the place to enjoy fitness classes, weekday updates at 10:00 a.m., and other virtual programming.**

Thank you for your continued support during this time. The health and well-being of our entire community and each of you is our top priority. If you have questions, please call (847) 492.4646 or email bewell@thematherevanston.com.

Regards,

Deann L. Daniel
Executive Director

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