

April 22, 2020

Dear Residents,

We wanted to inform you that we learned on April 22, 2020, that an employee of The Mather Life Centre has a confirmed case of the Coronavirus disease (COVID-19). This afternoon we spoke with the employee, who confirmed the positive results. While you may have questions about the employee's well-being, we know you understand we must honor the individual's confidentiality and cannot provide specific information. The employee is recovering at home and will be quarantined for 14 days. We wish this team member a speedy recovery.

I know this is not news any of us wanted to receive. Upon receiving the report, The Mather responded immediately to begin to notify employees, residents and family members. The Mather has also reported the case to the Evanston Health and Human Services Department and Illinois Department of Public Health. **It is our understanding that the Evanston Health and Human Services Department will conduct trace mapping and will contact people who are identified as having had close contact with this person.**

What happens next?

- We have contracted with a national company to sanitize and do a deep clean of high touch areas in The Mather Life Centre. This in-depth process provided by outside professionals helps us focus on our ongoing operations and cleaning of resident suites.
- We are increasing the frequency of health screenings and temperature checks for employees and residents within The Mather Life Centre.
  - If a resident of the Life Centre exhibits symptoms, we will promptly notify their physician and family member.

The Mather has been following the guidelines from the Centers for Disease Control (CDC) for infection control, including:

- All employees at The Mather wearing masks.
- Kitchen staff washing their hands before putting on gloves to prepare food.
- Housekeeping staff frequently disinfecting commonly touched surfaces.
- Using a special sanitizing spray gun in our Culinary Experience Center that is effective in killing Coronavirus-type viruses.
- Practicing social/physical distancing (at least six feet from another person).
- Strict no visitor policy with the exception of essential medical personnel.

In addition to these measures, we will also follow the lead of the state and local health departments to minimize the spread of the virus. The Mather, along with an



interdisciplinary task force of Mather senior leadership, continues to purposely plan, prepare, and implement actions to help prevent the spread of COVID-19, as necessary based on guidance from the CDC and recommendations from our Medical Director.

We encourage you to continue to protect yourself and others by practicing “physical distancing” (no closer than 6 feet away for no more than 10 minutes); good hand hygiene by washing your hands frequently for 20 or more seconds; and wearing masks that cover your mouth and nose when you are out in public for essential medical appointments, in common areas such as elevators and corridors, or in our private garden areas.

**Please remember if you are experiencing any of the following symptoms, please contact your physician for guidance, stay in your home, and notify the Concierge.** Symptoms include: a loss of taste or smell, cough, fever, sore throat, shortness of breath, and gastrointestinal issues such as diarrhea, nausea, or vomiting. Please note that pink eye, eye pain, or vertigo *may* also be COVID-19 symptoms.

Thank you for your continued support during this time. The health and well-being of our entire community is our top priority.

We will continue to keep you informed. Should you have any questions about The Mather Life Centre, please contact, Niquitta Berry, Life Centre Administrator, at (847) 492.7582 or [nberry@thematherevanston.com](mailto:nberry@thematherevanston.com), or Phyllis Terpo, Director of Nursing at (847) 492.4639 or [pterpo@thematherevanston.com](mailto:pterpo@thematherevanston.com).

For general questions, please call (847) 492.4651 or email [bewell@thematherevanston.com](mailto:bewell@thematherevanston.com).

Take care and stay well.

Sincerely,

Deann Daniel  
Executive Director

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