

April 23, 2020

Dear Residents,

We have been advised today, April 23, 2020 that a resident of The Mather Life Centre has a confirmed positive case of the Coronavirus disease (COVID-19). The resident is receiving care within the Life Centre and is taking guidance from their physician. We wish this resident a speedy recovery.

**Since the news of our first confirmed employee COVID-19 case on April 22, 2020, we have:**

- Had a national company perform deep cleaning and sanitizing of high touch areas in Life Centre. They also cleaned corridors in the Life Centre, the Life Centre employee break area, public restrooms, and the main employee entrance.
- Increased the frequency of health screenings and temperature checks for employees and residents within Life Centre.

### **The Mather Life Centre: Questions and Answers**

**Q: How will I know if I have been in contact with a confirmed COVID-19 case?**

A: 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.

**Q: How are you monitoring symptoms?**

A: Residents are being monitored for vital signs, breathing status, and oxygen levels. If there is a change in symptoms, we will promptly notify the resident's physician and family member and follow the physician's guidance for testing.

**Q: Do you have an isolation wing?**

A: Yes. We have established a "negative pressure" isolation wing which is physically separated from other suites in the Life Centre. Additionally, all employees who provide care in the Life Centre wear personal protective equipment (PPE) including a mask, gloves, goggles or a shield, and a gown.

### **General Questions:**

**Q: There continues to be new information about COVID-19, including potential symptoms. What symptoms should I be self-monitoring?**

A: Symptoms may 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, as well as discoloration of the toes** may also be COVID-19 symptoms. If you experience any of these symptoms, please immediately reach out to your physician regarding your condition.



**Q: Will you do community-wide testing?**

A: At this time, testing requires a physician's order. We continue to coordinate with our local public health department and follow guidance from the Centers for Disease Control and Illinois Department of Public Health to monitor and implement best practices. We remain vigilant in physical distancing, use of masks, handwashing, and practicing other infection control protocols.

**Q: When will housekeeping resume?**

A: Limited housekeeping services will begin in independent living apartment homes on Monday, April 27. Residents will have the option to opt out, if desired, by contacting the Housekeeping team at (847) 492.4638. The Housekeeping team member will wear personal protective equipment (PPE) including a mask, gloves, goggles or a shield, and a gown. We request residents wear a mask during the cleaning visit and be in a different room to provide physical distancing.

In addition to the measures we have put in place, we will also follow the lead of the state and local health departments, the CDC, and recommendations from our Medical Director. **It is also important to note, Mary Leary, CEO and President of Mather, was appointed by the Mayor of Evanston to serve on a citywide COVID-19 Task Force and lead an Evanston Senior Living/Congregate Housing COVID-19 Working Group.** These efforts have provided access to information, connections, and initiatives, focused on helping mitigate and manage the spread of COVID-19. State and local epidemiologists and infectious disease consultants participate and share best practices. This has provided Mather's interdisciplinary task force with valuable insights and information.

We continue to be steadfast in our support of you and our team members during this unprecedented time as we remain focused on keeping you healthy and well. We thank you for your continued support.

Continue to protect yourself 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.

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 resident's current emergency contacts.