

May 8, 2020

Dear Residents,

We understand your concerns and wanted to answer some of your questions, as well as provide an update in follow-up to our last communication on May 4, 2020.

The good news is we have no new resident or employee cases of the Coronavirus disease (COVID-19).

As we all know, information on COVID-19 is constantly changing with new scientific insights on the virus, testing, and potential treatments, as well as current shelter in place orders. Our team continues to flex, with new updates from the Centers for Disease Control (CDC), the Illinois Department of Public Health (IDPH), and Evanston Health and Human Services.

With that in mind, we want to update you on testing first.

COVID-19 Testing:

In addition to continuing strong infection control protocols, we are starting our testing with residents and employees of the Life Centre. Based on limited resources and supplies, the state and many hospital systems are continuing to prioritize tests for those with symptoms.

The Mather Life Centre Testing Update:

- **We have secured testing for the Life Centre, and we anticipate that on Tuesday, May 12, testing will be administered to residents residing in the Life Centre, including Assisted Living, Memory Support, and Skilled Nursing. Medicare will be billed for this test.**
- **We anticipate testing employees who work in the Life Centre, starting the week of May 18.**
- **As CDC and IDPH have stated, we know that any time we increase testing, there will be more positive cases of COVID-19.**

Independent Living Resident Testing or Option to Provide if Resident Requests Testing:

At this time, we do not plan to test residents in Independent Living, as there are no active cases and availability of tests is limited.

We are seeking to source test kits and will make available to residents on an optional basis, who will be able to pay for a test upon request.

Response Plan in the Event of a Detected Positive COVID-19 Case among Independent Living Residents or Staff

- **The Mather has developed response plans if a resident in Independent Living is diagnosed with COVID-19. The response plans are subject to physician guidance, hospital discharge plans if applicable, and the wellness nurse's assessment. This assessment includes severity**

of symptoms and resident's needs for help with activities of daily living (ADLs).

- The Mather follows guidance from the Center for Disease Control and Illinois Department of Health for employees who test positive or exhibit COVID-19 symptoms. Employees must be free of symptoms, defined as resolution of fever without the use of fever-reducing medications and improvement in respiratory symptoms (e.g., cough, shortness of breath), for at least 72 hours and at least 10 days after the first indication of symptoms prior to returning to work.

The Mather Life Centre Isolation Area

The protocol applicable to (i) staffing the negative pressure COVID-19 unit and (ii) the movement of the professional nursing staff

The negative pressure COVID-19 area includes six suites and is currently staffed by one nurse and one certified nursing assistant. The Mather is evaluating options to expand the isolation wing to accommodate more suites if necessary. If we have more positive cases than suites in the designated isolation area, we will seek to expand the isolation area. There are currently three residents in the isolation wing.

Staff may have resident care assignments outside of this wing. If this is the case, staff utilize separate personal protective equipment between the two areas.

Temperature Screening

- Employees who work in the Life Centre go through a health screening upon arrival to work and are screened for temperatures upon arrival at work. Residents are monitored for symptoms and are screened for temperatures approximately every four hours.
- Employees working in Independent Living are health screened and their temperature is taken upon arriving to work.
- Residents in Independent Living are encouraged by Mather leadership to take their own temperatures daily and notify their primary care physician if they are experiencing COVID-19 symptoms as well as the Concierge at The Mather.

Infection Control Measures:

The Mather continues to implement strong infection control and sanitation protocols to minimize the spread of the virus.

The deep cleaning measures that are in place, particularly in high-tough areas

- **Community Cleaning:** The housekeeping team focuses extensively on common touchpoints such as: doorknobs and door handles, door push bars, light switches and cover plates, telephones, reception desks and reception area furniture, elevator call buttons and cover plates, refrigerator door handles, microwave buttons, employee breakroom tables and countertops, filing cabinet handles, stair and ramp hand railings, vending machine buttons, paper towel dispensers, soap dispensers, toilet seat and urinal flush handles, restroom door partition door handles, workstation and office desktops, drawer pulls, keyboards and mouse, and office equipment.

- **Life Centre:** There are additional surfaces in the Life Centre that require cleaning such as: wheelchair handles, walkers, headboards, nightstands, and nurse call buttons.
 - In addition to Mather housekeeping services, we have contracted with a national cleaning service which has disinfected common spaces and corridors in the Life Centre twice since the first positive case.

Cleaning Frequency:

- **Life Centre:** The high touch areas of the Life Centre are cleaned and disinfected every two hours during the daytime and every four hours at night.
- **Independent Living:** The high touch areas in Independent Living are cleaned and disinfected every 2-4 hours during daytime hours.

Communication plan to be followed in the event of an outbreak

The Mather has been very proactive and transparent regarding its actions and plans relating to COVID-19 and will continue to update employees, residents, and family members weekly, or each subsequent time a confirmed infection of COVID-19 is identified.

Notifications related to new COVID-19 cases at The Mather will be reported as soon as possible, and within the Illinois Department of Public Health (IDPH) and the Centers for Medicare and Medicaid Services (CMS) guidelines. Note: The guidelines have been updated since The Mather's first reported case and evolve on an ongoing basis.

- A verbal communication shall be provided immediately to the resident, a resident's family or a resident's representative whenever a resident receives confirmation of COVID-19 infection.
- A written notification shall be provided within 12 hours to each resident of The Mather, resident's family, representative, and to all staff members, upon occurrence of a single confirmed infection of COVID-19, or three or more residents or staff with new-onset of respiratory symptoms that occur within 72 hours.
 - A written notification shall be provided to Evanston Health & Human Services (EHH) and IDPH upon the confirmation of COVID-19 infection of a resident or staff member.
 - A notice that indicates a resident or staff member of The Mather has been confirmed with COVID-19 infection has been posted in a conspicuous place at the main entrances of The Mather.
 - A verbal communication shall be provided immediately to a resident's family and a resident's representative whenever The Mather Life Centre receives notice that a resident has died from COVID-19.

The health and well-being of residents and employees at The Mather is our priority.

We continue to monitor guidance from the Evanston Health and Human Services department, Illinois Department of Public Health (IDPH), and the Centers for Disease Control (CDC) and will continue to update you as guidance evolves.

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

Sincerely,

Deann Daniel
Executive Director

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