

June 17, 2020

Dear Residents,

We have no new cases of the Coronavirus disease (COVID-19) at The Mather.

Thank you for your commitment to practicing strong infection control throughout our community, including hand hygiene, maintaining physical distance of 6 feet or more, and wearing a face mask in public. These practices help protect our fellow residents and team members and minimize the spread of the virus. We are adapting to our new normal and are pleased to share some additional ease of restrictions. It certainly feels good!

INDEPENDENT LIVING

OUTDOOR FAMILY VISITS:

We know how important it is to see family and how much you have missed seeing them in person. Starting immediately, residents can visit with family and friends in small groups in designated **outdoor areas**.

- Visiting areas are limited to the South Garden or The Georgian Lounge patio. Total visitors per area will be limited, and use of the spaces will be on a first-come, first-served basis. Furniture will be situated to provide physical distancing.
- You may also walk around the neighborhood with family members while maintaining physical distancing.
- While visiting, all parties must wear face masks and keep a physical distance of 6 feet.
- Visitors are limited to a maximum of 2 people at a time per household.

FULL HOUSEKEEPING SERVICES RESUME:

We have resumed full housekeeping services!

- Housekeeping staff will continue to wear personal protective equipment while working in apartment homes.
- We ask that residents stay in a different room, wearing a face mask, while their apartment is being cleaned or leave their apartment.

GROCERY STORE VISITS:

Residents who are interested in going to local grocery stores are encouraged to visit the following stores during designated hours for older adults:

Whole Foods: Wednesday and Friday from 7:00 to 8:00 a.m.

Jewel: Tuesday and Thursday between 7:00 and 9:00 a.m.

Trader Joe's: Daily from 8:00 to 9:00 a.m.

LOCAL SALONS:

We encourage you to use The Mather salon; however, we understand you may wish to visit your local salon nearby. If you choose to visit an outside salon operator, we ask that you wear a face covering during the entire visit and practice hand washing before and after your visit as well as when you return to The Mather. It is important to be mindful that salons' infection control protocols may be inconsistent.

PHYSICIAN APPOINTMENTS:

In prior communication, we indicated that if you attended an essential medical appointment, that we would ask you to not socialize with others and to self-monitor for 14 days. At this time, assuming you have no symptoms or do not feel ill, you may visit with others. We ask that you be extra vigilant in wearing a mask and physically distancing from others.

AL FRESCO DINING COMING SOON:

Look for internal announcements about our al fresco restaurant opening soon.

THE MATHER LIFE CENTRE

We have implemented a fresh air plan for residents within the Life Centre to enjoy the outdoor gardens and experience the sunshine and fresh air. Residents have really enjoyed themselves!

At this time, visits to The Mather Life Centre are limited to compassionate, end-of-life visits only. All other visits, including non-essential medical personnel or contractors (including beauticians), are restricted. This is in compliance with current guidance from the Centers for Medicare and Medicaid (CMS) as well as the Illinois Department of Public Health (IDPH). We understand this is very difficult for both residents and family members. It is our understanding that IDPH is working on guidance to allow for family visitation in the near future.

As restrictions have begun to ease or lift, we will begin communicating every other week vs weekly, provided there are no immediate needs. Easing and tightening of restrictions will be based on data from internal and external factors. If we should see a rise in positive cases or a lapse in compliance with protocols, for example, these relaxation steps may change.

Please make the most of the June weather and continue to enjoy walking, biking, and visiting with residents and family members safely outdoors. Thank you for your help in supporting the health and well-being of residents and staff.

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.

PROTECT YOURSELF AND OTHERS:

- **Maintain physical distancing.** Keep at least 6 feet of space between yourself and others.
- **Adhere to face covering requirements.** Keeping your nose and mouth covered around the community and on the grounds.
- **Wash your hands often.** Use soap and water for at least 20 seconds or an alcohol-based sanitizer.
- **Cover your cough or sneeze with a tissue.** Discard the tissue in the trash and wash your hands.
- **Stay home when you are sick.** Prevent spreading illness to others.

COVID-19 SYMPTOMS:

If you are experiencing any of the following symptoms, you should contact your physician for guidance, stay in your home, and notify the Concierge at (847) 492.5000. Symptoms include a loss of taste or smell, cough, fever, sore throat, shortness of breath, and gastrointestinal issues such as diarrhea, nausea, or vomiting. Newer symptoms recently added include headache, chills, and muscle pain. Please note that pink eye, eye pain, or vertigo, as well as discoloration of the toes may also be COVID-19 symptoms.