

March 9, 2020

Dear Residents,

Since our previous communication on March 3 regarding the outbreak of the coronavirus disease (COVID-19), we have received several questions from residents and their emergency contacts regarding processes and actions we are taking to limit the possibility of an outbreak in our senior living communities.

These are questions that are likely of interest to all; therefore, we decided to share this information as an FAQ. This situation continues to evolve, and we will continue to update you as appropriate. Most important, if you find yourself not feeling well, please call your physician first and also notify the Concierge.

Please do not hesitate to contact me if you have questions or concerns.

Katrina O'Neill  
Executive Director  
koneill@mather.com  
(847) 256.9550

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



# Frequently Asked Questions

**Q: If a resident is not feeling well, what should they do?**

A: Call your physician, share your specific symptoms, and stay in your apartment. In placing a 911 call, relay the nature of the symptoms to the dispatcher. Once you have notified your physician and/or 911, please also notify the Concierge.

**Q: Are you restricting visitors?**

A: We are asking people with symptoms of illness not to enter our buildings. We encourage these people to connect virtually (by phone, email, or text) instead.

**Q: What is our response if someone has traveled to a location within the past 14 days where COVID-19 exists? Are we restricting entrance?**

A: We ask that people who have traveled to a location within the past 14 days that the CDC has identified with a travel warning advisory of levels 2 and 3 to not enter our buildings. We are also monitoring outbreaks of COVID-19 in US cities/regions and may find it necessary to expand restrictions to these areas as circumstances change.

**Q: How are you monitoring employee travel?**

A: We are encouraging employees as they are planning travel to carefully monitor CDC travel guidelines and advisories as it may impact their ability to come back to the United States and to work. If they travel to a country that the CDC has listed as a level 2 or 3, we will likely ask that they self-quarantine for 14 days before returning to work.

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

A: We have asked employees to stay home if they are sick and we have provided options for employees to use paid time off (PTO).

**Q: How are staff being prepared?**

A: Our staff have been educated on prevention of the spread of infection, processes for managing illnesses, instruction of respiratory hygiene, and hand washing.

**Q: Will the Wellness Center Resource nurse be on duty any additional hours or weekends?**

A: No, hours will not be increased at this time. Please call your physician if you feel ill. Please let know the Concierge know once you have reached out to your physician.

**Q: Do you have hand sanitizer stations at the entrance to the building?**

A: Yes, we have hand sanitizer available in the lobby/Concierge areas and in other locations throughout each community.