



March 30, 2020

Dear Employees,

We wanted to inform you that we learned on March 29, 2020, a resident of Mather Place in Wilmette has a confirmed positive case of the Coronavirus disease (COVID-19), which was confirmed by a family member. I know that this is not news any of us wanted to receive. This is the first known case of COVID-19 connected to Mather Place. The resident with the confirmed case is receiving care at Evanston Hospital and is taking guidance from their physician. We understand there may be questions about the resident's well-being and know you understand we cannot provide specific information. We wish this resident a full recovery and are in contact with the family.

Upon receiving the report yesterday, Mather Place responded immediately to notify residents, family members, and employees, and is using a third-party national provider to deep clean and sanitize high touch areas and the resident's apartment home. This in-depth process provided by outside professionals helps us focus on our ongoing operations while protecting our own housekeeping team. Mather Place has also reported the case to the Illinois Department of Public Health.

Mather Place is implementing additional measures to minimize the spread of this virus. This includes:

1. Residents self-quarantining inside their apartments from today through April 11.
2. Housekeeping services in residents' apartment homes being temporarily suspended.
3. Mather Place implementing daily temperature checks for all residents.
4. Mather Place employees and caregivers being health-screened twice per 8-hour shift.

In addition to the measures we are taking above to minimize any further spread, we will also follow the lead of the state and local health departments. While it is hoped these actions mitigate the spread of the virus, Mather Place leadership has continued to conscientiously plan and prepare to respond to potential further cases.

The health and well-being of residents and staff in our senior living residences is our top priority. An interdisciplinary task force of Mather senior leadership has been meeting daily since February 28, 2020, to implement proactive, decisive actions to help prevent the spread of COVID-19 within our senior living residences and to discuss new protocols, policies, and procedures for implementation if the need arises. This group closely monitors the Center for Disease Control's (CDC's) recommendations, as well as those from state and local health agencies.

Some steps we have taken include:

- restricting all visitors with the exception of essential health care professionals
- requesting all residents to remain in their homes
- screening all employees and essential vendors and health care professionals
- canceling in-person activities and programs
- closing restaurants and amenity spaces

Due to the rise in confirmed cases of COVID-19 across the country, we continue to encourage you to take steps to protect yourself and the older adults with whom you may have contact. Please continue to practice social distancing and good hand hygiene by washing your hands frequently for 20 or more seconds.

Remember to stay home if you are not feeling well. The current protocol from the CDC is to self-monitor for symptoms and not be tested for COVID-19 unless advised by a physician. If you experience symptoms, including a loss of taste or smell, fever, cough or difficulty breathing, please immediately reach out to your physician and notify your manager or your Human Resources representative of your condition.

Please know that we are here for you. We will provide ongoing updates through email and you can receive updates at www.mather.com/team. If you have any questions, please reach out to any of the following task force members: Dave Murlette at dmurlette@mather.com, Michelle Madda at mmadda@mather.com, or Mary Sullivan at msullivan@mather.com.

Thank you and please stay well.



Mary Leary
President and CEO



Mary Sullivan
SVP, Human Resources