



March 3, 2020

Dear Employees,

The outbreak of the coronavirus disease (COVID-19) is an emerging, rapidly evolving situation. This letter outlines preparations that Mather is taking for a possible COVID-19 outbreak at one or more of our locations and what actions you can take personally.

An interdisciplinary task force of Mather senior leadership is taking steps to ensure we are prepared at all our organization's locations. This group is closely monitoring the Center for Disease Control's (CDC's) recommendations, as well as those from state and local health agencies. You may review the latest recommendations from the CDC at [cdc.gov](https://www.cdc.gov).

Infection control and prevention is something our team implements on a daily basis in our senior living communities and Mather's—More Than a Café locations. In addition, the task force is reviewing and adapting location-specific protocols, policies, and procedures for implementation in the event of a coronavirus outbreak at one of our locations or geographic areas, including Community Initiatives, the Tysons office, and Orrington. Additional precautions that Mather is taking include but are not limited to

- updating resident and staff emergency contact numbers so communications can be sent in a timely manner. (Please use the attached form to update your own emergency contact information.)
- maintaining health surveillance practices and watching for symptoms
- increased cleaning and sanitation of high-touch areas throughout locations
- taking inventory of supplies and procuring additional supplies as needed
- posting signs at all entrances to remind people not to enter if they are exhibiting signs of illness
- contacting contracted service providers to remind their employees not to enter our locations if they are exhibiting signs of illness

Here are some things you can personally do:

- Avoid close contact with people who are sick. Avoid touching your eyes, nose, and mouth with unwashed hands.
- Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.
- Wash your work uniforms in hot water, or at least as hot as possible, after every use to help prevent the spread of infection.

- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- When greeting others, nod your head or do an “elbow bump” rather than shake hands.
- Clean and disinfect frequently touched objects and surfaces.
- **Stay home if you are sick or suspect you are becoming sick.**
- **If you call off your scheduled work, tell your manager if you have mild to severe respiratory illness with symptoms of fever, cough, and/or shortness of breath symptoms.**
- Please also tell your manager if you have been exposed to a person with these symptoms or if you have recently traveled outside the United States ASAP.
- If you have any travel plans outside the United States, especially to a country with a severe outbreak, please inform your manager ASAP.
- **Update your contact information** with your manager.
- Complete the attached **Emergency Contact Information form** and return it to Greg Pilafas at Orrington Human Resources to provide phone number or email address at which you can receive communication from Mather in an emergency.

We encourage you to stay home if you are ill. You can use PTO that you have accrued in your bank. **On a temporary basis during this coronavirus situation, Mather is offering the option of borrowing against future PTO in the event that you are ill and do not have enough PTO hours to cover your illness.** Depending upon your health condition and upon receipt of certification by your health care provider, you may be eligible for Extended Illness Bank (EIB) and Short-Term Disability benefits if ill. Please contact Jim Monroe at (847) 492.6804 or Greg Pilafas at (847) 492.6794 if you have questions about EIB and Short-Term Disability.

Mather is well-prepared and focused on helping ensure the safety of employees, residents, and customers. We are adjusting our policies and procedures on a daily basis to protect the health of our employees, residents, and customers. Your safety is a priority.

We are certainly hopeful that this virus will not impact our senior living communities, cafés and neighborhood programs, our Information & Design Centre in Tysons, Virginia, and our Orrington office. It is out of an abundance of caution that we ask everyone to remain vigilant related to the recommendations provided.

Should you have any questions or suggestions, please contact any of the following task force members: Dave Murlette at (847) 492.6753, Michelle Madda at (847) 492.7412, Wayne Langley at (847) 492.6798, or Mary Sullivan at (847) 492.6793.

Thank you and stay well.



Mary Leary  
President and CEO



Mary Sullivan  
SVP, Human Resources

## Contact Information for Emergency Situations

Mather has a service through AT&T to quickly communicate Emergency Situations to employees. For example, if the phones are down at one of our communities, or a severe weather event occurred, we can quickly notify employees through e-mail, text, or voice broadcast with important information and instructions that are relevant to the community. This service is for critical communication, limiting notifications to only what is necessary.

**Please provide a phone number in which to be contacted in case of an emergency situation.**

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| Home phone number (will receive a voicemail message): _____ |
| Mobile phone number (will receive a text message): _____    |
| Email address: _____  |

**Your Name (please print):** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Location:** \_\_\_\_\_

