



March 31, 2020

Dear Employees of Mather,

We wanted to inform you that we learned on March 30, 2020, that an employee of Mather Place in Wilmette has a confirmed case of the Coronavirus disease (COVID-19). This morning we spoke with the employee, who confirmed the positive results. The employee had read the letter we sent on March 29, which mentioned loss of taste and/or smell as an early symptom, and the employee was able to get tested very early. We understand there may be questions about the employee's well-being and know you understand that we cannot provide specific information. The employee is recovering at home and we are reaching out to the individual to provide support.

Upon receiving the report, Mather Place responded immediately to notify residents, family members, and employees. Mather Place has also reported the case to the Illinois Department of Public Health.

We want you to know that prior to the positive test results of this employee, Mather Place had put proactive measures in place per guidance from the Centers for Disease Control (CDC) to minimize the spread of this virus. This includes:

1. Restricting all visitors with the exception of essential health care professionals
2. Closing all restaurants and amenity spaces
3. Ceasing all in-person activities and programs
4. Residents self-quarantining inside their apartments from March 17 through April 11
5. Temporarily suspending housekeeping services in residents' apartment homes
6. Implementing Mather Place daily temperature checks for all residents
7. Conducting health screening of Mather Place employees, caregivers, and necessary health care professionals twice per 8-hour shift
8. Deep cleaning and sanitizing high-touch areas of the community by a national, third-party provider

Mather Place has been following the guidelines from the Centers for Disease Control (CDC) for infection control including the use of gloves and masks. Now that there has been a positive employee case, we will begin implementing a new protocol as follows:

- Any employee who needs to enter a resident's apartment home will wear Personal Protective Equipment (PPE), including a gown/coat (disposable), gloves, and face shield or goggles.
- Kitchen staff will continue to wash their hands before putting on gloves to prepare food.
- Employees who need to touch surfaces that are commonly used, such as elevator buttons, will use their elbows or will sanitize the surfaces before and after touching with a disinfecting wipe.

- Front of the house culinary staff will wash their hands before putting on gloves to pack food bags.
- Housekeeping staff will frequently disinfect commonly touched surfaces.

In addition to the measures above we are taking to minimize spread of the virus, we will also follow the lead of the state and local health departments. Mather Place leadership, along with the Mather Core Team, continues to purposely plan, prepare, and implement proactive, decisive actions to help prevent the spread of COVID-19.

We encourage you to protect yourself, your family members, and others with whom you may have contact by practicing “physical distancing” (no closer than 6 feet away for no more than 10 minutes) and good hand hygiene by washing your hands frequently for 20 or more seconds.

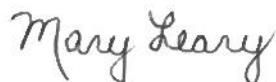
Please stay home if you are not feeling well. The current protocol from the CDC is to self-monitor for symptoms and not be tested for COVID-19 unless advised by a physician. If you experience any symptoms including:

- a loss of taste or smell
- fever
- cough
- difficulty breathing

please immediately reach out to your physician and notify your manager or your Human Resources representative of your condition.

Please know we care about you and are here to support you. We will keep you informed of updates through email and at 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