



September 14, 2020

**Re: Willows Assisted Living &
Reflections Memory Support**

Dear Resident and Families:

As we approach the middle of the month, I am pleased to report that our Willows Assisted Living and Reflections Memory Support neighborhoods remain COVID-19 free. While we continue with our Phase Two programming, we also remain hopeful toward moving into Phase Three in the future. This of course is based on our continued status as a COVID free community and the approval of the Illinois Department of Public Health (IDPH) and the Kane County Health Department. We will keep you apprised of any changes in our status as they become available.

As we move toward a goal of Phase Three, we temper that with our ultimate goal which remains steadfast toward providing the safest environment possible for our residents and families. Your continued support and adherence to the established guidelines is crucial. We continue to invest in personal protective equipment, insuring infection control procedures are enforced for all associates and visitors and weekly universal testing for our healthcare associates. Over the last seven weeks, we have completed over 1,200 COVID tests on associates. I am pleased to report that we have not had a positive case.

Finally, Julie Jug, our life enrichment manager, has developed a new schedule for all our residents. Structured outdoor visits have been incorporated into her calendar as well as, social distancing group activities based on IDPH requisites. We are all looking forward to the increased engagement of residents within the numerous programs Julie has in mind. She can be reached at; Julie.Jug@myFSO.org to assist you with further questions. Also, you can view our website for the most recent COVID updates at: <http://bit.ly/fsogreenfields>.

I would like to express my gratitude again for your commitment during this challenging time as we work collaboratively toward a day when we will be COVID free in our world. Your suggestions and recommendations are always appreciated!

Warmest regards,

A handwritten signature in black ink that reads "Tony".

Anthony Rizzato, Administrator