



August 10, 2020

Re: Willows Assisted Living and Reflections Memory Support

Dear Residents, Families and Associates:

I would like to take time today to clarify a number of inquiries received from residents, families and associates. A majority of these questions revolve around COVID-19, our policies and what can be expected. To that end, please note below our current position:

The Illinois Department of Human Services (IDPH), our licensing authority, mandates how we run the daily operations in our regulated area. These areas include all of the assisted living areas (Willows and Reflections), as well as, the skilled nursing area (Briarwood). IDPH utilizes both local and national data to develop policy. The policy continues to evolve as does the Coronavirus pandemic. As we continue to monitor the positive cases for changes in trends over time, we may adjust our policy and practice accordingly. Our organization, Friendship Senior Options, in conjunction with both of its sites, Friendship Village and GreenFields, provides us with real time information and guidance on where we are positioned in Illinois and our corresponding response to COVID-19.

First, as GreenFields has identified positive cases as a result of our universal testing completed on July 29, 2020, we are precluded from conducting resident visitations at this time. Furthermore, residents are not allowed external visits off the campus except for medical necessity. This will continue until we meet the IDPH requisites outlined in the COVID-19 statewide plan.

<http://dph.illinois.gov/sites/default/files/IDPH%20LTC%20Guidance%20updated%205.7.20.pdf>

Second, while we continue to test here on our campus until we meet the statewide guideline of NO POSTIVE cases for a period of at least four weeks, we will continue to emphasize stringent infection control and safety protocols. We continue to screen residents and associates throughout the day, checking for temperatures and screening for symptoms. Visitation and non-essential outings remain prohibited within both the assisted living and skilled nursing environments.

While I fully understand these requirements may appear restrictive to your regular daily routine, I want to assure you that our emphasis remains on the safety, health and well-being, of all, especially during this time of a worldwide pandemic. There have been occasions when a

structured and supervised outdoor program was held. Presently, all such programs are on hold until further notice.

Finally, it is imperative that we all stay vigilant and abreast of the evolving COVID-19 pandemic. We want to assure you that we share a common goal to alleviate some of the restrictions, however, only when it can be done in a safe manner and consistent with IDPH.

We greatly appreciate your patience and support as we work together. We remain available to you and wish you and your loved one's wellness in the days and weeks ahead. Please continue to check Caremerge for additional COVID updates and other programs we are working on. Should you need access to Caremerge, Julie Jug, Life Enrichment Manager, can be reached at: Julie.Jug@myFSO.org to assist. Also, you can view our website for the most recent COVID updates at; <http://bit.ly/assistedgf>. For any questions or concerns, please contact us at 630-578-6600. Thank you.

Tony

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