



May 15, 2020

Greetings to All:

We hope you are well, and are thankful that we do not have any positive cases of COVID-19 (staff or residents) at this time in any of our facilities. We continue to screen employees every shift, promote handwashing, and continue extensive disinfecting/infection prevention measures in our homes.

Many of you are probably wondering what our next steps will be, and when the current restrictions will begin to be lifted. We know you are anxious, and appreciate your patience as we discuss internally what the best plan is for each of our facilities. When Governor Pritzker's stay at home order ends, we will not be able to immediately lift restrictions on visitors coming into the CILA's, and we will not immediately be able to allow residents to go home for visits. We continue to consider the health and safety of our residents, as well as the regulatory guidance we are under.

Our first step in restoring visits will be outdoor on-site visits at the CILA's with the following parameters, effective 6/1/2020.

- The visit will occur outdoors (or in the garage in the case of inclement weather).
- There must be no physical contact; chairs will be placed by staff for residents and families for appropriate social distancing.
- The visit must be scheduled with the Case Manager (Q). Leigh Mason (309) 229-6926, Mark Baker (309) 291-2232, Joe Ritthaler (309) 635-2525
- Our staff are still instructed to not allow visitor entry, hence the visit must be scheduled by the Case Manager (Q).
- The guardian/family member will be screened outside (temperature taken, series of questions regarding symptoms, and mask required).
- The Case Manager (Q) must be present at the initial visit.
- We appreciate your respect of these boundaries and guidelines for everyone's safety.

Please feel free to contact your loved ones Case Manager (Q) between 8a-4p Monday through Friday if you are interested in scheduling a visit beginning 6/1/2020. We won't be able to accommodate everyone the first week, but will do our best to work with you for a mutually agreeable time. If you care to bring a snack or lunch to sit outside and eat while you visit, it would be well received. In the mean-time and going forward, please continue to utilize SKYPE or FaceTime with your loved one. We will continue to communicate as we know more and when we are able to take additional steps.

Please feel free to call us with questions if you have them. Thank you for your ongoing prayers and support as we work through these times!

Thank you,

Crystal Streitmatter

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