



September 29, 2020

Dear Smith Crossing Family,

It is so wonderful to see residents and their families reunite as they gather together inside our community. We are heartened by our progress and that of Will County in mitigating the spread of COVID-19. Thank you for doing your part.

### ***Indoor visitations***

Our goal is to ensure the maximum number of residents and their families enjoy in-person visits. So at this time, we ask families to schedule only one visit per week between 10am and 7pm.

During this time of a major transition as we carefully reopen Smith Crossing, we require you to follow all safety protocols and practices related to abating COVID-19 as we strive to fairly schedule indoor visitations.

Key among them are that

- Everyone must properly wear a mask, observe social distancing at all times, and follow hand-hygiene and sanitation practices...no matter where you meet...both in common areas and in residents' apartments and villas
- Visitors must follow the new guidelines for indoor visitations including but not limited to
  - Planning only two people from the same household for a single visit
  - Being screened when signing a visitation form at arrival and checking out at the reception desk at the end of a visit
  - Going directly to the designated common area to meet a resident or to a resident's home
  - Not eating or drinking during any visit
  - Reporting any symptoms of COVID-19 experienced within 72 hours of a visit at Smith Crossing
- Smith Crossing requires employees, residents and prospective visitors, who visit hot spots, to self-quarantine for 14 days. Today, four more States—Kentucky, Nevada, Texas and Wyoming—bring to 23 the States and Territories designated by Chicago as hot spots to avoid due to their spike in the number of new cases of COVID-19.

### ***Two-way communication about expectations***

We know that communication is key to a successful expansion of our indoor visitation program that adheres to all the precautions our community takes.

- Will you please join us for a second family meeting via Zoom on Thursday, October 1, at 6pm? We have addressed the technical challenges many people experienced with our first Zoom meeting.

You will see all the instructions for joining Thursday's virtual meeting at the end of this letter. And we will resend those instructions at 2pm on Thursday, October 1, so they land in your inbox for easy access. You only need to click on the link provided and follow the prompts provided.

- There are specific adaptations for our current indoor visitation program based on where a resident lives on our campus. *If you'd like another copy of Saturday's letter detailing—by level of living—our new family visitation policies and systems*, which I emailed to families on Saturday, send a request to [COVID19SmithCrossing@SmithSeniorLiving.org](mailto:COVID19SmithCrossing@SmithSeniorLiving.org). Also contact us with your suggestions and questions via email so we can respond to you.

***Independent living dining room***

Tonight, the dining room reopens at 25 percent capacity to seat residents for dinner. In the same spirit of giving everyone a chance to plan indoor visits, we ask residents to consider signing up for only two or three meals during a week until we are sure everyone can take advantage of the amenity which all of us relish.

***Testing***

All 280 residents and employees tested last week, received negative results. So as of today, only staff members working in our healthcare community will participate in weekly testing for COVID-19. At this time, residents who live in these settings are not required to submit to weekly testing.

***Community***

At Smith Crossing, we clearly value how our shared journey and values that unite us. We are blessed that our community spirit motivates us to move forward together as we rediscover the joys of being our Smith Crossing family.

Gratefully,

*Amanda Mauceri*

Amanda Mauceri  
Executive Director

**Here are instructions for joining our family meeting via Zoom starting at 6pm on Thursday, October 1. For assistance, send an email to [COVID19SmithCrossing@SmithSeniorLiving.org](mailto:COVID19SmithCrossing@SmithSeniorLiving.org).**

**Click on link below to join Zoom meeting**

<https://zoom.us/j/91063521556?pwd=YnEvTVd4SWdrWmV5Yi9sZmxhOXBEUT09>

**If requested:**

Enter Meeting ID: 910 6352 1556  
When prompted enter Passcode: 301999

One tap mobile **or** To direct connect on mobile phone enter  
+13126266799,,91063521556#,,,,,0#,,301999# US (Chicago)  
+13017158592,,91063521556#,,,,,0#,,301999# US (Germantown)

OR dial by your location

- +1 312 626 6799 US (Chicago)
- +1 301 715 8592 US (Germantown)
- +1 929 205 6099 US (New York)
- +1 669 900 6833 US (San Jose)
- +1 253 215 8782 US (Tacoma)
- +1 346 248 7799 US (Houston)

Enter Meeting ID: 910 6352 1556  
When prompted enter Passcode: 301999

Find your local number: <https://zoom.us/j/abWZAuA4vD>