



November 24, 2020

Dear Smith Crossing Family,

As we anticipate a first-of-its-kind Thanksgiving Day for our community, I encourage each of us to pause and reflect about the benefits of having a grateful heart. Numerous researchers have studied how being grateful can improve a person's emotional and physical well-being.

It can brighten the lives of others, too. So please consider jotting down two or three of your experiences since this past March which give you a reason to appreciate your life today, and share them with fellow-residents and staff members who may have played a role.

Based on orders for Thanksgiving Dinner here, your Smith Crossing team is very grateful that most residents are taking seriously Illinois' stay-at-home advisory. To get in the spirit of the day itself, be sure to join our staff members as they put the spotlight on Thanksgiving Day floats they have created. Their parade starts at 10am in Greenleaf Rehab and progresses through all hallways of our healthcare wings. At close to 10:30am, the parade arrives in Community Hall and will be broadcast on Channel 36.

Our Dining Services team has prepared a traditional Thanksgiving Dinner—with a few wonderful flourishes—for all Smith Crossing residents. We will deliver meals to all residents in healthcare settings, and ask independent living residents to place their orders on Thursday, November 26, between 9am and 3pm when they

- Call extension 2317 to place their orders for a traditional Thanksgiving Dinner feast
- Call extension 2316 or stop in the Bistro on Wednesday to order a box dinner, in addition to the feast, that should be picked up on Thanksgiving Day morning in the Bistro
- Pick-up their orders at the Dining Room on Thursday, but request delivery if they prefer
- Transfer this lovely feast to their own china to add to the enjoyment
- See the flyer we distributed for menu options and other details

While Governor JB Pritzker indicated a “glimmer of hope” due to the very recent decline in the State's positivity rate—still in dangerous double digits—and the number of new cases of the virus, we know from personal experience we continue to battle a mighty foe.

On Monday, November 23, the Illinois Department of Public Health reported 8,322 new confirmed and probable cases of COVID-19. Illinois' positivity rate now is 10.9 percent. Today, Will County's positivity rate is 18.5 percent, slightly less than it was seven days ago at 20.3 percent.

### ***Update on testing plans and results***

Currently, all employees are being tested twice weekly between 1 and 4pm today and Friday, November 27, in the Independent Living Dining Room. All assisted living, memory care and skilled nursing care residents are tested in their apartments on the same two days. Independent living residents who would like

to be tested, although they are not required to do so, should call Amie Kamba at extension 2329.

On Monday, November 16, Smith Crossing conducted 310 tests for residents and employees. We have received all test results and contacted individuals who tested positive and we completed contact tracing for their time on campus. During the last several days, when we received outcomes from the lab, we sent notices about positive results for employees to you.

On Friday, November 20, we administered 268 tests and now have all test results, including positive results we just received for staff members and third-party providers who are

- One server, who last worked in the Dining Room for assisted living residents on Saturday, November 21, has mild symptoms
- One Dining Service manager, who worked here today and primarily works in an office and common areas, is experiencing very mild symptoms
- One fitness staff member, who worked here today in the Fitness Center and Community Hall

All three are recuperating at home, and only will return to work in accordance with CDC guidelines. Please respect their privacy as well as the privacy of everyone recovering from the virus by following HIPAA standards.

### **How you can help**

#### **What's new**

*Shop local!* In response to residents' suggestions, Emilie's Store is now stocked with essential personal care items and can be purchased in limited quantities. Use the Emilie's Store order form available at the front desk and distributed in mailboxes to list the items you want to purchase. They will be delivered between 12 and 2pm on Tuesdays and Thursdays (except Thanksgiving Day) and charged to residents' monthly statements. Please call Pam Franckowiak at extension 2313 for any emergency needs.

Because the volume of deliveries has greatly increased, we have set-up a system to make sure we have adequate staff members to receive and deliver orders to residents.

- Families delivering groceries and other packages should drive to our main entrance between 11am and 2pm from Monday through Friday
- Residents should use Smith Crossing's cart to pick-up their deliveries

Do not leave packages at any other entrances or in stairwells even if you have arranged for a resident to get them. This is not a safe practice.

#### **What's already in place**

*All residents must properly wear their mask when any staff member enters their apartment or villa for any reason. Everyone—including employees and visitors—is required to be wearing a face mask covering their nose and mouth before entering our building. They also must be screened by having their temperature taken, by answering a series of questions and by using the hand sanitizer provided at the entrance.*

Here are more specifics about other precautions temporarily in place

**For assisted living, memory care and skilled nursing care residents**

- All outdoor and indoor visits in our licensed areas are suspended
- Still allowed are visits by essential caregivers and families spending compassionate care time here
- We are delivering breakfast, lunch and dinner to residents
- We cancelled all small group activities and closed the salon
- Our staff is more frequently visiting with residents in their apartments
- We increased the variety of programs, including informative and entertaining broadcasts, now available on Channel 3
- We introduced activities in hallways so residents can enjoy ways of being together while observing social distancing

**For independent living residents**

- We continue to offer 45-minute lobby visits when scheduled with the Receptionist
- Family compassionate care visits must be approved by Amie Kamba at extension 2329
- While we closed seating in the Dining Room
  - Grab-and-go meals are available at the Bistro and the Dining Room
  - Dinner is delivered upon request by calling extension 2317
- We have closed The Oak Room and the Salon
- Emilie's Store remains closed to shoppers but now offer deliveries for essential items
- We have suspended all programs except live broadcasts on Channel 36

***Make a difference by following precautions***

Smith Crossing requires everyone in our community to follow these basic practices to abate the spread of the virus that include

- Wearing a mask, observing social distancing at all times, and following hand-hygiene and sanitation practices including using supplies provided to disinfect the visitation area
- Quarantining for 14 days if an employee, resident or prospective visitor has visited any hot spot designated every Tuesday by the City of Chicago

***Communication is key***

With recent changes and more likely soon, please send your questions and suggestions to [COVID19SmithCrossing@SmithSeniorLiving.org](mailto:COVID19SmithCrossing@SmithSeniorLiving.org). A senior staff member, who monitors your messages, will ask the appropriate Smith Crossing employee to respond directly to you.

Everyone on our Smith Crossing team joins me in wishing you the very best of the spirit of Thanksgiving for you and for everyone whom you treasure. We truly appreciate and count on your support.

Gratefully,

Very truly yours,

*Amanda Mauceri*

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Executive Director