



March 23, 2020

Residents, staff, friends and family members:

Our compliance with Governor J.B. Pritzker's Stay-At-Home Executive Order is essential to the well-being of everyone important to Smith communities. We are grateful to report that there have been no incidences of COVID-19 to report at Smith Crossing and Smith Village.

We are adhering to our no visitor policy established last week as well as closing all communal gathering locations on both campuses. Our team assists residents with accessing a variety of ways to use video and web chat services to stay in touch with family and friends. And we ask their families and friends to encourage residents to comply with Illinois' restrictions and Smith's practices designed to help residents adjust their new daily lives to the COVID-19 pandemic.

Also, some staff members have begun to work remotely so Smith can provide its own relief team to our employees who are diligently working with care and compassion. In an abundance of caution, we have asked all residents to heed the advice of healthcare professionals and remain in their apartments.

Every morning, our COVID-19 leadership team reviews every facet of our operations to ensure we have staff members and supplies allocated when and where they are needed. As we continue to follow best practices designated by CDC and Illinois Department of Public Health, we also explore innovative ways to address the universal challenges of limited supplies currently experienced by all healthcare providers.

We will continue to refine our plans and restrictions as necessary to reduce the risk of COVID-19 reaching inside our community. Our dedicated teams at Smith Crossing and Smith Village demonstrate hourly that we are stronger when we work together to achieve a common goal.

While this is not a time to panic, it is a time to act strategically and tactically, decisively and quickly to protect our residents and team members so we can mitigate the spread of this virus. If we work together with the common good as our guiding principle, we can make a difference.

We value the guidelines issued through the day by the Centers for Disease Control and Prevention (CDC), the Illinois Department of Public Health (IDPH) and LeadingAge Illinois; support of community leaders in the areas we serve; and, of course, the counsel of Smith's Board of Trustees.

As president and CEO of Smith Senior Living, I underscore that the health and safety of our residents and of our team members is our chief concern. Everything we do is designed to safeguard everyone in the Smith family. And when there is a choice, we err on the side of being overly protective. I know some of those decisions might seem unnecessarily restrictive, but we need to contain the spread of COVID-19 to limit the impact of this global pandemic closer to home.

Again, our goal is to keep residents and those who work for them safe and healthy. Thank you for helping us follow Smith's updated policies and practices. We will continue to keep you informed and have established easy ways to contact Smith Crossing and Smith Village.

As we learn more, we will share more.



Kevin McGee  
President and CEO

**PS** Please expect a timely response when you send an email for

- *Smith Crossing to [COVID19SmithCrossing@SmithSeniorLiving.org](mailto:COVID19SmithCrossing@SmithSeniorLiving.org)*
- *Smith Village to [COVID19SmithVillage@SmithSeniorLiving.org](mailto:COVID19SmithVillage@SmithSeniorLiving.org)*

**We thought you'd appreciate knowing more about Smith Senior Living's protocols regarding COVID-19 and practices we already have instituted.**

We are closely monitoring all advisories and updates about the changing COVID-19 situation. The following actions have been implemented as precautionary steps to minimize the impact of COVID-19 on residents and staff.

#### **Corporate Protocols**

- Assembled a crisis management team that meets first thing each morning seven days a week
- Centralized all communication
- Leveraged technology to encourage resident/family communication
- Updated Smith policies and procedures specifically to address the COVID-19 virus and continue to do so as new challenges and opportunities arise
- Developed program to support staff with childcare needs

## **Independent Living**

- Increased communication with residents via letters, town hall meeting, message boards and in-house television station
- Encourage residents to wash hands and practice social distancing
- Discourage all residents who consider leaving the community for errands by offering shopping, delivery and pick-up services
- Restricted all visits by family members of residents
- Increased cleaning and disinfecting common areas
- Cancelled gatherings and activities for all residents
- Cancelled all outside entertainment
- Cancelled fitness center activities
- Began broadcasting exercise routines on in-house television channel so residents can exercise in their home
- Cancelled religious services in Community Hall
- Cancelled all marketing events and tours
- Closed dining room and marketplace café
- Began delivering all meals to residents' apartments and villas
- Closed the salon and spa

## **Assisted Living, Memory Care and Skilled Nursing**

- Began delivering meals for in-room dining to all appropriate residents
- Restricted communal dining only to residents, who require personal supervision, and seat residents according to social distancing guidelines
- Increased communication with residents via letters, town hall meeting, message boards and in-house television station
- Encourage residents to wash hands and practice social distancing
- Restricted all visits by family members of residents
- Increased cleaning and disinfecting common areas
- Cancelled gatherings and activities for all residents
- Cancelled all outside entertainment
- Closed the beauty shops

## **All Staff**

- Required to enter the community at a single entrance
- Screened daily to ensure they meet safe standards regarding health questions and take a temperature check

- Pass screening criteria to enter building and, if not, sent home and only allowed back into community with a written clearance by a physician
- Instructed to wash hands and practice social distancing

We recognize people are concerned about COVID-19 in the U.S., and we are taking all of the necessary precautions to keep our residents and staff safe and healthy. If and when staff members become infected, we require them to recover away from the community and only return when they are deemed healthy by CDC standards.