



July 28, 2020

Dear Smith Village Family,

I am very happy to report Smith Village remains free of COVID-19. Last Wednesday, Smith Village tested 124 staff members for the virus. Every single test results was negative.

Even with our current record of being free of the virus, Smith Village continues weekly testing for employees and anticipates monthly testing to begin in August for assisted living, memory support and skilled nursing care residents in August. This current plan complies with the testing protocols mandated by the Illinois and Chicago Departments of Public Health.

Our virus-free status make it possible to reopen more areas

Dining rooms: Tonight, we will open the independent living dining room that has been set for social distancing. Make your reservations because they are required to help us plan a safe experience. And please continue to patronize the Marketplace Café and The Oak Room.

Since their dining room opened last week, assisted living residents tell us they are enjoying breakfast, lunch and dinner in their dining room. We appreciate how they have adjusted to rearranged tables and to making reservations so we can accommodate everyone.

We observe all precautions. Our staff wears face masks at all times. Residents wear masks until they are seated in the dining room. We promote hand-hygiene. And we disinfect all areas of the dining room during the day.

Our newest priority is to develop a plan for serving meals to skilled nursing care residents in their dining room. As soon as it is approved, we will share the details with you.

Outdoor visits: Smith Village's outdoor visitation program, with designated areas for each cohort of residents, remains in place for all residents seven days a week.

Please reserve your time for a visit at least 72 hours in advance by contacting

- Lisa Madsen at LMadsen@smithseniorliving.org or 773-474-7316 for skilled nursing care residents
- Meghan Maple at MMaple@SmithSeniorLiving.org for AL residents

Independent living residents and their families should continue to make their own plans for outdoor visits in areas reserved for them.

Screening all visitors for COVID-19 at the Reception Desk is required by the Chicago and Illinois Departments of Public Health. If you do not comply, you will be turned away. Only family members of residents who are at the end of their life, can enter our building after they are screened for symptoms.

As you know, we conform with the regulations initiated by the City of Chicago and require employees, visitors and residents to self-quarantine if they visit any of the “hot spots” the City has identified due to a spike in cases of COVID-19. Today, Wisconsin, Missouri, North Dakota and Nebraska were added to this list now totaling 22 States. View the weekly update at <https://www.chicago.gov/city/en/sites/covid-19/home/emergency-travel-order.html>

We are addressing problems with the US Post Office

There is little solace in learning we are not alone in receiving inferior mail service for residents and for Smith Village. To no avail, we contacted our local Post Office. We also reached out to US Congressman Dan Lipinski because the US Postal Service, an independent agency, is overseen by the federal government.

Today, Alderman Matt O’Shea and the Beverly Area Planning Association have posted a survey because no one responded to Congressman Lipinski’s appeal. They support us in advocating to the Post Office to find a solution to unacceptable mail service.

We urge you to visit <https://www.19thwardmobile.com/19th-ward-survey/> to take this survey before 5pm on Tuesday, August 4.

Please send to COVID19SmithVillage@SmithSeniorLiving.org your questions and expect a direct response from the appropriate staff member.

Very truly yours,



Marti Jatis
Executive Director