



September 15, 2020

Dear Smith Village Family,

At Smith Village, residents continue to enjoy more ways to spend time together thanks for our sustained designation as a CMS Phase Three community, the highest ranking. We thank families and residents for collaborating with us by complying with the best practices for mitigating the spread of the COVID-19.

Chicago Department of Public Health testing

Last week, the Chicago Department of Public Health offered to conduct tests for residents and staff members. All 167 individuals—27 residents, primarily in skilled nursing care, and 140 employees—received negative results. I also am pleased to report CDPH officials praised our team for its good work and commitment to numerous ways to protect everyone here.

Again today, we are testing staff members. And on every Wednesday, we offer tests, which are not required, for independent living residents. Interested residents should contact the Receptionist at extension 7300.

Visitation program guidelines

We now offer indoor visits for skilled nursing care, assisted living and memory care residents in the Oakhaven assisted living wing. As weather cooperates, outdoor visits still are strongly preferred.

For both outdoor and indoor visits with skilled nursing care residents

- Family members should reserve visiting times 72 hours in advance by contacting Lisa Madsen at LMadsen@smithseniorliving.org or 773-474-7316
- We will move visits indoors if weather is inclement
- All indoor visits will be in the independent living lobby

For both outdoor and indoor visits with Oakhaven assisted living residents

- Family members should reserve visiting times at least 72 hours prior by contacting Meghan Maple at MMaple@SmithSeniorLiving.org
- Visits in residents' apartment are scheduled from 10am until 8pm
- If family members prefer, Meghan can schedule an outdoor visit

For both outdoor and indoor visits with independent living residents

- Residents continue to make their own plans with guests while complying with the guidelines for all residents
- Visits in residents' apartments are scheduled from 10am until 8pm
- The pub patio and Fitch Garden remain their designated outdoor areas

Visitors are required to

- Plan only one weekly visit per resident
- Limit guests to two people from the same household
- Comply with all CDC and Smith Village protocols before and during a visit
 - Complete all pre-screening and onsite screening before a visit
 - Wear their own face mask the entire time they are on campus

- Observe six-foot social distancing in common areas and in apartments
- Practice hand-hygiene
- Report any symptoms of COVID-19 during a three-day period after they are on our campus, to inform Smith Village to help us conduct contact tracing and report any symptoms during this three-day period after a visit by calling the Receptionist at 773-474-7300

Activities, dining rooms, salons

It is wonderful to see residents enjoying meals together and pampering themselves with visits to our salons. Please encourage each other to sign-up for the numerous programs offered by our Life Enrichment team, too.

Staff members are required to

- Be screened at the beginning of and during each shift
- Wear a face mask at all time
- Wash their hands on a very regular basis, including before and after helping a resident
- Practice social distancing except when they care for residents requires otherwise
- Disinfect areas as assigned

Appointments for healthcare, visits to hot spots

We are dedicated to following all of the directives by the Centers of Disease Control and Prevention, the Centers of Medicare and Medicaid Services, and the Chicago and Illinois Departments of Public Health.

We advise against taking any trip not medically necessary, and may require precautions such as quarantine when a residents returns to Smith Village.

We also require all employees, residents and visitors, who visit States and Territories designated as hot spots for COVID-19 by Chicago, to self-quarantine for 14 days. The City updates this list on Tuesdays.

By doing our best to abate the spread of the virus, residents can enjoy more ways to visit as well as more amenities, programs and services at Smith Village. We are grateful to everyone who has contributed to our success in remaining free of COVID-19 since Friday, May 29.

Very truly yours,



Marti Jatis

Executive Director

PS Please continue to share your suggestions and to ask questions by sending your email to COVID19SmithVillage@SmithSeniorLiving.org. A senior staff member, who monitors your messages, will ask the appropriate employee to respond to you.