

March 15, 2020

Dear Resident,

Due to the evolving COVID-19 situation here in Illinois and nationally, we are taking additional steps in the way we provide care and services in the **Briarwood Healthcare Center and The Willows Assisted Living**. We are taking every precaution to avoid the community spread of COVID-19 in an effort to protect our residents from contracting the virus. Currently, there are **NO CASES** of COVID-19 at Friendship Village of Schaumburg.

The Center for Medicare and Medicaid (CMS) has brought forward additional guidance as to the way we provide dining services in Briarwood Healthcare Center. As an additional precautionary measure, we are also applying these guidelines to The Willows Assisted Living.

Beginning March 16th, communal dining in Briarwood Healthcare Center and The Willows Assisted Living will be restricted. This means most residents will be served meals in their rooms except for those residents who need assistance with eating or require a level of supervision during meals.

Residents who require assistance or a level of supervision when eating have been identified. These residents will continue to have their meals served in the dining room. Consideration for seating arrangements to assure a six foot distance between residents will be included in this process.

Residents who do not require assistance or supervision will have their meals served in their rooms. The process of meal delivery will be structured to assure the meals are the appropriate temperature. Trays will be prepared individually and then delivered immediately upon preparation. This may mean a slight delay in the timing of your meal delivery and we ask for your patience as we streamline this process.

These same steps in **The Willows Assisted Living and Reflections Memory Support at Willows Assisted Living** will begin later this week. Most residents will take their meals in their apartments and only those residents who require supervision will take their meals in the dining room.

Your cooperation and understanding of this extremely difficult and unprecedented change is appreciated. We sincerely apologize for this inconvenience; however, we do fully believe it is in the best interest of the residents we serve. We will continue to evaluate the situation and respond based upon the recommendations of the appropriate health departments and authorities.

If you have any questions about these changes please contact

Lisa Reid, General Manager of Dining 847-884-5125

Joanna Chan, Director of Operations 847-884-6298