



Montgomery Place

FROM 
Deborah E. Hart, CEO and President

DATE May 21, 2020

SUBJ MONTGOMERY PLACE PLANS FOR NEXT PHASE OF
RESTORE ILLINOIS DURING THIS TIME OF COVID-19

Dear Friends and Family,

Everyone is getting anxious for the next phase in the lifting of the Stay-at-Home orders! These next nine days are likely to feel painfully slow!

We have had good fortune at Montgomery Place with no new cases among residents since April 17, and no new cases among staff members since May 6. Not only have we not had any new cases, but we are seeing much stronger compliance with our protocols for face masks and sanitation.

During the last eight weeks, we have been working to prepare for the next phase's infectious disease challenges. At the top of our list are

- Creating new check-in procedures at the front door
- Securing adequate PPE for all staff
- Training for staff about appropriate ways to wear PPE
- Establishing updated sanitation protocols throughout the building
- Improving our communication system
- Educating managers about infection management
- Ensuring resources for staff are available 24/7 to address operational challenges

As our team works together planning and implementing these additional practices, I see how we have solidified as a team and increased our confidence that we are ready for more challenges, should they come to us.

Back in March, one of the first actions I took was to stay on campus 24/7 to serve as a resource for our staff and to give comfort to residents during an uncertain time. Other leadership members—Paul Zappoli, Stefanie Dzedzic, Shawn Cannon, John Rurka, Tyrin Whyte, Mike Clark, Abel Juarez and others including Veselka Rajic and Marisole Fernandez—dedicated extra hours and long days to help get everything set to deal with COVID-19.

This team (and I'm not naming all of them because the list is long!) is fantastic! As a result of their hard work, we are now at a place where we see the operations team is steady and ready to deal with daily challenges. For the last several weeks, we pared

down the overnight team to only two individuals. During the last two weeks, all operations have gone smoothly without the need of these extra leaders at night. So today, we are putting our trust in the nightly operations team—both clinical and security—to keep everything running smoothly 24/7 without leadership team members on campus.

If this causes concern among residents and family, please remember our leadership team still is available even when we are not on campus. For instance, I live just 10 minutes away and Paul is about 25 minutes away. Others are similarly situated and all of us are on-call. The clinical team and security will call us if anything arises. Our phones are on.

While we are confident in our operations team, it also is important for members of the leadership team to return to their family life. We thank you in advance for the trust you have in us.

Don't hesitate to reach out if I can answer any questions or be of further assistance. Call my mobile phone number, 773-617-1317, at any time.

Planning our future, anticipates more time together.