



Montgomery Place

FROM 
Deborah E. Hart, CEO and President

DATE June 29, 2020

SUBJ MONTGOMERY PLACE ADDRESSES BACK-TO-BUSINESS
CHALLENGES DURING THIS TIME OF COVID-19

Dear Friends and Family,

In three separate conversations today with some of my contacts in the senior living industry, I found it interesting that each of them alluded to how much business has changed as we begin to emerge from COVID-19. At the onset of this global pandemic, the world was unprepared but reacted quickly with a singular focus. During the period between mid-March through early May, it seemed the only thing on anyone's mind was stopping COVID-19. That concentrated effort took an extreme amount of focus and work. It was limited to the singular topic of COVID-19.

Today, as we emerge from that unprecedented and intensive time, we still are faced with COVID-19. But we also are faced with recovery planning and implementation, budget planning and financial reporting, insurance renewals, union contract negotiations, audits, tax filings, continual fluctuations in regulations, annual survey preparations and daily operational issues. And oh...we still have the challenges of keeping COVID-19 at arms-length.

I probably missed a few items on this list, but you get the general idea. Business is not back to normal. It will likely take years to recover. Keep this in mind as you interact with any kind of business--from your grocery store to your doctor to even your hairdresser. The challenges of recovery are enormous.

At Montgomery Place, we are focused on sustaining our status as free of COVID-19 and working on getting our business back on track. New residents are moving into Montgomery Place. They will isolate for 14 days as a precaution, but we want them to get involved in all the life activities available here.

Pass along the word! Even through this pandemic, new social life has emerged via ZOOM and the creativity of our staff and residents. Committees are reconvening to advise us on dining, activities and environmental concerns.

Tell your friends! We welcome others to join us and to participate in the security of Montgomery Place life.

Each day we hear of new cases of COVID-19 emerging in states and cities that have opened up. This increase is occurring around the world, not just in the USA. In

Chicago, our numbers are holding steady, but I fear that we, too, will face another challenge.

We are testing staff more frequently during the next 30 days as part of the CDC's effort to contain COVID-19 in congregate living environments. Testing also is available on a frequent basis to any resident who desires it. The regulators, however, only require residents and staff members in skilled nursing care and assisted living to be tested. If you, as a resident, feel a risk of exposure or have any symptoms, please let us know and we will arrange a test.

Staying COVID-19 free...

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.

As we confront challenges, a new normal emerges.