Encore Village
SCHAUMBURG

9/08/2021

Dear Resident/Representative,

We have just been informed that one of our residents of Willows Assisted Living has tested positive for Covid-19. We are taking immediate measures to continue to ensure the health and wellness of all our Willows Assisted Living and Reflections Memory Support residents and staff To date, we have had 45 cases, 26 residents and 19 staff members, within Willows Assisted Living and Reflections Memory Support.
Please read the below information carefully as our operational abilities have changed effective immediately:

- Universal Testing
  - First round of testing will be held for:
    -all residents on Thursday, September 9th.
    -all staff on Thursday, September 9th, and Friday, September 10th
  - Second round of testing will be held for:
    -all staff on Monday, September 13th
    -all residents on Tuesday, September 14th

Testing of all residents and staff will continue on a weekly basis until there are no further positive cases.

- Visitation, inside and outside, has been paused effective immediately
- All meals will be delivered directly to resident apartment homes, as communal dining has been paused
- Beauty shop and group activities will also be paused effective immediately

We will continue to offer scheduled window and virtual visits. Please reach out to our Lifestyles team to coordinate. 847 884-5306.

We will continue to stay in close communication with you, informing you of any changes or updates. We remain dedicated to the health and safety of our residents and continue to keep each of you in our thoughts and prayers.

For any questions or concerns, please contact me at 847-884-5020

Colleen Kowalewski
Life Services Director-Willows Assisted Living-Reflections Memory Support