

March 10, 2020

Communiqué

Coronavirus Update

Willow Valley Communities places great importance on the health, safety, and wellbeing of Residents, Team Members, and guests at all times, and certainly during a situation without recent precedent, such as the emergence of COVID-19 (Coronavirus). We have been actively monitoring the developments with coronavirus for several weeks, with increasing attention as the virus has emerged or become more prevalent in many places around the globe, the United States, and now, in Pennsylvania.

Willow Valley Communities has established a special COVID-19 Response Team comprised of members of our Infection Control Committee (Including members from Penn Medicine/Lancaster General Hospital), our Medical Director, Willow Valley Communities' senior leadership, and applicable department Team Leaders. The team is diligently dialoguing, meeting and reviewing current pandemic policies, best practices, and proactive measures that should be taken to help mitigate risk to the community.

Some of the proactive steps Willow Valley Communities has taken include gathering additional supplies, monitoring guests as they sign in and Residents who have traveled out of the country, reviewing activities and travel programs, and educating Team Members of needed information related to the COVID-19. Residents can assist to help mitigate risk by following the below instructions:

- 1. Sick Residents should stay home. Stay home if you have any symptoms of respiratory illness, including cough, fever and /or shortness of breath. If you are ill, contact your healthcare practitioner and contact the Residential Nursing office.**
- 2. Avoid close contact with people who are sick.**
- 3. Sick Residents should avoid public areas such as dining room and mailbox areas. If you are ill, meals can be ordered through the Residential Nursing office.**
- 4. Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.**
- 5. Avoid touching your eyes, nose, and mouth.**
- 6. Cover your mouth and nose with a tissue or your sleeve (not your hands) when coughing or sneezing, then throw the tissue in the trash.**
- 7. We are requesting that you minimize guests coming to the community. If they have traveled outside the United States within the last 30 days or if they have been in contact with someone with or under investigation for COVID-19 (Coronavirus), please report this to the Residential Nursing Office. Please take responsibility for your guests.**
- 8. If you have traveled outside the United States within the last 30 days or are planning to travel outside the United States, or if you have been in contact with someone with or under investigation for COVID-19 (Coronavirus), please report this to the Residential Nursing Office.**

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The information regarding COVID-19 is fluid and changing daily. Willow Valley Communities is following guidance issued by recognized authorities on this topic, such as the World Health Organization, the Centers for Disease Control and Prevention, the State of Pennsylvania, and others. For the most current information, please visit the following websites, which are continually updated by recognized authorities:

Centers for Disease Control

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

<https://wwwnc.cdc.gov/travel/notices>

World Health Organization

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

State of Pennsylvania

<https://www.health.pa.gov/topics/disease/Pages/Coronavirus.aspx>

Willow Valley Communities takes the health and safety of our community very seriously. We are asking you, our Residents, to be proactive to help our community to continue to be a healthy and safe one. Thank you in advance for doing your part as outlined above.

Denny — Dennis Griest, President and Chief Financial Officer