

March 13, 2020

Communiqué

Coronavirus Update

I want to take this opportunity to communicate some of the action steps that Willow Valley Communities has taken in responding to the quickly changing Coronavirus (COVID-19) situation. Please be aware that we will continue to keep you informed regularly; however, things are changing so quickly that I cannot guarantee notification of the changes before implementation.

First, let me report that there are no known cases of COVID-19 at this time on our campuses. The safety and well-being of our Residents and Team Members is first and foremost on my mind, and you can be assured the entire team is being proactive in addressing this issue.

Second, in addition to the actions communicated in the previous two Coronavirus updates, the following are some specific actions that have been implemented at Willow Valley Communities:

- Very specific, community-wide protocols for screening and restricting visitors coming into our buildings. Signage has been added on all exit/entrance doors asking all visitors to register at the Concierge Desk. The screening process applies to guests of Residents, entertainers, volunteers, vendors and contractors, other service providers such as Hospice, etc. The visitor **MUST** be screened at the Concierge Desk. If traveling from building to building on one of our campuses, a visitor will have to go through the screening process at each location.

If the visitor meets any of the following criteria they will **NOT** be permitted to enter the building:

1. They have traveled internationally to a restricted country within the last 14 days.
2. They have any signs or symptoms of a respiratory infection, such as a fever, cough, shortness of breath, and/or sore throat.
3. They have had contact with someone with or under investigation for COVID-19, or who is ill with respiratory illness.
4. They reside in an area where community-based spread of COVID-19 is occurring.
5. They have taken a trip on a cruise ship within the last 14 days.

We continue to ask for your help in minimizing the number of visitors and guests to our community.

- Specific protocols for screening, monitoring, and restricting Resident activity based on areas of travel and reporting of symptoms. WVC is asking the following of all Residents:
 1. Remain in their apartments if they are ill and to contact Resident Nursing.
 2. Report to Resident Nursing if they have traveled internationally or taken a trip on a cruise ship within the last 14 days.
 3. They have had contact with someone with or under investigation for COVID-19, or who is ill with respiratory illness.
 4. Report to Resident Nursing if they have spent time in an area where community-based spread of COVID-19 is occurring.

(over please)

- Reporting guidelines and work restrictions for Team Members has been communicated.
- Posted Coronavirus information on the WVC website.
- Postponement of WVC sponsored travel (WVC is also encouraging Residents to limit their own travel plans when possible). Please pay close attention to the Weekly Insider regarding programs and travel information.
- Continued evaluation of March and April events scheduled at all of our locations for potential cancellation.
- Access through the Upper Level of the Cultural Center will be limited. Residents can gain entry at the Art Room doors and the side doors adjacent to the Meadow Ridge side with their fob from 8:00 AM to 5:00 PM, Monday through Friday. The main doors will allow access to daily events beginning a half hour prior to the start of each program.
- Postponement of March and April Cash and Carry Sales.
- Enhanced housekeeping measures and frequency in all public areas.
- Daily cleaning/wiping down of the inside of the WVC buses/vans.
- Increased frequency of sanitizing surfaces and switching out communal utensils in culinary.
- Additional cleaning and wiping down of all fitness areas.
- Added handwashing instruction signage throughout the Community, as well as, hand sanitizer at our dining rooms. Please note that nationwide, supplies of hand sanitizer are limited; please use only what is needed. Health experts recommend washing of hands over hand sanitizer, whenever soap and water are accessible.
- Increased education for Team Members for protocol regarding proper hand washing techniques, proper use of gloves, review of PPE equipment, etc.
- Ordered additional supplies (masks, culinary 'to go' supplies, etc.).

We encourage Residents, Team Members and Visitors to exercise appropriate caution while remaining calm and focused on facts and credible information. We will continue to monitor this situation very closely and will base any response on details and directives issued by governmental health officials. Our COVID-19 Response Team continues to meet regularly, as information about COVID-19 is changing rapidly. Willow Valley Communities will continue to provide updates to Residents as needed.

Denny— Dennis Griest, President and Chief Financial Officer