

March 14, 2020

Communiqué

Coronavirus Update

Willow Valley Communities continues to monitor developments regarding the Coronavirus (COVID-19). The latest national and local information plays an essential role in informing decisions that we make at Willow Valley Communities. As we have stated previously, this is a fluid situation, with new details coming to light by the day. Even since the time of our communication this morning, additional facts have emerged that necessitate changes in our community's response. I reiterate again that no known cases of COVID-19 are present at Willow Valley Communities at this time.

Effective immediately, Willow Valley Communities is closed to visitors in all areas of our campuses.

Independent Living

- Visitors are not permitted in any of our residential or community buildings. Signs that reflect this revised policy have been posted on exterior building doors. Concierge Desks have been instructed to prohibit visitors from entering. In a few limited circumstances, Residents are currently hosting visitors who were previously screened and allowed entry under the prior five-question screening protocol. Visitors previously permitted must vacate our community by 12:00 noon on Sunday, March 15, 2020.
- The 3rd floor conduit from Manor/North to The Glen is closed to through traffic. Independent Living Residents are not permitted to walk through The Glen Personal Care. "No Access" signs will be posted.
- Independent Living fobs for entry into Supportive Living have been deactivated until further notice.
- The Fitness Center at The Glen is closed to Independent Living Residents until further notice.
- Outpatient Therapy at The Glen (and Cultural Center) will continue, but only for Residents of Willow Valley Communities. At The Glen, Residents must enter and exit through the ground floor therapy entrance.

Supportive Living

In the context of COVID-19, Supportive Living Residents represent our most vulnerable population; therefore, additional measures have been implemented to protect those most at risk by curtailing entry/exit into and out of healthcare buildings. Please note that Supportive Living Team Members will telephone all Supportive Living Residents' responsible parties to share this information.

- Visitors are not permitted in any of our Supportive Living buildings. Signs that reflect this revised policy have been posted on all exterior building doors. Concierge Desks have been instructed to prohibit visitors from entering. *This includes spouses who reside in Independent Living.*
- In the interest of compassion, an exception is being made for those visiting Supportive Living Residents in their last week of life.
- Supportive Living Residents must remain within Willow Valley Communities' Supportive Living environment. An exception can be made for medically necessary doctor or hospital visits.
- Construction at the original Glen will be limited to a self-contained area located on the 1st floor (East and South Halls: the former Cedar Brook). This area will have its own entrance for use by only the construction workers.

(over please)

Amenities

- The Cultural Center and The Clubhouse will remain open to Residents, but guests will not be permitted beginning March 14, 2020.

Vendors/ Service Providers

- Vendor access throughout Willow Valley Communities will be significantly limited to only those essential for critical operations with prior authorization (Vendor example: elevator repair person; Provider examples: pharmacy, lab). Authorized vendors will be assessed prior to entry using the five screening questions previously employed at Willow Valley Communities for all visitors.

Thank you for your continued cooperation during these difficult and unprecedented circumstances. Willow Valley Communities will continue to review the latest information available, and to implement and update policies, best practices, and proactive measures that help mitigate risk to the community.

Denny— Dennis Griest, President & Chief Financial Officer