

March 18, 2020

Communiqué

Coronavirus Update

Willow Valley Communities continues to actively monitor developments related to COVID-19. On Monday, March 16, Pennsylvania's governor issued new mandates. These, along with guidance from other recognized authorities, require temporary changes to our operation. This Communique employs an easy-to-follow question and answer (Q & A) format to address current information.

1. What areas of Willow Valley Communities' campuses are currently closed?

- a. *PNC Bank – PNC has decided to close the Lakes and North Branch. Please do not send business items or deposits through the in-house mail. The PNC Bank branch at Kendig Square is available for business.*
- b. *Beauty Salons – all campus locations*
- c. *The Clubhouse*
- d. *The Cultural Center (Outpatient Therapy is open to Residents by appointment only)*

2. Will large group activities be held?

*No. Large group classes and travel have been cancelled, including items such as art classes, fitness classes, vespers, afternoon tea, etc. **The Weekly Insider will be issued in an abbreviated format as a result of the cancellation of most programming.***

3. When will activities resume?

Most organized programs have been cancelled through April 30, 2020, including Volunteer Luncheons, Easter Sunrise Service, and most group programming.

4. May Residents have guests at Willow Valley Communities for Easter?

No. As a precaution, guests will not be permitted for Easter.

5. Will the primary elections polling be held on-site at Willow Valley Communities?

*No. The voting location will be changed. Therefore, Residents are **STRONGLY** encouraged to complete an absentee ballot. Please visit the following website to complete application for an absentee ballot to be sent to you:*

<https://www.pavoterservices.pa.gov/OnlineAbsenteeApplication/#/OnlineAbsenteeBegin>

"Mail away" forms will also be available at the community mailbox areas.

6. May Residents swim in the pool?

Yes. The NORTH pool is open, but classes will not be held.

7. Are Residents permitted to leave Willow Valley Communities?

Yes, BUT.... Residents in Independent Living are permitted to leave, but are strongly encouraged to limit outings to necessary locations (such as grocery stores, pharmacies and medical appointments).

(over please)

8. Do Residents who have traveled out of the country need to self-isolate?

Not all Residents will need to self-isolate at this time. Residents returning from long distance travel should report to Resident Nursing for screening upon their return. Residents who have been in a restricted country or are exhibiting symptoms will be required to self-isolate. Others who have traveled out of the country or on a cruise will need to be screened and monitored. After screening has occurred self-isolation may be necessary.

9. Why are some individuals or contractors permitted in the building?

Vendor and contractor personnel deemed essential to Residents and/or Willow Valley Communities' operation have been identified and are permitted to enter the buildings. These individuals are being screened with questions as well as temperature checks.

10. Are Residents who live in an "outer building," such as a villa or townhome, able to have visitors?

No. Bringing guests onto the campus raises the risk of exposure to both you and other Residents. Willow Valley Communities has established a temporary no visitor/no guest policy that applies across the entire community. These measures help mitigate the risk of COVID-19 coming on campus. Essential items such as meals and medication can be left on the doorstep without outside human contact.

11. What other services are affected?

Routine notary services are suspended until further notice. An exception may be made at the discretion of the bookkeeper when the notarization is absolutely necessary.

12. What other items are in discussion for near-term changes?

Residents can expect information to be forthcoming soon about revisions to the culinary program/dining. Details will be provided as soon as they are available.

Denny— Dennis Griest, President & Chief Financial Officer