

March 20, 2020

Communiqué

Coronavirus Update

Willow Valley Communities continues to actively monitor developments related to COVID-19. These, along with guidance from other recognized authorities, require temporary changes to our operation. Please note the following announcements.

Campus Checkpoints

In the interest of the safety and health of our community, beginning Monday, March 23, 2020, all “NON-RESIDENT” individuals (including **ALL Team Members**, vendors, and contractors) who will have access to our buildings will be screened daily at one of two designated checkpoints. At these checkpoints—one on the Manor campus and one on the Lakes campus—a strict screening process that includes a series of questions and a temperature check will be conducted. The checkpoints will be operational 24 hours a day, seven days a week. While Residents do not have to be screened, you will observe that certain roads and entrances will be either changed or closed. Please pay close attention to road signs and traffic patterns.

Once again, Residents in Independent Living are permitted to leave the Willow Valley Communities campus, but are strongly encouraged to limit outings to truly necessary locations (such as grocery stores, pharmacies and medical appointments).

Maintenance Requests

Toilet paper has been the topic of many recent discussions. Please be mindful that placing other items, such as baby wipes and paper towels, in your commode can cause clogs and more significant problems. Please use only toilet tissue for bathroom needs.

Wellness Meals

Effective Saturday, March 21, all Wellness meals will be left outside the Resident’s door so that a Team Member does not need to enter an apartment. The Team Member will knock and leave the meal at the door.

Willow Valley Communities is committed to providing continuing updates on this subject as additional, relevant information becomes available. Look for ongoing updates on our website:

www.willowvalleycommunities.org/coronavirus

Denny—Dennis Griest, President & Chief Financial Officer