

March 27, 2020

Communiqué

Coronavirus Updates

Willow Valley Communities continues to monitor developments regarding the Coronavirus (COVID-19) and adapt to new guidance. In addition to the many precautions put in place, we are making the following announcements:

A. Tracking Resident Movement

As of March 26, 2020, 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). We strongly discourage travel. However, effective immediately, Independent Living Residents will need to self-isolate for 14 days if one of the following has occurred:

1. They have traveled anywhere outside of Lancaster County
2. They are under investigation for COVID-19
3. They have tested positive for COVID-19
4. They are experiencing respiratory illness symptoms such as shortness of breath, fever, cough, or sore throat

What does self-isolation mean?

- Resident is not permitted to leave his or her apartment/residence for mail, meals, socialization, activities, etc.

Procedure if 'YES' to any of items 1 to 4 above:

- Call Residential Nursing and report if you have traveled or are experiencing respiratory illness symptoms such as shortness of breath, fever, cough, or sore throat.
- Residential Nursing will:
 - Ask if you have symptoms. If you have symptoms, you will be advised to call your physician
 - Offer you breakfast and dinner meal delivery (charges vary based on Resident Agreement)
 - If symptom-free after 14 days of isolation, Resident may leave his or her apartment/residence

B. Resident Compliance with Protocols

In the best interest of everyone's safety, adherence to Willow Valley Communities' COVID-19 announced policies and procedures is a must. Violations will not be tolerated. Willow Valley Communities reserves the right to take action with violators that includes up to potentially terminating a Resident's Agreement. Remember that visitors and guests are not permitted on our campuses!

Denny—Dennis Griest, President & Chief Financial Officer

- Please See Reverse Side for Culinary Updates -

Culinary Updates

On behalf of the Culinary Team, I would like to thank you for your flexibility as we worked through the challenges of meal pick up this past week. Until further notice, we will continue to offer only take-out meals. Additionally, I am asking all Residents to follow these guidelines:

- Social Distancing – As we work at keeping lines at a minimum, please follow social distancing practices by **staying 6 feet apart** both while waiting to enter the dining venue as well as while in line to access food items. We are striving to identify bottleneck areas and are making adjustments as needed.
- Food Hoarding – Please take only the quantity of food that you would consume under normal meal circumstances. *There is no indication of any food supply shortages from our vendors, so “taking extra” is simply not necessary. So that we can continue to have food items for all diners, take only what you need for a given meal.*
- Market Place – Beginning on Monday, March 30 this location will close at 2:00 PM, Monday through Saturday.
- Meal Schedules – Thank you for adhering to meal schedules for your own community or building. This is critical to our ability to maintain an efficient flow of Residents into the dining venues. Please observe the meal schedule printed below for your community or building, as we have made minor changes* to become even more efficient and minimize waits.

*NOTE: Changes take effect beginning Saturday morning, March 28. There are **no** changes to the meal schedule for Spring Run.

Sharon— Sharon Habanec, Vice-President of Culinary Services

(Community Specific Schedule)