



Life Lived Forward

**WILLOW
VALLEY**
COMMUNITIES

April 2, 2020

Dear Willow Valley Communities Resident,

Subject: COVID-19 Update

Willow Valley Communities places top priority on the health, safety, and wellbeing of our residents, team members, guests, and visitors, and all affiliated with our community. Over the past month, following guidance from government and health authorities, Willow Valley Communities has enhanced precautionary measures as the threat level of COVID-19 has increased.

Today we learned that two Willow Valley Communities Residents have tested positive for COVID-19. The Residents, a married couple, reside together in our Spring Run community. Since developing symptoms consistent with COVID-19, the Residents have been isolating in their residence. To mitigate COVID-19 transmission risk, the couple remains in isolation where they are being monitored by their personal physician and by Willow Valley Communities' Resident Nursing team.

Willow Valley Communities is following protocols for contact with appropriate government agencies and is taking every step possible to limit further exposure. Willow Valley Communities is investigating the source of the exposure and is contacting every known person with whom the affected residents have had direct contact in the community. Spring Run Residents who have come in close contact with the positive COVID-19 Spring Run Residents will be notified and will be placed in isolation as well. Beginning April 3, we are implementing Meal Delivery Service at Spring Run. Four Seasons will be closed until further notice.

Willow Valley Communities has been taking proactive measures to protect residents and team members since first knowledge of COVID-19. The community has been adhering to, and in many cases exceeding, the recommended control measures and guidelines of the PA DOH, CDC, and Centers for Medicare & Medicaid Services. Control measures are continuously updated as new information becomes available. Willow Valley Communities has been closed to visitors since March 13, 2020.

Be assured that the safety of Willow Valley Communities Residents, Team Members and all affiliated with us remains paramount.

Sincerely,

John G. Swanson
Chief Executive Officer
Willow Valley Living