

April 17, 2020

# Communiqué

## Coronavirus Update

Willow Valley Communities continues to actively monitor developments related to COVID-19. Where necessary, we continue to make temporary changes to our operation to mitigate COVID-19 risk. Please note the following announcements and reminders.

### Announcing Daily WVC COVID-19 Updates on Your Television

To keep Residents informed about COVID-19 at Willow Valley Communities, we are pleased to introduce a new format for daily updates from Willow Valley Communities: **Live broadcasts direct to your television**. Beginning this coming Monday, April 20 at 4:00 PM, and every weekday after until further notice, these reports will provide COVID-19 current news, data, updates, and changes to policies and procedures at Willow Valley Communities. Tune in to WVTV on CampusTV 4 | Comcast 822 each weekday at 4:00 PM. The recorded program will be rebroadcast at each evening at 10:30 PM.

You will also have the opportunity to have your questions answered during this broadcast. *Submit questions on our COVID-19 web page:* [www.willowvalleycommunities.org/coronavirus](http://www.willowvalleycommunities.org/coronavirus). Each day, we'll answer as many questions as time allows. The daily program will conclude no later than 4:30 PM.

### Resident Screenings

Our entry-to-campus screening protocols are one example of the many steps we have initiated to mitigate COVID-19 risk and to keep Willow Valley Communities Residents and Team Members safe. **We appreciate your patience and kindness during your screening.** It's the objective of the Team Members conducting your screening to keep the process moving efficiently. Therefore, to expedite screening for yourself and for others behind you, please wait to have conversations about other Willow Valley Communities business for another time.

### Mother's Day – No Visitors

As previously announced, Willow Valley Communities is closed to all visitors and guests. **This 'no visitor' will be in effect on Mother's Day, Sunday, May 10.** Residents are not permitted to have guests for Mother's Day. This policy applies to all residence styles, including the outer buildings, such as villas and town homes, and applies to both Independent and Supportive Living. Immediate family members are considered guests and are not permitted on Willow Valley Communities' campus until further notice.

### Social Distancing Reminder

Please remember if you have to be out in public to always keep at least six feet away from other people. This does apply to Residents in elevators. Please be patient; you may have to wait for a subsequent elevator to maintain safe social distancing.

*(over please)*

### **Grocery Store Delivery Service**

Willow Valley Communities was pleased to announce our new Grocery Delivery Service, which began on Wednesday, April 15. Please note that all items will be purchased only at Weis Market at Kendig Square. No other grocery store will be used. Weis Market is working with Willow Valley Communities to expedite orders for your benefit. Please also be aware that Weis *does* carry postage stamps, which you may add to your grocery list.

### **Cloth Masks for Residents**

By Friday, April 17, 2020, every Resident will have received a cloth mask, provided by Willow Valley Communities, to wear when he or she exits his or her residence. We extend a special thank you to the Willow Valley Communities quilters who have helped by providing over 500 masks.

### **Team Member Emergency Fund Update**

The newly established Team Member Emergency Fund has had tremendous support from Residents and Team Members alike. The Team Member Emergency Fund was created at the request of Residents to provide relief payments to Team Members who suffer financial hardship due to the current COVID-19 and future crises. To date, we have received 360 checks totaling \$93,181. Human Resources has already received applications and inquiries from Team Members. The review committee has met, and the first relief payments will be issued next week. Thank you for your heartfelt, generous contributions.

### **Commitment to COVID-19 Information**

Willow Valley Communities will continue to update Residents regularly with the latest information, regulations, and cases related to COVID-19. This communication will continue to be disseminated via several platforms including Communiqués, COVID-19 Advisories, “push alerts” on the Willow Valley Communities mobile app, and, beginning Monday, a new daily TV update. We are committed to information transparency with our Residents.

*Denny*— Dennis Griest, President and Chief Financial Officer