

April 14, 2020

Communiqué

Coronavirus Update

Consistent with Pennsylvania’s “Stay at Home” order, for the health and safety of Residents and Team Members, during the current COVID-19 crisis, Willow Valley Communities strongly encourages Residents to limit outings to truly necessary locations. To help Residents remain in their homes or within our communities, Willow Valley Communities is pleased to introduce Grocery Delivery Service.

Grocery Delivery Service

Beginning Wednesday, April 15, Willow Valley Communities will begin taking orders for **grocery deliveries to your apartment/residence**. There are two ways to activate this service and submit your grocery order:

- (Preferred Method) Access the **online grocery order form** on the home page of the Resident intranet and follow the directions to place your grocery order. You will receive an email confirmation when you submit your order.
- (Alternate Method) Call the Vistas Concierge at 717.464.7600 between the hours of 9:00 AM – 7:00 PM, 7 days a week to place your order. Please have your grocery list prepared when you call. Blank copies of the grocery order form will be available by the mailboxes in your community. The concierge will complete the online form and submit your order. If you do not have an email address, a paper copy of your order will be mailed to you.

The schedule for ordering and delivery is as follows (no exceptions will be made):

Community	Submit order by NOON on:	Order will be delivered on:
Manor and Garden Apartments	Monday	Tuesday
Lakes	Tuesday	Wednesday
North	Wednesday	Thursday
Spring Run	Thursday	Friday
Providence Park, Vistas, Midrises, Villas, Gables	Friday	Monday

Important Information:

- When placing your order, clearly indicate **preferred brand, size, and quantity desired**. Examples:
- One loaf of Arnold’s whole wheat bread
- One small jar of Jif creamy peanut butter
- Two quarts of 2% milk

(over please)

- The shopper will attempt to purchase the brand, size, and quantity requested on your grocery list. If a specific brand is not available or an item is out of stock, the shopper will purchase a substitute item at his/her discretion, unless you indicate *no substitutions* on your grocery order. Please be aware that there may be store-determined quantity limits on some items.
- A \$10 shopping/delivery fee will be added to each order.
- You will receive a copy of your store receipt with your delivery. The shopping/delivery fee and cost of your groceries will be billed to your Resident statement.
- We will be unable to use manufacturer's coupons for this service.
- Your order must be complete when submitted. No additional items can be added.

Please keep in mind that Willow Valley Communities is offering this service to all Residents. It is difficult to determine the volume of shopping requests we will receive, so please limit your shopping lists to essential items that would typically fit in one grocery cart.

We hope that you will find this new Grocery Delivery Service beneficial during this unprecedented time.

Transportation Services

With the addition of the grocery delivery service, until further notice, the following changes are being made to the WVC daily shuttle bus services:

- Blue Route morning "On-Demand" – Temporarily suspended
- Yellow Route – Temporarily suspended
- Afternoon "On-Demand" – Temporarily suspended
- Fee-for-Service will be waived for the stops (pharmacy & local doctor) previously made by the Yellow Bus Route. To schedule transportation for *prescription medication pick-up* or to *a local doctor's office* please call 717.464.6012. No charge will apply for these services.
- Fee-For-Service transportation will continue for other locations per the Exhibit A schedule and can also be scheduled by calling 717.464.6012.

Masks Required in All Public Spaces

As previously announced, Residents must wear a mask when leaving their own residence; this means in any public area; this includes indoors and outdoors. Masks are needed – even outdoors – for several reasons: 1) the wearing of masks any time a person leaves his/her home is consistent with PA Governor Tom Wolf's April 3, 2020 recommendation; and 2) we all want to be doing everything we can to prevent and contain COVID-19 at Willow Valley Communities.

Please continue to do your part to help ensure the safety, health, and well-being of fellow Residents and Team Members at Willow Valley Communities.

Denny — Denny Griest, President and Chief Financial Officer