

April 24, 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.

Please Stay at Home

Although you may have heard Pennsylvania's Governor, Tom Wolf, make references about a possible May 8 lifting of the stay-at-home order, Willow Valley Communities is committed to Resident and Team Member safety until the risk of COVID-19 has passed. We request that you continue to be diligent about staying at home, maintaining social distancing of six feet, and always wearing a mask if you must be outside your own residence. These directives mean stay at home, on your own campus, with no gathering or visiting friends' or families' homes. Mingling with neighbors and friends puts the community and yourself at greater risk to contract COVID-19.

We understand that all of these measures are difficult, but they are meant to keep us all safe at Willow Valley Communities. And our efforts together are working. As of the writing of this Communiqué, Willow Valley Communities has only two active positive cases of COVID-19 among our population of 2,400 Residents and 1,400 Team Members. The well-being, health, and safety of all of our Residents and Team Members depend on all of us adhering to these orders.

Meal Delivery Bags

Willow Valley Communities' Culinary Department has delivered close to 40,000 meals since the meal delivery service started three weeks ago. We have received many questions about the disposal of the takeout bags used for this service. We understand the desire to recycle and reuse them. However, during this very unique time of striving to mitigate the risk of the COVID-19 virus, we request that you please throw out the meal delivery bags. We do admire your deep beliefs and passion for recycling and caring for the environment. But the safety and wellness of Residents and Team Members must come first. Do not retain or reuse the bags.

COVID-19 Phishing Schemes

Please be aware of any unsolicited email related to Covid-19 asking for information or requesting you to click on any links or open any attachments within an email. Most likely they are phishing schemes that will infect your computer with malware. These emails could appear to be from a family member or friend. The FBI is also warning the public about phishing schemes surrounding economic fiscal stimulus checks. Do not click on any links or attachments in emails from financial institutions. If you have concerns about an unsolicited email, do not call the phone number provided in the email, rather contact the sender using a phone number you know to be correct.

In closing, 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