

April 3, 2020

Communiqué

Meal Delivery Service is Now Implemented in All WVC Community Dining Venues

PLEASE READ THIS LETTER IN ITS ENTIRETY AND FOLLOW THE DIRECTIONS THAT APPLY TO YOU!

With the safety, health, and well-being of our community top of mind, Willow Valley Communities continues to actively monitor developments related to COVID-19 and, where prudent, make corresponding temporary changes to our operation.

Beginning April 4 with dinner and going forward, Meal Delivery Service for dinners and breakfasts will be provided until further notice. All dining venues will be closed. Please follow the directions listed below.

ALL MANOR, LAKES, and NORTH RESIDENTS

- ALL Residents residing in Manor, Lakes and North will **automatically** receive menus under their apartment door this evening, Friday, April 3. These menus will include Saturday Dinner (4/4), Sunday Breakfast (4/5) and the Sunday Noon Meal. If you would like to have these meals delivered, please fill out the menus as directed below under **Meal Delivery Instructions** and place them outside your apartment door no later than noon on Saturday, April 4.
- After that, we will continue to deliver menus under your door for a week at a time until you ask us to stop. Each set of menus will list a date and time that you will need to place completed menus outside your door.
- **IMPORTANT:** If you don't want meal delivery service or want to stop delivery service at any point, simply write NO SERVICE REQUIRED or STOP on the menus we provide and leave them outside your door. At that point we will stop placing menus under your door. Please do not call us.
- If you **STOPPED** service and wish to **RESUME** service at a later date, please call the community hotline listed below:
 - ◆ Manor – 717.464.6530 (option 1)
 - ◆ Lakes – 717.464.8410 (option 2)
 - ◆ North – 717.464.6580 (option 1)

To be clear, ALL Manor, Lakes, and North Residents will AUTOMATICALLY receive menus. You do NOT have to call to activate this service. Only call the hotline if you've stopped the service and want to RESUME it.

ALL VISTAS, PROVIDENCE PARK, GARDEN APARTMENT, MIDRISE, VILLAS & GABLES RESIDENTS

- If you would like Meal Delivery Service, call the Meal Delivery Hotline listed below to start delivery service:
 - ◆ Garden Apartments, Providence Park, and Vistas: 717.464.6530 (option 1)
 - ◆ Villas, Midrise, and Gables: 717.464.8410 (option 2)
- Please leave the following information on the voicemail recording:
 - ◆ Your name
 - ◆ Your location/apartment number
 - ◆ How many in your apartment will need to order meals through the delivery service.
 - ◆ If you would like **continental** breakfast menus, dinner menus, or both. **No** 'hot' breakfast meals are available. Meals will be charged based on your individual Residents' Agreement.

- Please See Reverse Side for Culinary Updates -

- Upon notification that you desire Meal Delivery Service, we will place menus outside your door on Saturday, April 4. These menus will include Saturday Dinner (4/4), Sunday Breakfast (4/5) and the Sunday Noon Meal. If you would like to have these meals delivered, please fill out the menus as directed below under Meal Delivery Instructions and place them outside your apartment door no later than 2:00 PM on Saturday, April 4.
- After that, we will continue to deliver menus to your door for a week at a time until you ask us to stop. Each set of menus will list a date and time that you will need to place completed menus outside your door.
- You will only need to call the meal delivery hotline **ONCE** to begin Meal Delivery Service. You will continue to receive menus for as long as we are providing meal delivery service. If you want to **STOP** or **RESUME** meal delivery service, please call the hotline and let us know.
- DO NOT call if you don't want meal delivery service.
- **Providence Park, Midrise, and Gables Residents – upon notification that you want meal delivery service, we will put menus outside your door. Please fill them out and place outside your door by the date and time indicated on the top of the menus.**
- **Garden Apartments and Vistas Residents – upon notification that you want meal delivery service, we will slide menus under your apartment door. Please fill them out and place outside your door by the date and time indicated on the top of the menus.**

MEAL DELIVERY INSTRUCTIONS FOR ALL RESIDENTS REQUESTING MEAL DELIVERY SERVICE:

- When you receive your menus, circle the menu selections for each day you desire to have your meal delivered. **Be sure to fill in your name and apartment number at the bottom of each menu.**
- Place the menus for the entire week outside your door by the date and time listed at the top of the menus you receive. **PLEASE DO NOT SEPARATE THE MENUS BY DAY.**
- Meals will be delivered to you between the hours of 7:30 AM – 9:30 AM (Breakfast daily)
5:00 PM – 7:00 PM (Dinner Mon – Sat) & between 11:30 AM – 2:00 PM (Dinner on Sunday)
- After a few days of providing meal delivery, we will be better equipped to communicate more specific delivery times. Until then, please be patient and remain alert for your delivery during these time periods.
- **Team Members making these deliveries will knock loudly and will leave the bag at your door.**
- **Team Members are not permitted to enter apartments for any reason.**

IMPORTANT INFORMATION FOR ALL RESIDENTS:

- Circle items on the menus **ONLY** for the days you want delivery. For example, if you don't want breakfast and dinner every day, fill out only the menus for meals you want and leave the others blank.
- Meals will be charged based on your individual Resident's Agreement.
- You may continue to utilize Nutrition Analysis for special dietary, GF, vegetarian, and allergen information.
- We will make every attempt to fill orders based on the menu submitted. Please do not request items that are not listed on the menu. Substitutions may be made based on product availability.
- We understand that accuracy in filling orders is important; we will make every attempt to double check orders before delivery.

Thank you for your patience and continued diligence during these times to help insure your safety and the safety of fellow Residents and Team Members at Willow Valley Communities.

Sharon—Sharon Habanec, Vice President of Culinary Services