

May 1, 2020

# Communiqué

## Coronavirus Update

As our community continues to follow Pennsylvania Governor Wolf's "stay-at" home order, Willow Valley Communities (WVC) recognizes Residents' need for social interaction and connection with others. We understand and believe in the importance of this for maintaining physical, mental, and emotional well-being. This Communiqué will outline steps that you may want to consider to help enhance your physical and emotional well-being.

Below are recommendations of actions you can take from your own residence:

- Call a neighbor or friend each day – just to say hello
- Call the Chaplain for conversation or prayer
- Call the social workers if you feel you need more help and/or a deeper conversation
- Write a letter to a friend or family member/send a card to a neighbor who is alone
- Attempt to learn technology that will help you connect to others
- Consider taking up that new hobby you always wondered about; YouTube is a great resource!

Physical movement is very important for several reasons. First, it helps to combat depression and anxiety, and relieves stress. Second, it also helps retain muscle strength and increases blood flow throughout your body. There are more obvious physical opportunities such as walking or participating in the fitness classes being streamed via Facebook or on WVTM; however, just getting up once an hour and moving through your residence can also be of great benefit.

As we enter the month of May and start to think about the idea of "spring" – while still in consideration of current restrictions – Willow Valley Communities' leadership has discussed and embraced the idea of slowly, smartly, and methodically "re-opening" certain outdoor areas to allow Residents to safely interact with one another **while, of course, maintaining social distancing and wearing a mask.** Please note eating in these areas is prohibited at this time. Effective Friday, May 1, the following areas will be available to Residents:

- Community Courtyards (Manor, North, Lakes, The Glen)
- Patios Areas (Spring Run, Chautauqua Hall)
- The VUE (Vistas Residents only at this time)
- Garden plots
- Fishing in the ponds/lakes
- Sailing for model yacht boats
- Dog parks
- Paths for walking or bike riding

*(over)*

Although, these may be areas that you haven't traditionally visited, we encourage Residents to walk by these spaces and say hello to a neighbor or observe the activities that are occurring while maintaining social distancing and wearing a mask. Residents are still requested to remain on their respective campus. Residents are also asked to continue to refrain from visiting other Residents in the Supportive Living areas at this time.

Please be conscientious of, and smart about, proximity to others as you are gathering; social distancing rules (six feet apart) are still in effect. Willow Valley Communities has strategically placed furniture in some areas, such as the courtyards and patios, in ways that promote socialization while maintaining proper social distancing. The goal is start to allowing more movement within each campus to increase socialization and physical movement, without compromising the safety of the community. The governor's phased re-opening plan, plus our own COVID-19 numbers, will be our barometer for allowing re-opening of additional areas.

Enjoy your weekend!

*Denny*-Denny Griest, President and Chief Financial Officer

## **Point of Sale**

For the past year, Willow Valley Communities has been laying the groundwork to replace the point-of-sale (POS) equipment and system used throughout our campuses in order to improve operations and service to our Residents, Team Members and Guests. Implementation of hardware will be complete by May 15 and Team Member training will be ongoing as venues begin to reopen.

As part of the conversion to the new POS system, we will not be able to issue gift cards or accept gift card payments from May 1 -15. If you currently have a Willow Valley Communities or Local Table gift card, these cards will remain valid and balances will be transferred from the old POS system to the new POS system with no action required by you.

Thank you for your patience and understanding as we transition to a new point-of-sale system.

*Shelly*-Shelly Hitz, Business Systems Analyst