

May 29, 2020

Communiqué

Coronavirus Update

Willow Valley Communities understands and values the importance of maintaining physical, mental, and emotional well-being. We know that COVID-19 has greatly reduced opportunities for social engagement and the kinds of activities that Residents here enjoy. This has been a difficult time for many of you. Please know that we are working diligently on re-engagement and re-opening, where prudent.

Willow Valley Communities' leadership has discussed and embraced slowly, smartly, and methodically opening certain areas of our campuses to allow Residents to safely interact with one another while, of course, maintaining social distancing and wearing a mask. With your help, we have successfully implemented prior phases of our Willow Valley Communities Re-engagement Plan. Today we are pleased to announce details of Phase III of that Plan.

Effective Monday June 1, 2020, the following will be open for use:

- Billiards Areas (Manor Club, Lakes, Spring Run, North)
 - Occupancy – 2 per table
 - Hours of Operation: 8:00 AM – 8:00 PM
 - Social Distancing | Face Masks | Hand washing before and after use
- Table Tennis (North and Lakes)
 - Occupancy – 2 per table (singles play only)
 - Hours of Operation: 8:00 AM – 8:00 PM
 - Social Distancing | Face Masks | Hand washing before and after use
- Outdoor Shuffleboard
 - Occupancy – 2 per court (singles play only)
 - Hours of Operation: 8:00 AM – 8:00 PM
 - Social Distancing | Face Masks | Hand washing before and after use

Please take responsibility for adhering to the requirements listed above for each of these activities in an effort to help keep the community safe. If these requirements are not maintained, it will jeopardize continued use of these areas. Please be conscientious of, and smart about, proximity to others; social distancing rules (six feet apart) are still in effect. Wearing of masks is still required any time you are in a public space outside of your own residence. Please be sure to use good hand hygiene (soap and water, alcohol-based hand sanitizer).

As Willow Valley Communities continues to follow the Pennsylvania Department of Health (DOH) mandates, and applicable guidelines from the State of Pennsylvania, the health and safety of Residents and Team Members continue to be our highest priorities. Please look for additional Communiques next week about the implementation of subsequent phases of Willow Valley Communities' Re-engagement Plan. We continue to ask that you go off campus only for essential needs. Willow Valley Communities will continue to exercise community-wide control measures – including COVID-19 screenings and restricting visitors. All of these efforts are essential to keeping you safe and protecting your neighbors.

(over please)

Government Stimulus Payments: Prepaid Debit Cards being distributed

It is always important to be cautious about scams and phishing schemes, and especially during this COVID-19 time period. We have gotten questions from some Residents who recently received a debit card from the IRS. Please note, this is NOT a scam; the IRS has announced that it is distributing the government’s Economic Impact Payment through a prepaid debit card in lieu of a paper check. Card recipients will be able to check their card balance online, on the phone, or by using an app.

The debit cards will arrive in a plain envelope from Money Network Cardholder Services. On the front of the card will be Visa’s logo, and on the back will be the name of the issuing bank, MetaBank. The card, which is free, will provide recipients with consumer protections against fraud, loss, and other issues, according to the IRS.

Below is a website describing how to activate the card along with commonly asked questions:

<https://www.eipcard.com/>



Denny — Denny Griest—President and Chief Financial Officer