

May 8, 2020

# Communiqué

## Coronavirus Update

### Reminder: Mother's Day – No Visitors

Willow Valley Communities is closed to all visitors and guests. Residents are not permitted to have guests for Mother's Day, Sunday, May 10. This policy applies to all residence styles in Independent and Supportive Living. Immediate family members are considered guests.

### Self-Isolation Requirements

Willow Valley Communities has taken a conservative approach to requiring Residents to self-isolate in a number of different situations. It has been, and continues to be, our desire to be made aware of all potential opportunities for COVID-19 to be brought into our community and to minimize the risk of spread occurring. We wish to formally announce the conditions and situations that necessitate a Resident(s) to be in 14-day isolation, which are as follows:

1. Resident is under investigation for COVID-19
2. Resident has tested positive for COVID-19
3. Resident is experiencing respiratory illness symptoms such as shortness of breath, fever, cough, or sore throat
4. Resident is discharging back to their apartment after having been admitted to the hospital
5. Resident is discharging back to the apartment after having been in observation at the hospital
6. Resident is returning to the apartment after having been in the hospital Emergency Room
7. Resident is returning to the apartment after having been in an Urgent Care
8. Resident is a new move-in into WVC
9. Resident is returning from an out of state stay or visit

Please note that if you are experiencing any of the situations above, and another Resident lives in your residence, the other Resident will also need to adhere to the 14 day isolation requirement.

Many of the situations outlined above will require self-reporting, as not all of them are an actual screening question as you enter campus. You play a critical role; it is imperative that we work together to continue to keep the Campuses as healthy as possible. It is due to these collaborative efforts, as well as other changes to our operation, that Willow Valley Communities has been successful in mitigating COVID-19 positive cases and from spreading throughout our Campuses.

Thank you in advance for following recommended guidelines, using the services we have put in place to decrease the need to leave the campus, reporting all the above situations to Resident Nursing, and for practicing safe interactions with others around you.

*(over please)*

## Are You Watching Our Daily COVID-19 Updates on Television?

To keep Residents informed about COVID-19, as well as other happenings at Willow Valley Communities, we are broadcasting a daily live television newscast. As a reminder, each weekday from 4:00-4:30 PM until further notice, these reports provide COVID-19 current news, changes to policies and procedures, as well as reports about other relevant news at Willow Valley Communities. Tune in to WVTV on CampusTV 4 | Comcast 822 each weekday at 4:00 PM. The recorded program will be rebroadcast at each evening at 10:30 PM. You also have the opportunity to have your questions answered during this broadcast. Submit questions on our COVID-19 web page: [www.willowvalleycommunities.org/coronavirus](http://www.willowvalleycommunities.org/coronavirus). **Please note, there will be no Covid-19 Update television broadcast on Tuesday, May 12 due to a scheduled power outage on the Lakes Campus.**

## Resident Screenings

As the weather turns warmer, we understand that Residents will want to take longer walks, potentially off campus. Please be aware that any time you leave Willow Valley Communities' campus you must be screened at one of the two screening stations upon your return — even from a walk.

## Housekeeping Services

While receiving housekeeping services, please remember that both you and the housekeeper *must wear masks* while the housekeeper is in your residence. Please also remember to practice social distancing of at least six feet while the housekeeper is working at your residence.

## Meal Delivery Bags Disposal Reminder

Please do not retain or attempt to reuse or recycle the bags that Willow Valley Communities' Culinary Team uses to deliver meals. During this time of COVID-19, please throw them away in the garbage.

## Grocery Delivery Service Reminder

In order to decrease trips away from campus, we strongly encourage you to utilize Willow Valley Communities' Grocery Delivery Service. There are two ways to submit your grocery order:

- (Preferred Method) Access the online grocery order form at the top of the Resident intranet home page and follow the directions to place your grocery 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.
- **Please note that there will be no grocery delivery on Memorial Day so place your order accordingly.**

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, Glen PC                                    | Wednesday                | Thursday                    |
| Spring Run, Meadow Ridge PC                       | Thursday                 | Friday                      |
| Providence Park, Vistas, Midrises, Villas, Gables | Friday                   | Monday                      |