

June 12, 2020

# Communiqué

## **Outside Visitors Permitted for Residents in Independent Living**

Willow Valley Communities (WVC) continues to roll-out our multi-phased re-engagement plan. As previously announced, we plan to do this slowly, smartly, and methodically to limit the opportunities for reintroduction of COVID-19 into our communities. Thorough hand-washing, masking, and social distancing will continue to be prevalent in all areas through each phase of our re-engagement plan.

Willow Valley Communities closed the campuses to visitors on March 14, 2020, with only essential external personnel being permitted on campus over the past three months. We recognize that this step has been emotionally difficult for many Residents, especially during this challenging time. As part of the Re-Engagement Plan Phase V, Willow Valley Communities is pleased to announce that it will resume allowing visitors on the campuses starting Tuesday, June 16, 2020. We strongly recommend that Residents invite close friends and family members only. Remember, social distancing requirements remain in place, so please limit the number of visitors you bring into the communities. In addition, the following guidelines apply:

- Apartment visits only (no common/public space use)
- Mask wearing (ages 3+) and social distancing will be required; guests must arrive with their own masks
- Guests will be required to go through the screening checkpoint at either campus when they arrive. Guests will not be permitted on campus if they have COVID-19 symptoms, if they have an elevated temperature, or if they have had close contact within the last 14 days with someone who tested positive or is under investigation for COVID-19. For the health and safety of all of our Residents, it is imperative that the screening questions are answered accurately. If WVC does experience a rise in positive COVID-19 cases, then contact tracing will determine the source.
- Guests will enter the lobby and register with the Concierge Desk
- Guests are not permitted in the Dining Rooms
- Guest Meals are not available
- Guest Rooms are not available

*Denny* — Dennis Griest, President and Chief Financial Officer

*(over please)*

## **Visitors in Supportive Living Areas**

Strict regulations issued by the Department of Health and Department of Human Services do not permit visitations inside Personal Care and Skilled Care areas at this time. Please note that the Supportive Living Team continues to arrange scheduled Zoom and Facetime visits, along with scheduled window visits outside of the supportive living areas for spouses or other friends and family who live here at Willow Valley Communities.

*Denny* — Dennis Griest, President and Chief Financial Officer

## **Universal COVID-19 Testing in Skilled Care**

The Pennsylvania Department of Health has mandated universal COVID-19 Testing for Team Members and Residents in Skilled Care. This universal testing will be for the Skilled Care areas only, which include Residents and Team Members in the Glen and Lakeside. Due to the large size of our community, we anticipate testing close to 1,000 individuals from these areas by the end of June. There are a lot of complexities to the universal testing requirement. To coordinate this process, we have been working with WVC Team Leaders, the laboratory, and local government officials to obtain testing kits. As always, the safety of the Team Members and Residents is our top priority.

*Kendall* — Kendall Hunsicker, Vice President of Healthcare Services