

June 23, 2020

Communiqué

Coronavirus Update

Willow Valley Communities (WVC) continues to roll-out our multi-phased re-engagement plan. This *Communique* will outline more areas of the community that will open. As mentioned before, we plan to do this slowly, smartly, and methodically to limit opportunities for reintroduction of COVID-19 into our communities. Thorough hand-washing, masking, and social distancing will continue to be prevalent in all areas of our re-opening plan.

As outlined by Governor Wolf, Lancaster County is transitioning to the Green Phase on Friday, June 26, 2020. While Residents of Lancaster County are no longer required to stay at home, we encourage you to make smart choices, limit your contact, and avoid prolonged unnecessary exposure as well as large group gatherings. WVC continues to review all areas of operations to incorporate the re-opening of areas and services on the Campuses.

Update Announcements Effective Monday, June 29, 2020:

Beauty Salons in Independent Living

The beauty salons at Manor, North, Spring Run, and Lakes will re-open on Monday, June 29, 2020. The stylists will contact previous clients to arrange appointments. Other Residents can leave a message at the beauty shop of their choice if they would like an appointment. *Please note that beauty salons in the Supportive Living areas are NOT permitted to open at this time.*

Satellite Fitness Areas

The satellite fitness areas at Manor, Vistas, Garden Apartments, Lakes, and Spring Run will open on Monday, June 29, 2020. Occupancy limits for each of these areas have been set according to the size of the room and ability to maintain social distancing while exercising; certain equipment may not be operational in order to maintain social distancing requirements. After each exercise, Residents should wipe down any equipment they used with the sanitizing wipes provided. More details are forthcoming and will be shared in Friday's edition of the *Communique*. *Please note that the satellite fitness center at The Glen is not permitted to open due to ongoing restrictions in Supportive Living. North Residents are encouraged to utilize the other satellite centers on Manor Campus if they would like to use equipment.*

No Guest Pets

While we are happy to see Residents enjoying time with their guests, we are not permitting four-legged guests at this time. Please ask your visitors to leave their pets at home so they are not turned away upon arrival.

(over please)

Additional Openings to Come

We recognize there are many other programs and amenities that Residents are eager to see re-open. We understand the reasons why Residents feel that certain areas should be re-opened first or before others. However, due to the nature of being a large senior living community, each one of the programs/amenities needs to be individually reviewed for items such as occupancy, sanitization, social distancing etc. Our decisions must take these factors into consideration and must continue to balance the need to be responsibly safe with the goal of re-engagement for Residents. We appreciate your patience as we continue to work through this next phase of the re-engagement plan. We look forward to future communications and want to thank you for your part in keeping Willow Valley Communities a safe place to live and work.

Denny — Dennis W. Griest, President and Chief Financial Officer

Vote for Willow Valley Communities in This Year's Favorites!

Please vote for Willow Valley Communities in LNP's Readers' Choice Awards for 2020. We'd be honored to earn your vote again.

We're excited to be eligible for "Your Favorite" in these categories:

Miscellaneous

- 55+ Community (Willow Valley Communities)
- Retirement Community (Willow Valley Communities)

Medical

- Hearing Specialist (Integrity Hearing Solutions VIA Willow Valley)
- In-Home Companion Care (Connections at Home VIA Willow Valley)
- Personal Care/Assisted Living (Willow Valley Communities)

Visit the Willow Valley Communities website for a step-by-step video walking you through the virtual voting process and to vote. If you have questions or need assistance, please email Maureen Leader at MLeader@willowvalley.org

Remember to vote now through Sunday, June 28, 2020!

Brian — Brian T. Rutter, Chief Marketing Officer