

June 9, 2020

Communiqué

Introducing Local Table Curbside Pick-up

Executive Chef, Josh Manny is back in the Local Table kitchen whipping up some delicious dinner fare prepared from scratch with locally sourced ingredients and fresh produce, as only Chef Josh can do. Simply place your order via email and General Manager, Mary Ellen Davis will confirm your order and provide a pick-up time via email. On your scheduled delivery day, just drive up to the front of The Clubhouse and we will bring your order to your car!

General Information

- Local Table Curbside Pickup is available on **Friday and Saturday evenings** beginning Friday, June 19.
- Pick-up times will range between 4:45 PM – 6:30 PM.
- The current menu, which will change every Monday, can be found on the Resident Intranet. Start by clicking on The Clubhouse button, then click on the Local Table icon on the next web page.

How to Place an Order

- Email your order to LTCurbside@willowvalley.org and provide the following information:
 - ◇ Name, building, apartment number, and your phone number.
 - ◇ Date and time you would like to pick up your order.
 - ◇ Menu selections and quantity for each item desired.
- Please note that orders for Friday pick-up must be placed by noon on Thursday; orders for Saturday pick-up must be placed by noon on Friday.
- Email ordering is **preferred**. If you do not have access to order via email, please call 717.464.7809 and leave a message with the required information.

Order Confirmation

- Mary Ellen will confirm your order and assign a pick-up time via email reply or by a return phone call.
- Pick-up times will be assigned in the order they are received.

Picking Up Your Order

- Access to The Clubhouse will be via the Locust Lane entrance only.
- Pull up to the front of The Clubhouse at your designated pick-up time. Please stay in your car and wait for a Team Member to assist you. Kindly wear your mask.
- Take advantage of our WVC Shuttle Delivery Service for just a \$5.00 delivery fee! Simply indicate you would like shuttle delivery and agree to the delivery fee when you place your order. Your order will be delivered to the concierge desk at Manor, Lakes, North, Spring Run, or The Vistas. For all other locations, we will deliver to your door.

Payment

- Food orders are meal plan eligible and will be billed to your Resident account.
- 6% tax will be added to your total bill.
- If you would like to add a tip, indicate the amount in your email and it will be applied when billed.
- Sorry, no cash or credit cards can be accepted at this time.

Sharon— Sharon Habanec, Vice President of Culinary Services

(over please)

Willow Valley Communities Awarded “A” Rating from Fitch Ratings

Willow Valley Communities is pleased to announce that we have again received a coveted “A” rating with a Stable Rating Outlook from Fitch Ratings, a leading provider of credit ratings, commentary, and research. Fitch Ratings, based out of New York City and London, is the predominant debt rating agency in the senior living sector. In awarding the “A” rating, Fitch cited Willow Valley Communities’ ability to draw residents from a geographically broad area, which insulates us from potential stress in the local economy or housing market. Fitch also believes our pricing and Type A Lifecare contract (other Lancaster County communities offer a Type C contract) keep us competitive.

Fitch also noted our 18 move-ins from March through the middle of May despite the challenges of marketing during the coronavirus, writing, “Revenues have remained largely intact and the overall financial performance has remained steady. Willow Valley Communities has had only a handful of residents and staff that have tested positive for the coronavirus.”

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

Hearing Services Are Available

Integrity Hearing Solutions VIA Willow Valley is currently providing a full range of audiology services. Appointments are being scheduled at both the North and Lakes locations. In light of current healthcare concerns, modified scheduling and cleaning protocols have been adopted to comply with Willow Valley Communities’ recommended practices.

Available services include:

- Complimentary Hearing Screenings
- Hearing Evaluations
- Hearing Aid Service
- Hearing Aid Purchases utilizing discount programs

If you would like to make an appointment, please call the office at 717.464.6411.

Jennifer — Jennifer Egizi, Senior Director of Home and Community Based Services