

July 10, 2020

Communiqué

Coronavirus Update

Willow Valley Communities (WVC) continues to assess areas of the community that have reopened and determine what the next re-engagement phases will look like. As mentioned before, our plan is to do this slowly, smartly, and methodically to mitigate COVID-19 risk into our communities. Thorough hand-washing, masking, and social distancing continue to be essential in all areas of our re-opening plan. Please see the below information as it relates to amenities and program updates.

Willow Valley Communities will continue to monitor and review amenities and programs on our campuses and make appropriate changes in an effort to promote re-engagement, while keeping the safety of Resident and Team Members at the forefront of our decision making.

Denny — Dennis Griest, President and Chief Financial Officer

Limited Clubhouse Amenities Beginning Monday, July 13, 2020 **Monday – Friday | 7:30 AM – 5:00 PM (reservations required)**

We are pleased to announce the opening of The Clubhouse Outdoor Pool/Spa and Satellite Fitness Center for the 2020 summer season, beginning Monday, July 13, 2020. Protocols and precautionary measures have been put in place to help minimize risk of Coronavirus exposure, including limiting occupancy. If you are not feeling well, please stay home.

The Clubhouse can be accessed from Providence Park Drive. Lakes Campus Residents will need to come onto Manor Campus through the screening checkpoint entrance – after screening, can access Providence Park Drive just beyond Chautauqua Hall. Parking in front of The Clubhouse is encouraged. Then, enter through the front doors and check in with the Concierge. Residents will be screened if they have not already been through a checkpoint; if you have already been screened, be prepared to show your nametag/dot. Please do not show up early, as you will not be permitted to sit indoors and wait for your reservation.

Please note that access to The Clubhouse is limited to the outdoor pool and fitness center only, and these amenities are limited to Residents only. Amenity Passes (reservations) are required and can be accessed through the **Living Forward App** (see instructions below). A Resident can book up to two passes per time period (one for them and one for another Resident). Available passes are displayed in the app seven days in advance.

The Clubhouse Pool & Spa | Max Occupancy: 30 (total for pool deck, pool, and spa) | 12 – Pool | 2 – Spa **Available Passes: 8:00 AM – 9:30 AM | 10:00 AM – 12 NOON | 12:30 PM – 2:30 PM | 3:00 PM – 5:00 PM**

- Residents will be asked to leave at the end of the reserved time. Those with back-to-back reservations will be asked to go out to their car with their belongings so we can prepare (clean and sanitize) for the next time slot and group
- Shoes and masks must be worn indoors
- Masks are not required while sitting on the pool deck or in the pool as long as social distancing is maintained. Please wear your mask when entering/exiting and when going in/out of the bathrooms

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- Please come dressed to swim, as the locker rooms are not open for use. Farmhouse bathrooms are open; locker rooms are closed
- Recreational swimming only – NO group exercise
- Pool towels will be offered at check in (1 per person). Please discard your towel in the appropriate bin when leaving the pool
- The Clubhouse Café & Ice Cream Parlor is closed for the 2020 pool season. Residents are permitted to bring light snacks and non-alcoholic beverages. Glass containers are not permitted
- Pool noodles will not be provided, but you may bring your own. If you would like to purchase one to bring back and forth, see a pool attendant or The Clubhouse Concierge

The Clubhouse Fitness Center | Max Occupancy: 4

Available Passes: 7:30 AM – 8:30 AM | 9:00 AM – 10:00 AM | 10:30 AM – 11:30 AM
12:00 NOON – 1:00 PM | 1:30 PM – 2:30 PM | 3:00 PM – 4:00 PM

- Use hand-sanitizer upon entry
- Obey occupancy limits and maintain social distancing. Some equipment has been turned off, unplugged, and marked “off limits” to help maintain social distancing. Please do not attempt to use these machines
- Use sanitizing wipes to clean equipment after use
- Masking is one of our best defenses. Residents are expected to wear a mask whenever possible. You may remove the mask while on the cardio equipment, but it should be pulled up if someone comes close by

Making a Reservation through the Living Forward App:

Please ensure that your Living Forward app has been updated to the latest release and enable push notifications.

1. From the menu (☰) in upper left hand corner, choose **Amenity Reservations**
2. Click the amenity you would like to book (i.e., **Clubhouse Pool & Spa Amenity Pass**)
3. At the bottom of the screen, click on **Select from Available Dates**
4. View the Amenity Passes available for each timeslot and **select the pass that you wish to reserve**; then, click **Select This Pass** to continue
5. Indicate the number of adults by tapping on the plus (+) symbol. After confirming the number of reservations you want – one or two – click on **Continue Reservation**
6. Click on **Confirm Reservation**. You will receive a push notification indicating that your reservation is confirmed
 - ◇ Please note that you will be waitlisted if the timeslot is full. If a cancellation is processed, you will be automatically confirmed and will be notified via email
 - ◇ If a cancellation is not processed, you will receive a push notification an hour prior to the reservation time informing you that there has not been a cancellation and that you are still on the waitlist
7. View confirmed passes from the **My Living Forward > My Passes** button
8. Push notification reminders for entry and exit will be sent to your device 10 minutes prior to your start time and 10 minutes prior to your end time
9. For assistance or issues, please contact The Clubhouse Concierge at 717.464.7805

Krista— Krista Aston, Resident Life & Clubhouse Manager

Stacy— Stacy Musser, Senior Director of Resident Life & Wellness

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MarketPlace and The Overlook – Expanded Hours and Limited Table Seating

MarketPlace: Monday – Friday, 8:00 AM – 2:00 PM | **The Overlook:** Monday – Friday, 10:00 AM – 4:00 PM

Beginning on Monday, July 13, we will allow limited seating in both Market Place and The Overlook during normal hours of operation. These guidelines must be followed:

- Seating is limited to Residents only. Team Members can purchase from these locations, but cannot utilize tables and chairs.
- Maximum seating is 2 per table. Tables and chairs cannot be pulled together to form larger groups.
- Residents must request a table assignment from the Barista and must check out when leaving.
- Tables and chairs will be cleared and sanitized by a Team Member after each use.

Sharon— Sharon Habanec, Vice President of Culinary Services

Grocery Delivery Program Update

The grocery delivery program continues to be enjoyed by those utilizing this service. In recent weeks, the number of users has decreased. Therefore, the schedule for the grocery deliveries is changing. Beginning Monday, July 13, 2020, groceries for Residents on the Manor Campus will be delivered on Thursdays. Residents on the Lakes Campus will have their groceries delivered on Tuesdays.

Transportation Update

Local Shopping Bus Transportation to local Willow Street businesses (i.e., Giant, CVS, Weis, and Kmart) will be begin on Monday, July 13, 2020. The buses will run on Monday, Wednesday, and Friday (see reverse side). There will be one bus running for each Campus. These local shopping buses will replace the previous “Yellow Route” bus route/schedule until further notice.

Buses will NOT drop at any local doctor offices; however, Residents needing this service can call 717-464-6012 to schedule transportation at NO Cost. This applies to transportation to one of the following offices:

List of local doctors offices serviced at no fee:

- Penn State Medical—South Lancaster
- Lancaster Family Medicine
- Black & Black Dental Care
- Henderson Podiatric Care
- Flinchbaugh Podiatric Care

On Demand Shuttle Service will resume. Service will be for intra-campus travel, inter-campus travel, and trips to the Lakes Medical Center. Shuttle(s) will be available from 8:00 AM to 4:00 PM Monday through Friday. Residents may call either 717.314.8858 or 717.314.5501 to request service.

Fee-For-Service Shuttle Service will continue. This service may be used for transports outside of the Willow Street area (fees may apply). Residents may call 717-464-6012 to arrange for this service.

Jim— Jim Tracy, Sr. Director, Property Management & Services

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YELLOW ROUTE SCHEDULES (as of 7/13/2020)

Manor Campus Yellow Route

North	Manor	Giant	CVS	Weis	K-Mart
7:15	7:20	7:30	7:35	7:40	7:45
7:55	8:00	8:10	8:15	8:20	8:25
8:35	8:40	8:50	8:55	9:00	9:05
9:15	9:20	9:30	9:35	9:40	9:45
9:55	10:00	10:10	10:15	10:20	10:25
10:35 Drop only	10:40 Drop only	10:50 Pick up only	10:55 Pick up only	11:00 Pick up only	11:05 Pick up only
11:15 Drop only	11:20 Drop only				
12:00	12:05	12:15	12:20	12:25	12:30
12:40	12:45	12:55	1:00	1:05	1:10
1:20	1:25	1:35	1:40	1:45	1:50
2:00	2:05	2:15	2:20	2:25	2:30
2:40 Drop only	2:45 Drop only	2:55 Pick up only	3:00 Pick up only	3:05 Pick up only	3:10 Pick up only
3:20 Drop only	3:25 Drop only				

Lakes Campus Yellow Route

Spring Run	Lakes	Giant	CVS	Weis	K-Mart
7:30	7:35	7:45	7:50	7:55	8:00
8:10	8:15	8:25	8:30	8:35	8:40
8:50	8:55	9:05	9:10	9:15	9:20
9:30	9:35	9:45	9:50	9:55	10:00
10:10	10:15	10:25	10:30	10:35	10:40
10:50 Drop only	10:55 Drop only	11:05 Pick up only	11:10 Pick up only	11:15 Pick up only	11:20 Pick up only
11:30 Drop only	11:35 Drop only				
12:15	12:20	12:30	12:35	12:40	12:45
12:55	1:00	1:10	1:15	1:20	1:25
1:35	1:40	1:50	1:55	2:00	2:05
2:15	2:20	2:30	2:35	2:40	2:45
2:55 Drop only	3:00 Drop only	3:10 Pick up only	3:15 Pick up only	3:20 Pick up only	3:25 Pick up only
3:35 Drop only	3:40 Drop only				