

September 1, 2020

Communiqué

Coronavirus Update

Outside Visitors Permitted for Residents in Independent Living

Willow Valley Communities continues to roll-out our multi-phased re-engagement plan. As previously announced, we are executing this plan 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.

After a short re-opening in June 2020, Willow Valley Communities closed the campuses to visitors on July 3, 2020. Since that time, only essential external personnel have been permitted on campus. We recognize that this period without visitors has been somewhat difficult for many Residents. As part of the re-engagement plan, Willow Valley Communities is pleased to announce that it will resume allowing visitors on the campuses starting Tuesday, September 8, 2020. We strongly recommend that Residents invite only close friends and family members. Remember, social distancing requirements remain in place, so please limit the number of visitors you bring into the communities. In addition, the following requirements apply:

- Visitors will be required to go through the screening checkpoint at either campus when they arrive. Visitors 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. Visitors who have recently traveled outside the United States will not be permitted on campus. For the health and safety of all of our Residents and Team Members, it is imperative that the screening questions are answered accurately. If Willow Valley Communities experiences a rise in positive COVID-19 cases, then contact tracing will be used to determine the source
- Mask wearing (ages 3+) and social distancing will be required; visitors must arrive with their own masks and must wear them upon entry to the campus, including at the screening checkpoint
- Visitors must register with the Concierge Desk. Visitors to the outer buildings must call the Concierge upon arrival at the residence
- Visiting pets are not permitted
- Visits may take place in the Apartment only (no common/public space use)
- Visitors are not permitted in the Dining Rooms
- Guest Meals are not available
- Guest Rooms are not available
- Visitors must check out at the Concierge Desk. Visitors may check out in person or via phone
- Any visitor unwilling to follow the above listed requirements will be escorted off the premises and future visits may not be permitted

(over please)

Attached you will find the Willow Valley Communities COVID-19 Resident Visitor Safety Pledge. We ask that you read it carefully and consider the ways that you can contribute to maintaining the safety of our community by making choices that will continue to mitigate the risk of bringing COVID-19 into Willow Valley Communities.

We want to thank you in advance for your cooperation in upholding the Safety Pledge. It is imperative that you take responsibility for ensuring that your visitors are aware of and willing to follow all of the requirements outlined above.

Denny — Dennis Griest, President and Chief Financial Officer

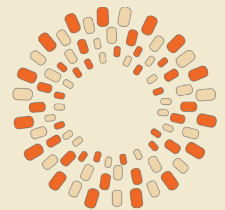
COVID-19 RESIDENT VISITOR SAFETY PLEDGE

Willow Valley Communities' primary goal during the COVID-19 pandemic is the safety and health of Residents and Team Members. As a Resident of Willow Valley Communities, you agree to adhere to the guidelines set forth when you invite visitors to the campus. If a Resident and/or their visitor(s) do not follow the guidelines, your visitors will not be permitted on campus and will be asked to leave.

I pledge to be responsible for my visitors and make sure they adhere to the following when on Willow Valley Communities property:

- **Visitors MUST go through the screening checkpoint upon arrival** — All occupants of the vehicle must be screened. Visitors will not be permitted on campus if they don't pass the screening criteria.
- **Visitors MUST register in and out at the Concierge Desks** — In addition to going through the screening checkpoint, visitors must register in and out at the Manor, North, Vistas, Lakes, or Spring Run Concierge Desks.
- **Visitors are permitted in the apartment only** — NO indoor or outdoor public spaces, including culinary venues, courtyards, walking paths, etc.
- **Visitors MUST wear masks**
- **Visitors must practice social distancing**
- **Visitors must practice good hand hygiene**
- **Visiting pets are not permitted on campus**
- **Visitors desiring to visit a Resident in a Supportive Living community will arrange that with the respective Supportive Living Team**

As a Resident, I will ensure that my visitors follow these guidelines to help mitigate COVID-19 exposure risk to other Residents and Team Members.



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