

October 2, 2020

# Communiqué

## Coronavirus Update

### Voting Information

The United States Presidential election will be held on Tuesday, November 3, 2020. The polls will be located at the Willow Street Lions Club at 1730 Hans Herr Drive, Willow Street, PA. Willow Valley Communities will provide limited bus transportation (schedule will be released in a future Communique). Please note, space on the bus will be limited due to social distancing requirements, and should be reserved for those who are unable to drive.

We have received several questions asking, “What is the difference between an Absentee and a Mail-in Ballot in PA”? According to the Lancaster County Voter Registration and Board of Elections, Absentee Ballots have existed in Pennsylvania for decades. Absentee Ballots require a voter to be out of their municipality or unable to go to the polls because of illness or physical disability. Mail-in Ballots were created by Act 77 of 2019. Any registered voter is eligible to request a Mail-in Ballot. Absentee and Mail-in Ballots both require the voter to apply and are processed exactly the same way by the Election Office. Applications to request these types of ballots are located by the Resident mailbox area.

For more information related to voting, please visit the “Lancaster County Voter Registration & Board of Elections” website or call them at 717.299.8293.

*Danielle*— Danielle Geyer, Senior Director of Manor Campus

*Glennnda*— Glennnda Hart, Senior Director of Lakes Campus

### Center for Vitality to Open Saturdays

The Center for Vitality (Cultural Center Fitness and Aquatics Centers) will be open on Saturdays beginning October 10. Amenity Passes will be required and all of the same protocols are in place as during the week. As a reminder, you can only book Amenity Passes seven days in advance. Passes for Saturday, October 10 will be available on the app this weekend. Space is limited.

#### CC Aquatics Center Saturday Amenity Passes

8:30 AM – 9:30 AM | 9:45 AM – 10:45 AM | 11:00 AM – 12 NOON | 12:15 PM – 1:30 PM

#### CC Fitness Center Saturday Amenity Passes

8:00 AM – 9:30 AM | 10:00 AM – 11:00 AM | 11:30 AM – 12:30 PM | 12:45 PM – 1:45 PM

If you need assistance with the Living Forward App, please reach out to one of the community Resident Life Coordinators, or Stacy Musser at 717.464.7890.

*Stacy* — Stacy J. Musser, Senior Director of Resident Life & Wellness

*(over please)*

## Phone Scam Alert

Some phone scams utilize a technique known as Caller ID Spoofing. Spoofing a phone number means the phone number you see on your Caller ID is not the true calling number. It may look like a number from the Lancaster area, but, in fact, be coming from another state or country. It has been reported to Willow Valley Communities by Residents that there are currently multiple phone scams circulating. On the caller ID display, these calls appear to come from the 717 area code or from Willow Valley Communities or from The Glen at Willow Valley. These calls are a scam and are not from Willow Valley.

### Social Security Scam

This scam is a recorded message saying something to the affect that your social security number has been used illegally at a given location; it then directs recipients to press “1” to be connected with an “officer”.

### Compromised Willow Valley Communities IT Scam

This scam is a recorded message saying they are from WVC IT and WVC IT is compromised and directs recipients to press 1 to speak with the WVC IT department.

### Apple Device Scam

This scam is from a 717.464.xxxx number with a recorded message stating there was unauthorized activity on your Apple device.

If you receive a questionable call, hang up and do not provide any information to the caller.

*Bob*— Bob Davis, Senior Director of Information Technology

## Transportation Update

Effective October 5, 2020, the Local Bus Shopping Schedule will change. We are revising the schedule to use one bus for both campuses. This will enable us to better meet the individual transportation needs of Residents. The buses will continue to operate on Monday, Wednesday, and Friday morning. The transportation schedule is as follows:

North	Manor	Giant	CVS	Kendig SQ	Lakes	Spring Run	Kendig SQ	CVS	Giant
8:00	8:05	8:13	8:17	8:22	8:30	8:35	8:42	8:47	8:52
9:00	9:05	9:13	9:17	9:22	9:30	9:35	9:42	9:47	9:52
		Drop & P/U	Drop & P/U	Drop & P/U			Drop & P/U	Drop & P/U	Drop & P/U
10:00	10:05	10:13	10:17	10:22	10:30	10:35	10:42	10:47	10:52
		Drop & P/U	Drop & P/U	Drop & P/U			Drop & P/U	Drop & P/U	Drop & P/U
11:00	11:05	11:13	11:17	11:22	11:30	11:35	11:42	11:47	11:52
Drop Only	Drop Only	P/U On-ly	P/U On-ly	P/U Only	Drop Only	Drop Only	P/U Only	P/U On-ly	P/U On-ly
12:00	12:05								
Drop Only	Drop Only								

On Demand Shuttle Service will continue, and shuttles will run from 8:00 AM – 3:45 PM Monday through Friday.

Complimentary transportation to local doctors’ offices within Willow Street will continue to the following locations:

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

To schedule transportation to the offices above, please contact Tracy Long at 717-464-6012 or [tlong@willowvalley.org](mailto:tlong@willowvalley.org).

*Jim*— Jim Tracy, Senior Director, Property and Management Services