

November 13, 2020

Communiqué

Important COVID-19 Updates

As we approach the end of this challenging and difficult year, there appears to be some good news being reported about a possible COVID-19 vaccine. However, we are also hearing that the next few months of the pandemic will be difficult as COVID -19 positive cases are surging. With the increased positive COVID -19 cases in the greater community, and on our Willow Valley Communities campuses, we have made the prudent decision to once again tighten our COVID-19 protocols, close some of our amenities, and place any further re-opening of Willow Valley Communities 'on hold' until after the holiday season. We are taking these actions to help ensure the health and safety of our Residents, Team Members, and families. We need to continue to respect this virus, and to practice prevention.

In response to several identified COVID-19 cases at Manor, unless otherwise noted, the following actions will be effective immediately for **Manor Building Residents**:

- All common areas (Dining Room, Fireplace Lounge, Auditorium, C/D Connector, Woodshop, Art Studio) will be closed for thorough cleaning.
- All programs and activities in the Manor Building are being suspended until further notice.
- There will be no maid service, laundry, or other routine service unless it is needs based.
- All routine maintenance work will be suspended.
- Manor Residents are not permitted to use the bank or pharmacy, or visit other areas within Willow Valley Communities. There can be no cross mingling with Residents of other buildings or other areas of the campuses.
- Residents should not go to another Resident's apartment.
- Beginning Monday, 11/16, Meal Delivery Service will be the only option for meals at Manor. (Residents of the Vistas, Garden Apartments, and Providence Park can pick-up meals at Manor North). See the attached Culinary Services Changes for further details.

The following actions will be effective for **all WVC Residents**:

- Only Manor Building Residents should be in the Manor Building.
- Effective immediately, Resident Choice dining is suspended. Dining rooms are closed until further notice.
- There will be no eat-in at Overlook and Marketplace. Pick-up only will be available.
- All fitness and aquatic centers (Cultural Center, Satellite Centers, Pools) will be closed effective Saturday, 11/14.
- The number of Residents in group programs is limited to 10 or fewer participants.
- Effective Monday, 11/16 everyone coming onto our campuses must go through the screening stations. Resident guests will be limited to essential adult (age 18+) visitors -- close family, caregivers, POAs.

(over please)

Additionally, Residents must continue to do the following:

- Wear a mask over the nose and mouth to protect one another.
- Stay at least 6 feet away from others who are not part of your household.
- Wash hands often with soap and water or use alcohol-based hand sanitizer.
- Avoid large gatherings.
- Clean and disinfect frequently touched surfaces.
- When having guests, please limit the number of guests and set expectations ahead of time.
 - ◊ Consider requesting that your guests have a COVID test with a negative result prior to their visit.
 - ◊ While your guests are visiting, keep your windows open to circulate fresh air.
 - ◊ Consider having guests bring their own food and drink.
 - ◊ Use single-use (disposable) plastic plates, cups, and utensils for meals.
- Watch the COVID-19 Update TV broadcast for ongoing updates.

We must all continue to stay safe and healthy as we bring this year to a close.

Denny—Dennis W. Griest, President & CFO

Culinary Services Changes

Beginning with breakfast on Monday, November 16th, Meal Delivery Service will be implemented at the **MANOR**. The Manor dining venues will be closed for pick up and dine-in. Please read the following information carefully to make the transition from pick-up to delivery as smooth as possible.

- Menus for Monday, 11/16 through Sunday, 11/22 will be available today at the host station for Manor Residents to pick up. If you desire meals, please pick up your menus for next week!
- Complete your menus for the week and place them outside your apartment door, no later than noon on Sunday, 11/15. Culinary Services will pick up these menus.
- After that point and for as long as delivery service is deemed necessary, Culinary Services will deliver a week's worth of menus to your door each Wednesday. Be sure to fill out your menus and place them outside your apartment door by noon on Friday.
- Breakfast will be delivered between 7:30 AM – 9:00 AM. Dinner will be delivered daily between 5:00 PM – 7:00 PM and between 11:30 AM – 2:00 PM on Sundays. Please be patient and remain alert for your delivery during these time periods.
- It is very important that you put your name and apartment number at the bottom of each menu and that you return the full week's menu as one page.
- Please circle the items on the menu **ONLY** for the days you want delivery. For example, if you don't want breakfast and dinner every day, fill out only the menus for meals you want and leave the others blank. Again, please do not separate the menus.
- Meals will be charged based on your individual Resident's Agreement.
- You may continue to utilize the Nutrition Analysis for special dietary, GF, vegetarian, and allergen information.
- We will make every attempt to fill orders based on the menus submitted. Substitutions will be made based on product availability.
- We understand that accuracy in filling orders is important; we will make every attempt to double check all orders before delivery. Please call us if something is not right.
- Team Members making these deliveries will knock loudly and will leave the bag at your door. Team Members are not permitted to enter apartments for any reason.

Important Information for Providence Park, Vistas, and Garden Apartment Residents – Meals will not be delivered to these locations. If you would like a meal, please plan on picking it up at the North between 6:30 PM – 7:00 PM daily and between 1:30 PM – 2:00 PM on Sundays.

Meal delivery is being implemented at the MANOR only. North Residents should continue to pick up meals at the North and all Lakes Campus Residents should continue to pick up meals at Lakes or Four Seasons as you are currently doing.

In addition, Resident Choice Dining (i.e., in-house dining at Manor, Lakes, and North) is discontinued until further notice.

The Overlook and Market Place will remain open for pick-up only. No seating is available until further notice.

Sharon—Sharon Habanec, Vice President, Culinary Services



Currently Permitted/Open*
Activities - Club or Group Meetings (10 or fewer)
Art Studios - Communities
Audiology - by appointment
Auditoriums - Small Group Events (10 or fewer)
Banks - Open by Appointment
Beauty Salons - Independent Living
Billiards
Business Centers
Camera Club Studio
Car Wash Stations
Clubhouse Outdoor Courts – Reservations (seasonal)
Clubhouse Pool & Spa - Reservations Required (seasonal)
Courtyards/Outdoor Patios - No Eating
Cross Campus Access Permitted (Limitations for Manor Resd)
Culinary - Community Dining Rooms
Manor - Delivery Service (begin breakfast 11/16)
Lakes, North, Spring Run - Take Out Service (begin 11/12)
Culinary - Local Table - Curbside Take Out for Friday/Saturday
Culinary - Market Place - Take Out Only (begin 11/13)
Culinary - The Overlook Café - Take Out Only (begin 11/13)
Day Spa (limited services – by appointment)
Deliveries to Apartment or In-Home Contractor Work
Deliveries to Concierge Desk or Front Door of Outer Units (flowers, dry cleaning, packages, meal delivery, etc.)
Dog Parks
Gardens
Gatherings - Small Group (10 or fewer) - room dependent; must follow occupancy limits set for each location
Golf Simulator at The Clubhouse – Reservations Required
In-House Renovations
Masking - Required in Public (may pull down if alone; or outside and more than 6' from others)
New Move-Ins (self-monitoring recommended)
Outpatient Therapy - Residents Only
Pharmacy at North
Piano Playing - Proper Handwashing Prior
Ponds/Lakes for Fishing and Model Yachters (seasonal)
Public Spaces - Open for Socializing - NO Games, Cards, Puzzles (10 or fewer, social distanced)
Screening for Residents REQUIRED (begin 11/16)
Shuffleboard
Table Tennis

Currently Permitted/Open*
Transportation - Fee for Service by Appointment
Transportation - Local Shopping/Doctors
Transportation - On Demand - Limited Hours
Travel Outside of Lancaster County (no isolation required)
Travel Outside of PA (self-monitoring recommended)
Visitors - Independent Living - Visitor Pledge Guidelines NO CHILDREN
Visitors - Supportive Living - Residents and Outside Family, Pre-Planned Cottage Visits or Outdoor Visits
The VUE - Vistas Residents Only
Wellness Meals - Upon Need (via Resident Nursing)
Woodshops
RESTRICTIONS/NOT OPEN
Activities - Cards/Games/Puzzles
Activities - Club or Group Meetings (25+)
Art Studio - Cultural Center
Aquatics - ALL POOLS CLOSED (begin 11/14)
Beauty Salons - Supportive Living
Business Centers - Cultural Center and The Clubhouse
Cash & Carry Donation Rooms and/or Sales
Chautauqua Hall (Indoors)
Clubhouse – all closed except for Golf Simulator
Culinary - Clubhouse Café & Ice Cream Parlor
Culinary - Community Dining Rooms – NO Dine in Service
Culinary - Local Table - No Dine In Service
Cultural Center Lower Level – all closed except Outpatient Therapy and Day Spa (begin 11/14)
Cultural Center Upper Level
Fitness – ALL CENTERS CLOSED (including satellites) (11/14)
Gatherings (over 10)
Guest Rooms
Outpatient Therapy - Outside Clients
Visitors - Supportive Living - No Indoor Visits
Wellness Visits to Nursing Office
WVC Travel Program

**Permitted/Open with Social Distancing, Proper Handwashing and Masking Requirements in effect.*