

November 28, 2020
(replacing 11.27.2020)

Communiqué

Coronavirus Update

COVID-19 Numbers Rise

Over the past two weeks, the number of Residents in Independent Living diagnosed with COVID-19 has continued to rise. This situation is serious and requires EVERYONE's effort to help mitigate further spread.

CORRECTION—11/28/2020

Please Note: Willow Valley Communities has become aware that a local church experienced COVID-19 positive cases that affected our Residents. Therefore, any Resident who attended **Grace Church at Willow Valley** (behind Giant) at any time since November 14, 2020 MUST call:

Lakes Campus: 717.464.8400 | Manor Campus: 717.464.7000

There is no need to contact the church.

All Residents must adhere to the following protocols:

- Only Manor Building Residents should be in the Manor Building (see more information below).
- 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.
- Watch the COVID-19 Update TV broadcast for ongoing updates.
- If you are sick with any symptoms of a "cold," please alert the Residential Nursing Team.
- When having guests, limit the number of guests and set expectations ahead of time for your guests.
 - ◇ Consider requesting that your guests have a COVID test with a negative result prior to their visit.
 - ◇ Limit the number of people in your kitchen.
 - ◇ 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.

Manor Building

In recent days, Willow Valley Communities has experienced several additional cases of COVID-19 at the Manor. Therefore, effective immediately for *Manor Building Residents*:

- All common areas (Dining Room, Fireplace Lounge, Auditorium, C/D Connector, Woodshop, Art

(over please)

- 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, 11/30, 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 Manor restrictions will be in place until at least Monday, December 14, 2020, at which time they will be re-evaluated. Case counts and spread will be monitored closely, so these restrictions may need to be extended.

We recognize that Residents and Team Members are emotionally fatigued by COVID-19, and these measures may seem daunting; however, it is more important than ever to stay diligent with your commitment and adherence to these practices. We need the effort and cooperation of everyone to help mitigate the further spread of COVID-19 in our Communities.

Denny — Dennis W. Griest, President & CFO

Culinary Update

Beginning with breakfast on Monday, November 30, 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 to meal delivery as smooth as possible.

- Menus for Monday, November 30 through Sunday, December 6 were placed under your apartment door earlier today.
- Complete your menus for the week and place them outside your apartment door no later than noon on Saturday, November 28 (tomorrow). 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 building 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.

Sharon— Sharon Habanec, Vice President of Culinary Services