

January 26, 2021

Communiqué

Willow Valley Communities Gift Card Update

In early December 2020, we communicated the need to exchange existing WVC or Local Table gift cards for a newly designed gift card, due to a vendor requirement. At that time we asked you to submit cards in your possession to be exchanged for the new version. I am pleased to announce that we have received the new cards and plan to transfer balances from the old cards during the week of January 25. The new gift cards will be returned to you via in-house mail as they are completed.

If you find you have an old version of a WVC or Local Table gift card moving forward, simply give it to the community bookkeeper who will arrange for the balance to be converted to a new card. In addition, gift cards will once again be available for purchase at the community retail locations and on the Willow Valley Storefront located on the Resident Intranet.

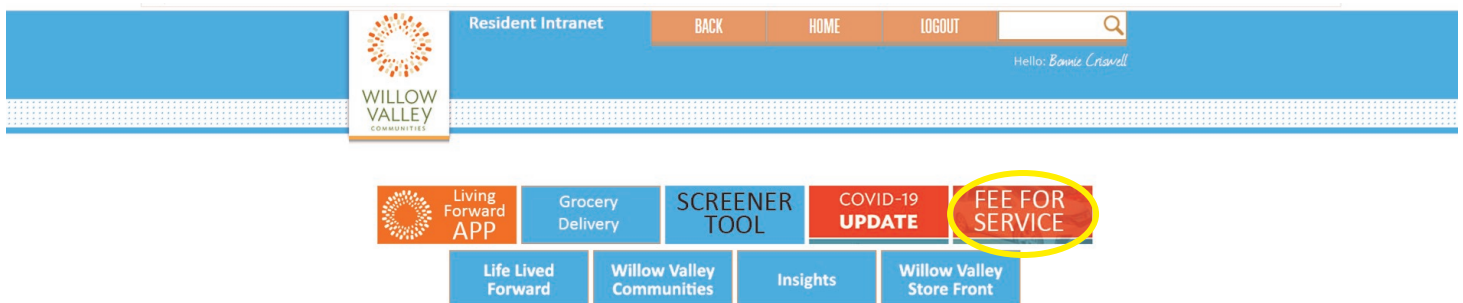
Thank you for your patience during this transition period.

Sharon— Sharon Habanec, Vice-President of Culinary Services

Transportation: “Fee for Service” Online Request Form

We are happy to introduce a new online request form to assist Residents in scheduling “Fee for Service” transportation. The online form is located on the Resident Intranet and can be found at the top of the page. Instructions for completing the online form are available at the Concierge Desks.

Requests should be submitted 24 hours in advance of the appointment. After the form is submitted, a Team Member from Transportation will contact you to confirm the pickup time. If same-day Transportation is needed, please call Tracy Long at 717.464.6012.



Tracy — Tracy Long, Transportation Supervisor