

January 22, 2021

Communiqué

Coronavirus Update

Vaccine Update

We are exploring and exhausting all opportunities to obtain the number of vaccines needed for Willow Valley Communities. WVC needs approximately 8,000 doses of the vaccine to provide 1st and 2nd doses for our 4,000 Residents and Team Members. In October 2020, we registered with the CDC/PA Gov/CVS to receive our needed doses of the vaccine. Fortunately, we have received enough vaccines for our entire Supportive Living Resident and Team Member populations. We did receive some extra doses and were able to implement the previously communicated plan to a small number of Independent Living Residents. This included Resident spouses and other family members (who are Residents) of Supportive Living Residents. In addition, after identifying the high population density buildings on each campus with the oldest average age, the extra doses of vaccine available at the end of the clinic were offered to Independent Living Residents.

If we receive any “extra” vaccine in the future, we will continue to offer it to Residents using this same criterion—identifying the building with the oldest average age on each Campus and then starting with the oldest Resident in that building. Please know that much thought has gone into deciding how best to administer what “extra” vaccine we might receive. Some senior living facilities in Pennsylvania have not received any vaccines to this point. While we have received some, we still need many more vaccines for Independent Living. Unfortunately, yesterday, 1/21/2021, Omnicare/CVS informed us that they are currently unable to meet all of our vaccine needs.

This news and lack of information is a source of frustration for all of us. The rollout of the entire vaccine process has been a challenge. The information we receive to organize and plan for vaccination clinics on our campuses is sorely lacking. However, we believe we will still be able to provide the needed vaccines for our entire population through avenues other than CVS. Nevertheless, we do encourage you, if able to get the vaccine through your doctor, the Veterans Administration, Wellspan Health, LGH, Wiley Pharmacy, Weis Markets, or any other place, to take advantage of the option if you have it.

We will provide updated information on this topic as it becomes available through the Willow Valley Communities COVID-19 web page. In the near future, look for the “Vaccine Information” link at the top of the web page.

Please note: If WVC does obtain COVID-19 vaccine, clinics will quickly be assembled and vaccine distributed. We do respectfully ask that you refrain from calling the Residential Nursing office and others at this time to inquire about available vaccine. When we know that the vaccine is becoming available, that information will be communicated as soon as possible to all Residents.

Denny— Dennis Griest, President and CFO

(over please)

CampusNet & CampusTV Maintenance

On Tuesday, January 26 through Friday, January 29, from 11:00 PM–6:00 AM, scheduled maintenance will be conducted on CampusTV and CampusNet. Service will be disrupted during this time; however the length of disruption may vary in time and duration for each building.

This work has been scheduled to occur overnight to minimize the impact on Residents. The adjustments being made to the system can cause modems/routers to freeze and TV channels to pixilate. If you experience pixilation on your TV, you do not need to rescan your TV channels. It may be necessary to reset your modem/router, by powering it off and on again, to restore an Internet connection

We apologize for the inconvenience this maintenance creates, but the replacement of a major piece of equipment a few weeks ago has created imbalances in the system frequency levels. To correct this, the system needs to be tuned to the proper frequency levels, which is created through a manual and intensive process. Our goal is to provide consistent levels of service to all of our Residents and we appreciate your patience as we work towards this.

Bob— Bob Davis, Senior Director of Information Technology