

March 16, 2021

# Communiqué

## Resident Directory Update

We are currently preparing updates for the printed Resident Phone Directory. To compile the listings, we will be utilizing your existing phone number and email information currently found on the Resident Intranet.

If you wish to view the online directory to ensure your information is current, or to make updates, you may do so under the Resident Directory icon. The Resident Intranet can be accessed from a Willow Valley computer or online at <https://resident.willowvalley.org>. If you would like your phone number to appear as unlisted or need assistance to verify your information, please contact Rachael Shenk at 717.464.7882 or [rschenk@willowvalley.org](mailto:rschenk@willowvalley.org). Please have all updates submitted no later than March 31, 2021.

We appreciate your willingness to review and update your information. Once complete, the updated pages for the Resident Phone Directory will be distributed to Resident mailboxes.

If you do not have a binder for the directory you may purchase one at the Concierge Desk .

*Glennnda*— Glennnda Hart, Senior Director, Lakes Campus  
*Danielle*— Danielle Geyer, Senior Director, Manor Campus

## Update: In-House Channels Broadcast on Comcast

In the November 17, 2020 Communique, information was shared regarding the broadcasting of our in-house channels on Comcast. We wanted to provide an update on the process and assure you, we continue to work towards resolving this issue.

In the weeks following the November update, we made repeated attempts to obtain information from Comcast, however, we had no response from our Comcast contact. In late December, we were informed that the project had been reassigned and that Comcast was undergoing internal re-organization. The restructure continued to impact the project throughout the months of January and February.

We were contacted in mid-February, and provided with the update that they are investigating the following:

- Identifying a plan and equipment needs.
- Doing a cost estimate and survey of what it would take to complete this task.

We are now waiting for these costs to determine how to proceed and will continue to provide updates as the process progresses.

*Bob*— Bob Davis, Manager IT