

June 29, 2021

# Communiqué

## July 4<sup>th</sup> Dining Information

The upcoming holiday will be observed on Sunday, July 4, with our dining locations open as follows:

- The dinner meal will be available between 11:00 AM – 2:00 PM at Manor and Lakes and from 11:30 AM – 2:00 PM at North, with both dine-in and meal pick-up available.
- Four Seasons reservations are available from 11:30 AM – 2:00 PM on Sunday, July 4.
- Local Table is closed for the holiday.

### Culinary Reminders

We are excited to be returning to normal buffet operations at our Manor, Lakes, and North communities on Monday, July 5. Please refer to the Communique dated June 18 for detailed information on the changes. A few reminders include:

- Building meal pick-up times will be eliminated. You are welcome to dine with us at any time during the meal period that suits your schedule. Please refer to the chart below for dining hours of operation.
- Many of our Team Members have never served tableside. Please be patient and kind with them as they learn and practice these new skills.
- To-Go meals will be offered for both the breakfast and dinner meals. All To-Go orders should be placed with the host/hostess and our dedicated team will fill your order and bring it to you in the lobby.
- Please be reminded that no food items can be removed from our dining venues.
- We look forward to serving you and your guests at Four Seasons beginning July 5 and in the Manor, Lakes and North dining venues beginning July 19.

DINING HOURS OF OPERATION – MANOR, LAKES and NORTH		
MEAL	MONDAY – SATURDAY	SUNDAY/HOLIDAYS
Breakfast	7:00 AM – 9:00 AM	7:00 AM – 9:00 AM
Breakfast To-Go	7:30 AM – 9:00 AM	7:30 AM – 9:00 AM
Dinner	4:30 PM – 7:00 PM *	11:30 AM – 2:00 PM
Dinner To-Go	5:00 PM – 7:00 PM *	12:00 PM – 2:00 PM

\* Manor closes at 6:30 PM

*Sharon*— Sharon Habanec, Vice President of Culinary Services

*(over please)*

# Phone Scam Alert

Phone and text scams are more and more prevalent. Phone scams use a technique known as Caller ID Spoofing. Spoofing a phone number means the phone number you see on your Caller ID is not the true calling number. It may look like a number from the Lancaster area, but in fact, may be coming from another state or country.

It has been reported to Willow Valley Communities by Residents and Team Members that there are currently multiple phone and text scams circulating. For examples, please see below:

## Social Security Phone Scam

This scam is a recorded phone message saying something to the effect that your social security number has been used illegally at a given location; it then directs recipients to press “1” to be connected with an officer.

**This is a scam, please hang up.**

## PNC Bank Phone Scam

This scam references fraudulent activity on your account, and asks you to call xxx-xxx-xxxx to have your account reviewed. **Do NOT call the number. Hang up.**

## Text Scams. There are many, but one example from a Team Member who just received this text:

Your Pennsylvania Unemployment Insurance Claim is currently on hold for verification purposes. Please verify your account by clicking on the link provided to reactivate your account. **Do not click on links from unsolicited sources.**

**Three Golden Rules to follow:** The content of scams can vary. Scammers are getting better and more realistic. Follow the three golden rules:

- 1. Slow Down:** Scammers create a sense of urgency to bypass your better instincts. Take your time and ask questions.  
**A) Example scam:** You need to act **fast** (urgent word). If you don't make payment now, we will be forced to take **legal action** (threat word).
- 2. Spot Check:** Do your research to double check the details you're getting. If you receive an unexpected call, hang up. Look up the organization's phone number and call them directly to see if it is a legitimate phone call.
- 3. Stop! Don't send:** No reputable person or agency will ever demand payment on the spot. Scammers often ask for gift cards which are only to be used as gifts (feels unthreatening). If it seems questionable, it probably is.

*Bob*— Bob Davis, Senior Director of Information Technology