

November 12, 2021

# Communiqué

## Community Outreach Update

The fourth annual *Cornhole for a Cause* Tournament was held on Saturday, October 2, at our Millwood Operations Service Center. Sixteen teams consisting of Residents, Team Members, vendors and staff from the School District of Lancaster participated in our fun-filled, competitive event. This year we were lucky enough to also have 10 students from the School District of Lancaster join us for the competition as well. It was a very humbling experience to have this opportunity for our Residents and Team Members to interact with the recipients of our donations.

The purpose of this tournament was to raise money to help high school seniors break the cycle of poverty by assisting them with funds to help continue their education after graduation. An opportunity like this will open many doors for the students who would otherwise not have a chance to expand their education post high school.

On Thursday, November 4, Willow Valley Communities presented a check for \$12,000 to the Lancaster Education Foundation at J.P. McCaskey High School. Thank you to everyone who helped to make this tournament a true success. We hope to see everyone for our next tournament in the Spring of 2022.

*Cori*— Cori Steiner, Community Outreach Chair

## Willow Valley Communities Alerts

Willow Valley Communities sends out alerts through a communication system called Informacast-Singlewire. The alerts are sent out via cell phones and email.

We were recently notified that Verizon has started to mark these cell phone calls as “Possible Spam.” We are in contact with Verizon to get this corrected, however it has been a challenge to connect with the correct person at Verizon who has the ability to allow this number to display correctly.

In the short term, if you are getting our alerts coming across your phone as “Possible Spam,” create a contact on your cell phone called “Willow Valley Alert,” with the number 717-464-6799. You will then see “Willow Valley Alert” come up as the calling number.

We will continue our efforts to communicate with Verizon to resolve this issue.

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

*(over please)*

## Manor Dining Room Closing

As many of you are aware, the Manor Dining Room was scheduled to close at the end of this year for renovations. After much thought and consideration, it has been determined that the Manor Dining Room needs to close after dinner on Tuesday, November 30, 2021. With the recent staffing challenges, we feel it is necessary to close early and consolidate the Manor and North culinary programs. This will allow for kitchen and serving teams to work together to best serve Manor Campus Residents. We are encouraging Lakes Campus Residents to limit their travels to the North Dining Room due to the increased volume that will be experienced with Manor Residents coming to the North. Thank you for your cooperation as we work through the many challenges we all face.

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

## Group Gatherings and Room Reservations

As the holiday times approach, there have been several Resident requests for group gatherings and room reservations that may involve food or beverage. Willow Valley Communities agrees that fellowship during this time is special and we have developed guidelines and approved destinations for these gatherings.

Please note, these gatherings and room reservations are for Residents only. Culinary Services is not able to cater these events but Residents are able to bring their own food or beverage. If a Resident would like to reserve a space, please contact the appropriate person and guidelines will be shared.

<b>LAKES CAMPUS:</b>	<b>Contact Person</b>
Lakes Auditorium	Kelsey Murray: 464-6804
Lakes Multipurpose Room	Kelsey Murray: 464-6804
Lakes Private Dining Room	Jodi Markley: 464-8442
Spring Run Activity Room	Theresa Strange: 464-8404
Spring Run Auditorium	Theresa Strange: 464-844
Spring Run 3rd Floor Lounge	Christine McKeever: 464.8416
Cultural Center Ballroom*	Jen White: 464.6101
Vitality Café (after 2PM)*	Jen White: 464-6101
<i>*Event must be held during regular Cultural Center hours of operation.</i>	
<b>MANOR CAMPUS:</b>	<b>Contact Person</b>
Manor Auditorium	Michelle Murch: 464-6104
North Activity Room	Kelly Fernandez: 464-6007
North Auditorium	Kelly Fernandez: 464-6007
North Conference Room	Kelly Fernandez: 464-6007
North Small Private Dining Rm	Julie Bachman: 464-6080
GA 3rd Floor Dining Area	Julie Bachman: 464-6080
Vistas 5th Floor Dining Area	Julie Bachman: 464-6080

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