

November 26, 2021

# Communiqué

## Supportive Living Reopens to Visitors

We are pleased to announce that the Centers for Medicare and Medicaid Services (CMS) have issued new visitation guidance in Supportive Living. Effective immediately, Supportive Living is open to visitors. There is no need to schedule a visit and you may visit as you wish.

Because Resident safety continues to be of utmost priority during the COVID pandemic, it is import that we adhere to the following visitation guidelines:

- Visitors should not enter the Supportive Living area if they have any signs/symptoms of COVID-19.
- Visitors who do not reside at Willow Valley Communities will still continue to be screened by a Security Officer at the security gate house.
- All visitors (including Willow Valley Residents who visit) will be required to review the “Visitor’s Pledge” and sign in at the Supportive Living front desk.
- Both the Resident and visitor must be masked during the visit.
- Visitors will not be permitted to dine with Residents in the dining rooms at this time.
- Visits may occur in Resident rooms.
- We request that visitors do not unnecessarily walk around in the hallways or go from floor to floor.
- Upon a Supportive Living Resident’s return from a non-medical leave of absence, we will evaluate the risk of exposure based on each individual situation to determine if any isolation is necessary.
- Visitors are now permitted when a Resident is quarantined.
- During an outbreak, visitation is allowed; however, visitors will be required to wear additional personal protective equipment (PPE). It is important to be aware that visiting during an outbreak may increase your risk of exposure to the COVID-19 virus.

We thank you, in advance, for your cooperation in following these guidelines to help ensure Resident safety. May you have a Happy Thanksgiving.

*Kendall*— Kendall K. Hunsicker, Vice President of Healthcare Services

## Manor-North Connector Reopens on December 1, 2021

The “Manor-North” connector through The Glen third floor will reopen for travel beginning on December 1, 2021. Residents who are visiting their loved ones are asked to go to the front desk on the first floor of The Glen to review the “Visitor’s Pledge” and sign in prior to their visit. Thank you.

*Kendall*— Kendall K. Hunsicker, Vice President of Healthcare Services