

November 30, 2021

# Communiqué

## Strategic Alliance Questions and Answers

We have received a number of questions related to the announced Strategic Alliance between Willow Valley Communities and Acts Retirement Services. We acknowledge receipt of your questions and plan to provide answers beginning next week. Individual responses will not be provided. Rather, answers will be shared with all Residents via the Resident intranet. We will advise you via another Communique when answers are available.

*Denny* — Dennis W. Griest, President & CFO

## COVID-19 Vaccine Clinic

There will be a COVID-19 vaccine booster Clinic on Monday, December 6, 2021. The Pfizer, Moderna and J & J vaccine will be available. This will be held at the Mylin House on the Lakes Campus starting at 1:00 PM. Please call 717-471-5651 for an appointment.

*Pam* — Pamela Kinsey, Infection Prevention Manager

## New Campus Loop Schedule

**Effective: DECEMBER 1, 2021**

The Campus Loop schedule has been revised on the Manor Campus to accommodate the Manor dining room closure.

The stop at the Glen has been changed to as needed by request. Residents can request a stop at the Glen when riding the shuttle or alert the driver by calling:

- CAMPUS LOOP #1: 717.314.8858 (Ramp Access)
- CAMPUS LOOP #2: 717.314.5501 (Step Access)

Please pick-up a new schedule at the Concierge desk of your building. If you have any questions please call, Tracy Long, Transportation Supervisor, at 717-464-6012.

*Tracy* — Tracy Long, Transportation Supervisor

*(over please)*

## GUEST SUITES – HOLIDAY REMINDERS

The Guest Suites Holiday Cancellation Policy is in effect for the upcoming Christmas holiday; details below. Please familiarize yourself with the terms and conditions for cancelling a holiday reservation and share with any family members who may make reservations on your behalf.

### Holiday Cancellation Window:

- **CHRISTMAS 2021** | December 23, 24, 25, 26, 27 | *Cancel by 12/11/2021 to avoid fees*
- **EASTER 2022** is the next holiday where a cancellation fee is in place

### Terms and Conditions for Cancelling a Holiday Reservation:

- Cancellation window includes the day of the holiday, the two days before and the two days after the holiday
- A fee equal to one-half of the current rate will be assessed (per day cancelled) for reservations that fall within this five day window, if not cancelled by the cut-off date
- Charges will be billed to the credit card on file for the affected reservations
- The Willow Valley Communities Guest Suites management reserves the right to amend this policy as necessary

### Reminders to Residents and Guests:

- Masks are mandatory regardless of vaccination status when in public areas. This includes family visits in the lounge, when approaching the guest relations desk, and walking to and from your suite. Guests may remove masks only when actively eating or drinking.
- Our Guest Suites gathering space is not a location that can be booked for large parties over the holidays. The Guest Suites Lounge and Eatery are designed for small groups (less than 8 people) to allow all guests the opportunity to use these spaces.

*Krista*— Krista Aston, General Manager of Resident Life & Amenities

*Stacy*—Stacy Musser, Senior Director of Resident Life & Wellness

## NORTH POOL-RESIDENTS ONLY

Please remember that the amenities on our campuses are currently only open for Resident use and guests are not permitted. This includes the North Pool.

*Pam*— Pam Schorr, Wellness Manager

*Stacy*—Stacy Musser, Senior Director of Resident Life & Wellness