

December 10, 2021

Communiqué

COVID-19 Updates

As we reflect on the second year of the COVID-19 pandemic, we are thankful for the availability of vaccinations and improved treatments. However, in 2021, COVID-19 continued to be more of a challenge than we had hoped. Currently, we are seeing a rising number of COVID-19 positive cases in our Lancaster County community and here on our campuses. The health and safety of our Residents and Team Members remain our priority here at Willow Valley Communities. It is particularly important to practice prevention during the busy holiday season. Included below are a few considerations as you make personal choices with risk mitigation top of mind.

Prevention measures

- Vaccination – protect yourself, your loved ones, and your neighbor by accepting the COVID-19 vaccination
- Booster Vaccination – if you are eligible for a booster, sign up now
 - ◊ The booster dose will assist you to fight the virus and prevent severe illness
- Wear a well-fitting mask that covers your nose and mouth anytime you are in a public indoor setting, even if you are fully vaccinated
 - ◊ Masks are required in any public location here on our campuses
 - ◊ At the end of this month, the WVC mask protocol will be evaluated and updated if appropriate
- If you are not feeling well, stay home to recover
 - ◊ COVID-19 testing is available here on campus
- If you have had a known exposure to a COVID-19 positive person, get tested
 - ◊ Testing is most effective a few days after the exposure
 - ◊ Monitor for symptoms and test immediately if symptoms develop
 - ◊ Testing a second time about a week after a known exposure is recommended
- Physical distancing continues to reduce transmission risk
 - ◊ Remain 6 feet apart from others
- Avoid large gatherings
 - ◊ Limit the number of guests at events
- Indoors – promote good air circulation / ventilation to reduce the risk of viral spread
 - ◊ Open a window slightly, leave the door ajar, consider an air purifier
- Hand hygiene – frequently use an alcohol-based hand rub or wash your hands with soap and water
- Clean and disinfect surfaces that are frequently touched
- Watch the COVID-19 Briefing for ongoing updates

General Reminders

- If you have symptoms of COVID-19 or a respiratory infection, then
 - ◊ Refrain from moving about in the community to reduce the spread of illness
 - ◊ Report that information to Residential Nursing
 - ◊ COVID-19 testing is available to assist with a treatment plan

(over please)

- If you have a COVID-19 test pending, then
 - ◊ Refrain from moving about in the community to reduce the spread of illness
 - ◊ Report that information to Residential Nursing
 - ◊ The nursing team will assist in monitoring your health

COVID-19 Symptoms

- Symptoms may appear 2–14 days after an exposure to the virus
- Fever or chills
- Headache
- Fatigue
- Muscle or body aches
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Cough
- Diarrhea
- Shortness of breath or difficulty breathing

Is it COVID-19 or Influenza?

- Symptoms are similar
- Both are contagious
- Both can cause severe illness
- Testing is needed to confirm and effectively treat the illness

As we all enjoy the holiday season, we want to do so with health and safety as our collective priorities. Please continue to be diligent in taking the necessary precautions to protect not only your own health, but the wellbeing of those around you as well.

Denny — Dennis W. Griest, President & CFO

Lancaster Emergency Medical Services (LEMS) Ambulance Membership Drive

LEMSA has mailed out membership packets to past members over the last week. If you did not receive one and would like to consider becoming a member or would like more information, packets are available at the Concierge Desks and Nursing Offices.

Membership Applicants are also available on the LEMSA website:

<https://www.lemsa.com/membershipsignup.asp>

We encourage everyone to review the information available and consider becoming a member as there are financial discounts available for some services provided.

Application for membership can take place any time as there is no deadline for signing up.

Danielle — Danielle Geyer, Senior Director of Manor Campus

Glennnda — Glennnda Hart, Senior Director of Lakes Campus

Dining Information for the Upcoming Holidays

In a few short weeks we will be celebrating the Christmas and New Year Holidays. In this communication you will find the hours of operation and options for dining with us.

Holiday/Date	Lakes and North	Four Seasons
Christmas Eve, Friday, December 24	4:30 PM – 7:00 PM – Dine In 5:00 PM – 7:00 PM – To-Go	5:00 PM – 7:00 PM By Reservation – 717.464.8415
Christmas Day Saturday, December 25	11:30 AM – 2:00 PM – Dine In 12:00 PM – 2:00 PM – To-Go	11:30 AM – 2:00 PM By Reservation – 717.464.8415
New Year's Eve Friday, December 31	4:30 PM – 7:00 PM – Dine In 5:00 PM – 7:00 PM – To-Go	5:00 PM – 7:00 PM By Reservation – 717.464.8415
New Year's Day Saturday, January 1	11:30 AM – 2:00 PM – Dine In 12:00 PM – 2:00 PM – To-Go	11:30 AM – 2:00 PM By Reservation – 717.464.8415

Dining in the Community Dining Rooms – Lakes and North

- If you are planning on dining in the Lakes or North dining room or plan on picking up a To-Go meal for the above dates, please sign up on the form located at the host station. Please note that this is not a reservation but it will help us best plan for the volume of Residents planning to dine with us or choose meals To-Go. In the effort to minimize wait times, we advise you to consider dining earlier or later during our hours of operation.
- If you would like to purchase To-Go meals for your visiting guests (maximum of 5 meals), please pick up guest meal menus located at the host stations in the community where you wish to pick up meals. Have your guests select their menu and bring it along with you to the dining venue. Our culinary team will fill your orders at that time. Guest menus will be available on December 15.

Sharon— Sharon Habanec, Vice President of Culinary Services

Internal Access to The Glen Satellite Fitness Center

Internal Accessibility

We recognize that Residents want to access The Glen Fitness Center through the 3rd floor hallway. *Since Residents are walking through The Glen to get to the satellite fitness center, they MUST register at the sign-in podium on the 3rd floor as you enter the “new extension” of The Glen; this includes acknowledgement of screening criteria. Once done, a Resident can travel directly to the fitness center.*

If you intend to visit a specific Resident, you MUST register at the Concierge Desk at The Glen in order to get your temperature taken prior to visitation.

Effective Monday, December 13, 2021, the internal door to The Glen Satellite Fitness Center will be programmed to the designated times below to allow Independent Residents to enter the area from the inside. Access through the outside doors will continue as well.

Hours of Operation for Independent Living Residents

Sunday | 12:00 AM – 11:59 PM
Monday | 4:00 PM – 11:59 PM
Tuesday | 12:00 AM – 11:59 PM
Wednesday | 12:00 AM – 11:59 PM
Thursday | 4:00 PM – 11:59 PM
Friday | 12:00 AM – 11:59 PM
Saturday | 12:00 AM – 11:59 PM

(over please)

We respectfully ask that you sign in/out at the fitness center in addition to any screening you may have done prior to entering. This satellite center is generally unattended. Information is posted with how to contact the CC Fitness Center at 717.464.6434 if you have questions about the equipment or want to set up an appointment with a Fitness Instructor. *Please refrain from knocking on the door of the adjoining out-patient therapy clinic. The therapists are in appointments assisting Residents.*

Personal Care Trainings

Fitness Team will continue to host PC Trainings on Mondays and Thursdays from 1:00 PM – 3:00 PM. They will clean the equipment before and after these trainings.

Masks

Masks are required and must be worn at all times covering both the nose and mouth

Equipment

Residents should wipe down the equipment as they finish with each piece.

We thank you in advance for your cooperation to assist us in meeting healthcare regulations and keeping the Supportive Living Residents safe.

Pam— Pam Kinsey, Infection Prevention Manager

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