

January 21, 2022

# Communiqué

## Team Member Vaccine Update

As a result of implementing our COVID vaccine policy mandate for Team Members, we have experienced significant changes with our staffing over the last few months. As previously shared, the vaccine mandate deadline for Team Members was November 15, 2021. In the months leading up to the vaccine mandate, Willow Valley Communities provided various incentive programs to encourage and promote vaccination. In fact, cash incentives paid out to more than 1,170 Team Members totaled more than \$670,000. As the deadline approached, Team Members had to be fully vaccinated or receive a medical or religious exemption to be in compliance with our COVID-19 health and safety policy. We received 13 medical exemption applications. Of those applications, 7 were approved and 6 denied by our Medical Director. The religious exemption applications proved to be the more challenging process, since a determination of whether or not the individual's objection to the vaccine was a sincerely held religious belief. To assist us with this review process, we engaged the services of a local retired Judge. We received 63 applications for religious exemptions. The Judge conducted personal phone interviews with each person to determine their sincerely held religious belief. He provided us with a written report and his recommendation of whether or not we should approve the individual's request for an exemption. The end result was that we approved 40 exemptions and denied 23. Also, in the months leading up to the mandate deadline, many Team Members who were opposed to receiving the vaccine terminated their employment. An estimated 150 Team Members have left our employment as a result of the vaccine mandate policy. This includes 29 Team Members whom we had to discharge the day of the vaccine deadline on November 15, 2021.

Recognizing and retaining our current Team Members is very important as we navigate the coming months. We are continually monitoring the market place, making adjustments as necessary, as we work to remain competitive with our wages and benefits. Of course, recruiting efforts to replace those Team Members who have left our employment continue to be a major focus as we have begun to utilize various new and different strategies in our approach to increasing the applicant flow. The Lancaster County unemployment rate continues to remain low at approximately 3.6%, so the application flow is slow; this is made additionally challenging because of our requirement that applicants be vaccinated or obtain an approved exemption. In an effort to boost our visibility in the job market, we have been collaborating with the Willow Valley Communities Marketing team to assist with developing a stronger digital marketing campaign and expand the breadth of our print marketing. We are now utilizing several poster-style and electronic billboard ads in selected areas of both the city of Lancaster and the area of Route 272 between Willow Street and the Buck. We also have several RRTA bus wraps being used to market job opportunities. A post card mailer was mailed to 16,000 criteria identified homes in a five zip code geographical area during the first week of January. The mailer includes a QR code to scan, which takes the potential applicant directly to a web landing page designed to collect basic information for our follow up. One of our most significant online sources of

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applicants comes from Indeed.com. We have recently reallocated the amount of money that we place behind the postings of open positions that we have listed to give us more visibility. A new social media campaign has also been designed with a series of new Facebook Ads and advertisements on Instagram. Additional recruitment strategies are in the planning stages as we work to replace the individuals who have left our employment.

On behalf of all of our Team Members, we appreciate your patience, kindness, and understanding as we all continue to walk this journey together

*Scott* — Scott Summy, Chief Human Resources Officer

## Lancaster's Southern Market Will Open on January 27

As communicated previously, as part of Willow Valley Communities' expansion into downtown Lancaster, this organization is the operator of the revitalized Southern Market. Willow Valley Communities' Lancaster City initiatives also include plans for Mosaic, a 20-story, 146-apartment residential hub.

The new Southern Market, a multicultural food hall, office space, and community hub, will open to the public beginning January 27. The newly-renovated, iconic nineteenth-century city landmark in downtown Lancaster at Queen and Vine Streets is expected to become one of Lancaster's most popular and most exciting food locations for local, regional, and international menu choices. Willow Valley Communities Residents are welcome and encouraged to enjoy Southern Market for food and beverage. Patrons will be able to choose cuisine from a diverse list of chef restaurateurs including:

- **Eddy Rodriguez, owner of 4 E's Latin Cuisine** — rich vivid flavors of his native Dominican Republic
- **Lauren Wyrick, owner of Made by Lolo** — elegant mini meals and small bites from a menu of creative tapas-style interpretations of seafood, meat, and salads
- **Brittnie Jones, owner of Savoy Truffle Cakes** — decadent desserts, specialty cakes and pies, and seasonal treats
- **Jessie Tuno, owner of Butter and Bean** — bold creative coffees, espressos, and sumptuous fresh baked goods and pastries
- **Bushra Fakier, owner of Flavors of Morocco** — authentic and delicious Moroccan cuisine with a flair of Indian infusion
- **Anh Tren, Minh Nguyen, and Davaun Dorsey, owners of Pho Life** — Vietnamese selections
- **Jonathan "JP" Forbes, owner of 'X' Marks the Spot** — modern classic southern soul food
- **Chef Mahmoud, owner of Laylai el Shem** — Middle Eastern cuisine
- **Matt Schultz, owner of Pizzeria 211** will occupy one of two retail spaces in front of the market

Please note that Willow Valley Communities meal credit fobs are not applicable at Southern Market.

### Hours of Operation

Southern Market will open to the public beginning Thursday, January 27 at 4:00 PM. Following opening day, Southern Market's operating hours will be: Wednesday, Thursday and Sunday, 12:00 noon to 9:00 PM; Friday and Saturday, 12:00 noon to 10:00 PM. At this time, it will be closed Monday and Tuesday. It is expected that hours of operation will increase in the future. For Residents and Team Members, regular shuttle service between Willow Valley Communities and Southern Market is planned to start at a later date.

*Denny* — Dennis Griest, President

## Free At-Home Covid-19 Test Kits

Residents have alerted Willow Valley Communities that their address is not being accepted on the government website to order the free “At-Home” Covid-19 test kits. Willow Valley Communities has reached out to the USPS website to present this problem and is awaiting a response. Residents can try to address the concern on their own if they would like:

1. Contact the USPS via email to explain the challenge:  
<https://email.usps.com/s/the-postal-store-inquiry>
2. Call the Vaccine.gov hotline at 1-800-232-0233 to place the order

Willow Valley Communities will update Residents when more information is received.

## Tax Aide Services to Start in February

The AARP Foundation tax preparation service for Willow Valley Communities Residents and Team Members will begin the second week in February. This year, there will be drop off locations in North H-303, Lakes E-114, and the Spring Run second floor conference room. You can choose your location when you make your appointment. Special arrangements can be made for those residents in Supportive Living who cannot travel to one of the sites.

The scheduler will give you a location, date, and time (between 8:30 am and 10:00 am) to deliver your tax documents. She will also send forms that need to be filled out prior to your appointment. These include check lists to make sure you have all necessary documentation so volunteers can prepare an accurate return.

When you arrive for your appointment, you will meet with a preparer to go over your documents and confirm that all forms and other information are present. During this review, the preparer may ask questions to clarify your answers and your specific tax situation. When the review is finished, you will leave the site while your return is prepared and quality checked. This approach minimizes contact time and reduces risk of COVID transmission. You will be called when it is time to come back in. After you and the counselor have reviewed your completed return, you will sign the consent to file your taxes. During this meeting, you will receive a copy of the return and all of your tax documents. In the past, almost all returns are completed that same day so you can expect to be called late morning or that afternoon.

As a reminder, nearly all Willow Valley Communities Residents benefit from filing itemized deductions on their Federal return. Now is a good time to start gathering your medical expenses and charitable contributions for calendar year 2021 in order to maximize your refund. The instructions sent out prior to your appointment will help you organize this information.

Watch in the coming weeks for more information about making your appointment. If you have questions now, you can write [WVTaxAide31@gmail.com](mailto:WVTaxAide31@gmail.com) or call Steve Wright at 717-690-0906.

*Danielle*— Danielle Geyer, Senior Director of Manor Campus

*Glennnda*— Glennnda Hart, Senior Director of Lakes Campus