

January 25, 2022

Communiqué

Potential Spam

Residents who primarily utilize cellular service have reported that telephone calls from Willow Valley Communities are being listed as 'Potential Spam' by their cell phone providers. Important or time sensitive calls are consequently missed and voicemail messages may not be received in a timely manner.

We have communicated with Verizon Wireless asking that their 'potential spam' alert be removed from the following phone numbers, however that update will not affect those who subscribe to AT&T, T-Mobile, Sprint or another carrier. The best way to ensure timely receipt of important calls is for Residents to save important phone numbers as personal **Contacts**. Your phone will recognize the incoming call as **one of your saved Contacts** and **permit receipt of the call** without the 'potential spam' alert.

I recommend you add some or all of the following to your personal **Contacts** list:

717.464.6799	WV Emergency Notification System
717.464.6000	Concierge – Manor North
717.464.6005	Resident Nursing – Manor North
717.464.5478	Concierge – Manor
717.464.5480	Resident Nursing – Manor
717.464.0800	Concierge – Lakes Manor
717.464.0805	Resident Nursing – Lakes Manor
717.464.6842	Resident Nursing – Lakes Villas/Midrise
717.464.8400	Concierge – Spring Run
717.464.8401	Resident Nursing – Spring Run

Mike— Mike D'Angelo, Telecom Tech

Mask Guide – January 2022

- Masking is a critical public health tool for preventing spread of COVID-19, and it is important to remember that any mask is better than no mask.
- To protect yourself and others from COVID-19, CDC continues to recommend that you wear the most protective mask you can that fits well and that you will wear consistently.

(over please)

- Masks and respirators are effective at reducing transmission of SARS-CoV-2, the virus that causes COVID-19, when worn consistently and correctly. (CDC, 2022, “Types of Masks and Respirators.” Retrieved from <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/types-of-masks.html>)
- Wearing a mask properly is an important part of preventing the spread of viruses.
- Wearing a mask protects both the wearer and others. Your mask protects you and me.
- For protection, it is important to wear your mask to cover both your nose and mouth.
- A mask should also fit snugly against your face with minimal gaps.
- A mask with a nose wire allows you to mold the mask for an improved fit.
- Masks with vents or exhaust valves do not provide good source control and should be avoided.
- A face shield is not a substitute for a mask.

Cloth Mask Should

- Be two or more layers of breathable fabric
- Be washed routinely
- Fit snugly against your face
- Fit over your nose, mouth, and chin
- Have a nose wire that is adjusted to snugly fit against your face
- Be thick enough to block light when held up to a bright light

Medical Mask

- May offer additional protection when compared to a cloth mask
- Should fit snugly against your face
- Should fit over your nose, mouth, and chin
- Should have a nose wire that is adjusted to snugly fit against your face
- Should be replaced when wet or dirty

Extra Protection

- Wear two masks
 - ◊ Medical mask under a cloth mask improves the fit and protection of the mask
- Knot the ear loops to adjust the mask for a more snug fit
- Fold and tuck unneeded material at the mask edge
- Use a mask that attaches behind the head with ties or elastic bands instead of ear loops

Respirators

KN95

- May meet International Standards, though a large percentage of masks on the market do not meet these requirements
- International standards
 - ◊ There is no quality requirement
 - ◊ Filtration level varies
 - ◊ They may fit more snugly to face
- The snug fit may offer additional protection when compared to other masks
- The filtration level may reduce the effectiveness of the mask
- Not NIOSH approved as a respirator

NIOSH approved (N95, N99, N100, P95, R95, etc)

- Surgical N95 respirators should be reserved for healthcare workers
- NIOSH approved respirators meet US quality requirements
- Fit testing is required to verify effectiveness
- A medical exam is required to verify safe usage prior to wearing

WVC Masking Protocol

A mask is required anytime an individual is in a public area on our campuses, both indoors and outdoors, regardless of COVID-19 vaccination status.

- **Mask is required for everyone: Team Members, Residents, Guests, Contractors, etc.**
- **Mask is required for children 2 years and older.**
- **In every Supportive Living building, visitors are required to be masked at all times during the visit.**
- Residents residing in Supportive Living are strongly encouraged to wear a mask during visitation.
- While outdoors, a mask may be lowered or removed if you can consistently maintain a physical distance of more than 6 feet from another person; however, the mask must be raised or put on as you approach or come in close contact with another person (i.e., while outside alone, you may have your masks lowered, but must quickly pull up the mask as you anticipate an encounter with another individual). Residents living in the same household are not required to wear a mask when spending time together outdoors.
- Swimming pool mask protocol is posted at each location.
- The mask mandate is in effect at the fitness center, sports center, and all indoor amenities.
- Please note that special events will continue to be available. Masks will be required. The performers may need to remove their mask while actively providing entertainment.
- ***We wear our masks to protect ourselves, each other, and our community.***
- Masking protocols will be reviewed at the end of January 2022.

Pam— Pam Kinsey, Infection Control Manager