



July 17, 2020

Dear Residents, Families, and Caregivers,

I hope this finds you well and in good health. As COVID-19 cases have accelerated due to large volumes of mandated testing, we are continuing with the necessary precautions to assure the safety of your loved ones and our staff. There is quite a bit of work ahead of us before we can relax the current restrictions in place and open our doors to visitation. The Governor has increased various restrictions as of yesterday such as mandated masking and decreasing in restaurant dining.

We wanted to give you an update on our initiatives and facility happenings – we continue to have no cases of COVID-19 in Residents or Staff at The Willows.

As senior living providers, we are still under the same visitation restrictions and modified community operations as we previously outlined.

The major cornerstone to allowing us to reopen is universal, baseline testing of residents and staff. Universal baseline testing of Residents and Staff was completed on July 9, 2020. All testing completed for both Residents and Staff have returned with negative results for COVID-19.

Per PA state order on June 26, 2020, for Personal Care Facilities all testing must be completed by August 24, 2020, and a facility must develop an Implementation Plan for reopening prior to allowing in facility visitation and communal dining and activities.

Per regulation, The Willows will post the Implementation Plan for Reopening on our website. I will notify you when this Plan has been developed and is available. The Plan will include the times and number of visitors that we are able to allow into the facility at one time and the guidelines for in-facility visitation. The Plan will also contain the strategy to safely reinstitute communal dining and activities.

At the current time, new admissions and any newly hired staff are being tested prior to entering into the facility. A large part of our strategic preparation is staffing contingency plans and breaking the facility into different zones for positive, presumed positive or exposed, and negative results.

If you have not had the opportunity to take advantage of our window or virtual visits, or one of our outside visitation times, please contact Lisa Connor at 412-875-1606 or [lconnor@willowsseniorliving.com](mailto:lconnor@willowsseniorliving.com) to schedule a time. **We must insist** that you call to schedule appointments as to allow enough time for each visit and ensure safety for all staff and residents.

If you have any questions, please feel free to contact me at 412-331-6139.

Stay safe,

Angel

Angela Waddell MSN, RN, NHA, PCHA, ALA

Executive Director

The Willows