



July 10, 2020

Dear Residents, Families, and Caregivers,

I hope this finds you well and in good health. We are looking forward to reopening as we continue to work on initiatives in hopes that we can relax the current restrictions in place and open our doors to visitation. 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. There are a number of factors that come into play for us to move past these restrictions and return to inside visitation and normalized operations.

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 yesterday, July 9, 2020. Testing completed on July 7th have come back negative with the remaining test results due by Sunday, July 12, 2020.

Once baseline test has been completed, a facility must meet the following conditions in order to move into the next phase per the PA state order issued on June 26, 2020:

- No active or new Covid-19 cases for 14 days after baseline testing is completed
- The facility is not experiencing staff shortages
- The facility has adequate supplies of personal protective equipment and essential cleaning and disinfection supplies to care for residents
- The facility has adequate access to testing for COVID-19
- Referral hospital(s) have bed capacity on wards and intensive care units

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 are being tested prior to transfer into the facility. Plans are currently being developed to respond to the remaining testing results for our staff and residents. 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. Follow up testing procedures will be based on the initial testing outcome.

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