



August 14, 2020

Dear Residents, Families, and Caregivers,

I hope this finds you well and in good health.

In anticipation of the COVID-19 pandemic slowing more, we look forward to reopening. All of our resident and current associates baseline testing was negative and we continue to have no cases of COVID-19 in the facility.

We continue to monitor the positive COVID-19 case count within Allegheny County as we develop our reopening plan keeping the safety of our residents and staff our priority. We continue to work with the Department of Health and Department of Human Services on follow-up measures. The re-opening plan has been finalized and is now available on The Willows website. Per the plan, we will be “phasing in” step by step in order to not just re-open but to stay open.

Some important dates regarding the re-opening plan:

- Our new beautician, Kelly Pappas, will be at The Willows every Tuesday and Wednesday beginning 8/18/2020. Please call the reception desk at the main phone number to schedule a service appointment.
- Communal Dining will begin with the lunchtime meal only on 8/25/2020.
- Communal Activities (small group) will also begin 8/25/2020.
- Indoor visitation in designated common areas will begin 9/2/2020. We will release the available time slots and dates closer to this date. Due to safety concerns, we will NOT accept walk-in visitation. All visitation must be scheduled. A list of visitation guidelines will be provided prior to re-opening and upon each visitation.

Please know that we extend our most sincere gratitude to you and yours as we continue to provide attention to those in our care as we all navigate these unprecedented times. As always, please contact the facility with any questions.

In closing, I hope all of you and your families are well and healthy. We will get through these challenging times together and be stronger in the end!

Please stay safe and we will see you soon!

Sincerely,

Angel Waddell

Executive Director

