

FREQUENTLY ASKED QUESTIONS



The Willows
Independent Living • Personal Care • Memory Care
part of Heritage Valley Health System

The health and safety of our residents, visitors, and staff is our top priority. We are taking precautions to ensure our residents are safe as we try to maintain some sense of normalcy during this unpredictable time. Please refer to the following questions to learn more about how we are handling the COVID-19 Pandemic.

Are employees and residents being tested for COVID-19?

Yes. In accordance with the state's mandate, we are in the process of testing staff and residents. For the most recent information regarding our test results, please refer to our [family updates on our website](#).

What are the current visitation options?

We are currently offering window visits and virtual visits, as well as outside visitation times. Visits must be scheduled 24 hours in advance, and outdoor visits are restricted to 2 visitors at a time. For more information or to schedule a visit with your loved one, please contact Lisa Connor at 412-875-1606 or lconnor@willowsseniorliving.com. All visitors participating in an outdoor appointment must wear a face mask and are subject to a screening and temperature check. Any items brought to a resident must be held and sanitized by office staff, so delivery will be delayed.

When will normal visitation resume?

Our reopening plan is ever-changing as we continue to reevaluate as new information is released. Many external factors contribute to our process of reopening including government restrictions, both on the state and federal levels, staffing, and access to necessary supplies. As our plan moves forward, we will keep everyone updated. Until then, we appreciate your patience as we navigate this unpredictable climate.

Are new residents being admitted to the Willows?

Yes. Prior to being admitted, new residents are being tested for COVID-19 and are assigned a private room for 14 days so we can monitor their health conditions and ensure the wellbeing of all residents.

Are there still life enrichment activities occurring?

Yes! We still want to have fun and remain as social as possible, although our activities look a little different now. All activities occur in the resident's room or in the hallway, all while maintaining at least 6 feet between each resident. We use disposable items and practice hand hygiene during activities to make sure everyone can stay safe while having fun. To see what activities our residents can participate in, visit the [activity calendar on our website](#).

Are residents required adhere to social distancing guidelines during meal times?

Residents' meals are delivered to their room so we can avoid group gatherings. Limited dining options will be initiated through our reopening plan. We want to make sure your loved one is getting the fuel they need to stay as active and healthy as possible.

Can we participate in care plan meetings?

Yes. We are conducting care plan meetings over the phone, as all non-essential visitation is prohibited.

For more information, visit WillowsSeniorLiving.com or follow us on Facebook!