



July 24, 2020

Dear Residents, Families, and Caregivers,

I hope this finds you well and in good health. As COVID-19 cases have accelerated, we are continuing to watch the cases within Allegheny County and continue 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 continued various restrictions 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.

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.

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 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,

Angela Waddell MSN, RN, NHA, PCHA, ALA

Executive Director

The Willows