



August 7, 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. The major cornerstone in allowing us to reopen is universal baseline testing of residents and staff. New guidance, issued just this week, requires providers to test residents and staff for COVID -19 prior to August 31st. 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.

Your concerns are important. We have prepared a COVID-19 landing page on our website to address your concerns by offering resources, a set of frequently asked questions and our reopening plans: <https://www.willowsseniorliving.com/covid-19-updates>

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.

On behalf of the staff, we thank you for entrusting us with caring for your loved ones. We strive daily to provide the very best in care.

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 hope to see you soon.

Sincerely,

Angel

Angela Waddell

Executive Director