



July 31, 2020

Dear Residents, Families, and Caregivers,

I hope this finds you well and in good health.

We thank you for entrusting us with caring for your loved ones. We strive daily to provide the very best in care. That is why we have introduced WE CARE, our commitment to reach for continuous improvement with a goal of open and respectful communication.

Our WE CARE primary goal is focused on welcoming open communication. This communication includes any concerns or suggestions that you may have as family members.

This gives you an additional method of communication if you have a concern we need to address. We are committed to your satisfaction. Because visitation is restricted and currently you are not able to access the forms at The Willows due to COVID-19, these cards are now presented on the website at <https://www.willowsseniorliving.com/we-care-form>.

This form allows communication, but is not to replace phone calls or e-mails that you are already utilizing. This is just another way for us to serve you and your loved ones. This online form may be completed directly or by downloading and emailing a PDF.

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 24th. 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 will notify everyone when the plan has been completed and is available on The Willows website.

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