



March 25, 2020

The Willows UPDATE on COVID-19

Dear Friends and Family,

Our community is diligently keeping abreast of all the changes and guidance regarding the Covid-19. Our residents and staff safety remain our top priority. We continue working with all the appropriate agencies on a daily basis, as necessary to keep abreast of the changes and guidance. **At this time, there are no confirmed cases in our facility including staff members.** As cases of this virus are confirmed throughout Pennsylvania and surrounding areas, we continue to monitor this closely and adjust our plans.

Our visitation is still restricted to only essential visits which are outlined below. **We anticipate this will continue for the foreseeable future and will notify you with any updates or changes to this policy as soon as we are notified we can do something different with visitation.** We appreciate your understanding and patience as we continue to navigate through this difficult time.

Essential Visits Include:

- Immediate family/ Responsible party of residents who are at the end stage of life or have a critical or time sensitive condition.
 - Family members in need of education to support a safe discharge. We do prefer to do this via a phone call or Skype means.
 - Family members who need to complete medical or admission authorizations. We can also do this via alternate means, please call us to discuss your options.
 - Private Care Givers, Home Health, Hospice, and other ancillary medical services will go through the same screening process of our employees and will be permitted to continue as essential if they pass the screening. We are working with these providers to limit their presence in the facility to only when they are absolutely necessary.
- The above situations are ESSENTIAL visits and will be permitted. These essential visits still require completion of our screening process that was implemented several days ago. For essential visits, you still must get screened at our front reception area.
 - Please keep in mind that we do have revised essential visitation hours and those visits will need to be approved by management on a case by case basis. Those hours are: 6am to 8pm Monday through Friday and 9am to 5pm Saturday and Sunday.