



October 2, 2020

Dear Residents, Families, and Caregivers,

I hope this finds you well and in good health.

We continue to have no residents or staff that are showing signs or symptoms of COVID-19 within the facility. The Willows is working with the PA Rapid Response Health Care Providers, or RRHCP's, for guidance on further testing and measures to continue to mitigate COVID-19 within the building. The Willows has resumed window and outdoor courtyard visitation as of Monday, September 28th. Please contact Lisa Connor at extension 1606 or lconnor@WillowsSeniorLiving.com to schedule a visit. As a reminder all visitation **MUST** be scheduled for the safety of our residents and staff. Below is a snapshot of The Willows COVID-19 impact from testing completed July through October 2, 2020.

Our Facility's COVID -19 Impact (July 2020 through October 2, 2020):

Number of cases	
0	ADMISSIONS: Residents admitted or readmitted who were previously hospitalized and treated for COVID-19
2	CONFIRMED: Residents with laboratory positive COVID-19 (from 9/10/20)
0	SUSPECTED: Residents with new suspected COVID-19
0	COVID-19 DEATHS: Residents with suspected or laboratory positive COVID-19 who died in the facility or another location.
5	CONFIRMED: Staff with laboratory positive COVID-19 (from 9/1/20)

We continue to work with the Department of Health and Department of Human Services on follow-up measures. Per recommendations from the PA Department of Health and Human Services testing of staff only will be performed according to the county COVID positivity rate. The current positivity rate for Allegheny County is currently less than 5% so the recommended testing is every 4 weeks. The next test date for staff only will be on 10/6/2020.

We continue to work with the RRHCP team to revise the re-opening plan for The Willows and are awaiting guidance from the PA DOH related to allowing visitors inside the facility. We recognize the challenge of obtaining COVID -19 test results in Allegheny County. Affinity staff is working on recommendations for COVID-19 testing for indoor visitors that will meet the current CMS (Federal) requirement for indoor visitation.

Small group activities have begun utilizing masks, hand hygiene, and social distancing. It is great to see everyone that is participating! The goal to resume communal dining, beginning with the lunch meal will be for Monday, October 12th, if all staff testing results return negative with the October 6th testing.

We have resumed Beauty Shop Services on Tuesday, September 29th and will continue every Tuesday and Wednesday weekly. The Residents are thoroughly pleased and looking great! Please contact the Receptionist at the facility main number to schedule an appointment.

We will notify everyone once the facility has been cleared to fully proceed with the re-opening plan.

Please remember that we are also continuing with virtual family visits via Skype, FaceTime, and FaceBook.

We will be administering the annual influenza vaccine the week of October 12. If a member of Wellness has not already contacted you and you wish to receive the influenza vaccine please contact myself or Harriette Craig, Director of Resident Care Services at extension 1603 or hcraig@WillowsSeniorLiving.com.

As a reminder, The Willows has contracted with Senior Living Behavioral Health Services to provide 1:1 counseling for our residents experiencing adjustment issues, sadness, loneliness etc. Please see the attached flyer and contact Wellness or myself if you would like to take advantage of this service. All sessions are billed directly through the Resident's insurance.

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.

Sincerely,

Angel Waddell

Executive Director