



June 19, 2020

Dear Residents, Families, and Caregivers,

I hope this finds you well and in good health. As the COVID-19 pandemic has slowed, we are looking forward to reopening as we continue to work on initiatives in hopes that we can relax the current restrictions in place and open our doors to visitation. As Allegheny County has transitioned into the “Green Phase” designation, 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.

Under the “Green Phase” designation, senior living providers are still under the same visitation restrictions and modified community operations as we previously outlined. There are a number of factors that come into play for us to move past these restrictions and return to inside visitation and normalized operations.

The major cornerstone to allowing us to reopen is universal, baseline testing of residents and staff. State guidance issued last week requires providers to test residents and staff for Covid-19 prior to July 24th. We are diligently working through this process and have plans in place to test the week of July 6th. We will be contacting you individually when this is ready to occur.

Once a County has moved into the “Green Phase,” a **minimum** of 28 days must pass from entering this phase **and** assume the following conditions are met:

- No active or new Covid-19 cases within the last 28 days
- The facility is not experiencing staff shortages
- The facility has adequate supplies of personal protective equipment and essential cleaning and disinfection supplies to care for residents
- The facility has adequate access to testing for COVID-19
- Referral hospital(s) have bed capacity on wards and intensive care units

At the current time, new admissions are being tested prior to transfer into the facility. Plans are currently being developed to respond to the upcoming testing results for our staff and residents. A large part of our strategic preparation is staffing contingency plans and breaking the facility into different zones for positive, presumed positive or exposed, and negative results. Follow up testing procedures will be based on the initial testing outcome.

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.

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!

If you have any questions, please feel free to contact me at, 412-331-6139.

In Good Health,

Angel

Angela Waddell MSN, RN, NHA, PCHA, ALA

Executive Director

The Willows