



March 17, 2020

The Residence at Willow Lane UPDATE on COVID-19

Dear Friends and Family,

Our community continues to diligently stay abreast of all the changes and guidance regarding the Coronavirus. We take our commitment to care for your loved ones very seriously and continue to work closely with all the appropriate agencies on a daily basis.

At this time, there are no confirmed cases in our community. However, as cases of this virus are confirmed throughout the country and in areas of Pennsylvania, we continue to evaluate our plans and want to do our part to mitigate the risk.

Our well defined plans are based on many considerations, including the recommendations from Centers for Disease Control and Prevention, the Department of Health, Department of Human Services, Centers for Medicare and Medicaid Services (CMS) and many other stakeholders.

After announcing our limited and restricted visitation protocols last week, our regulatory authorities (CMS) announced late Friday evening, March 13, 2020 the following strategies are to be implemented until further notice:

- All visitation is restricted to all non-essential visitors, with the exception of compassionate care/ end of life situations.
- Suspend all group dining and activities
- Upon arrival, all visitors will be actively screened, that will include checking your temperature.
- All visitors will be required to wear a mask for the duration of their visit and discard the mask as they leave in the receptacle provided

Because of this new regulatory guidance, all entrances into the facility will be secured, 24 hours a day to achieve and maintain compliance with our regulatory obligations, in order to protect your loved ones. If you arrive at our community, please follow the instructions posted on the main entrance.

If you are granted access to enter our community, we request that you adhere to the following:

- Wash your hands for 20 seconds or use alcohol based hand rub upon arrival and prior to leaving. Practice frequent hand-washing. Alcohol gel is available at the entrance and on each unit.

- During your visit, you must wear a facemask while in the building and restrict your visit to the resident's room. Discard your mask as you leave, in the receptacle provided.
- Please only visit your loved one in their room and avoid corridors, activity room and dining rooms.
- During your visit, please limit the surfaces that you touch.
- Refrain from physical contact with residents and others while in the facility. For example, practice social distances with no hand-shaking or hugging, and remain six feet apart
- Monitor for signs and symptoms of respiratory infection for at least 14 days after exiting the facility. If symptoms occur, please self-isolate at home, contact your healthcare provider, and immediately notify the facility of the date you were in the facility, the individuals you were in contact with, and the locations within the facility that you visited.

Our community will continue to provide the following:

- Resident care plan and support plan meetings will be held via conference call.
- External physician appointments will be maintained if those visits are essential. If there are appointments that can be safely postponed, we will do so and notify the family member accordingly.
- In- house physician visits
- Hospice / Home health visits will continue to provide support and services to your loved one on-site.
- All requests for resident leaves of absence will be reviewed on a case by case basis for approval.

We encourage you to stay in contact with your loved one thru telephone calls, email, text messages, mailing cards and letters, FaceTime and videoconferencing.

We will continue to post updates routinely to our website and Facebook page.

This is an unprecedented time for everyone, and the situation is changing and evolving daily. We are committed to supporting you with the highest quality service during these trying times. Thank you for your continued trust in us to care for your loved one.

Please stay safe.

If you have any questions, please contact me at your convenience at 412-331-6139 x1601 or awaddell@willowsseniorliving.com

With Sincerity,

Angel

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Executive Director

