The Willows
Independent Living • Personal Care • Memory Care
part of Heritage Valley Health System

June 3, 2021

Dear Family, Friend and/or Loved One,

We continue to monitor and follow the latest Centers for Disease Control and Pennsylvania State COVID-19 infection control guidance, we are taking into account how it impacts our residents and visitors. The following is the latest application of the guidelines at our facility:

THE LANES – PERSONAL CARE & PATHWAYS – MEMORY SUPPORT

Visitation

- You may schedule a visit by calling our direct line and speaking with a receptionist at 412-331-6139, between the hours of 8AM to 8PM.
    - You may reserve multiple time blocks if scheduling permits.
- All visitors shall be screened upon arrival and check out on departure.
- Residents shall have no more than two visitors at a time.
- The facility is limited to a maximum of 8 visitors on site at any time.
- Visits are restricted to designated visitation areas; front porch and courtyard areas, Pub, Living Room, Private Dining Room and resident rooms.
    - Visits for residents who share a room should not be conducted in the resident's room.
    - Always consider outdoor visitation over indoor visitation when weather permits.
    - During indoor visitation, please limit movement within the facility. For example do not walk around different halls of the facility, rather go directly to your designated visitation area.
- If visitors and residents are both fully vaccinated, they can visit without masks and without social distancing as long as they are alone in their room or in a visitation room without unvaccinated individuals.
    - Please place a copy of your vaccination record on file with reception and obtain badges for your use during visit. Badges must be returned to reception at the close of your visit.

Resident Activity

- Dining Rooms Service is in effect for lunch and dinner meals. Breakfast will begin being served in the dining room on 06/14/2021.
    - Dining may take place, at the same table, with other fully vaccinated residents without masks or social distancing.
    - Loved Ones may dine with residents, without masks or social distancing if vaccinated. Meals may be purchased at the reception desk for $8.00.
- Small group activities of 5 or less can take place with other fully vaccinated residents without masks or social distancing.

Outings for Non-Medical Reasons

- Non-Medical Outings for residents are requested 48 business hours in advance.
- Requests should be communicated to the Director of Resident Care Services, Britney Wilson. In Britney's absence you may speak with our Assistant Director of Resident Care Services, Danielle Marko.
- Considerations for evaluating the request will include but not be limited to:

- Whether the resident is fully vaccinated.
- The extent to which infection prevention and control precautions (including universal masking, hand hygiene, and physical distancing) are achieved based on the circumstances of the outing.
- The resident's level of vulnerability due to vaccination status and any chronic or immunocompromised conditions.
- Duration of the outing.

Newly admitted residents or residents who have had a community outing considered to be at risk will be placed on Observation Status.

- Residents on observations status are placed in quarantine for 14 days.
  - During quarantine residents should stay in their room/suite.
- If you visit a resident during quarantine you will be provided with education on recommended Infection Prevention and Control practices, including well-fitting source control, physical distancing, hand hygiene, and respiratory/cough etiquette.

Residents suspected or diagnosed as having COVID-19 will be placed on Transmission Based Precautions.

- Residents on transmission based precautions should stay in their room/suite.
- Visits will be conducted virtually, through windows (where able) or in-person for compassionate care situations, with adherence to transmission-based precautions and core infection control principles.
- Requests for compassionate care visits should be communicated to the Director of Resident Care Services, Britney Wilson. In Britney's absence you may speak with our Assistant Director of Resident Care Services, Danielle Marko.

Our Facility's Resident Impact (May 15, 2020, through June 3, 2021):

Number of cases	
1	ADMISSIONS: Residents admitted or readmitted who were previously hospitalized and treated for COVID-19
44	CONFIRMED: Residents with new laboratory positive COVID-19
0	SUSPECTED: Residents with new suspected COVID-19
13	TOTAL DEATHS: Residents who died in the facility or another location
7	COVID-19 DEATHS: Residents with suspected or laboratory positive COVID-19 who died in the facility or another location.

Vaccination remains key in defeating COVID-19. We encourage all residents, staff, family members and volunteers to become vaccinated. For information about vaccination information, please check the CDC's fact sheet. You can find vaccines near you at: https://www.vaccines.gov/search/

As we monitor and follow the latest Centers for Disease Control Thank you again for entrusting us with the care of your loved ones. If you have any questions, we are always available for you.

Warmest regards,

Dana Wittman, BS, NHA, PCHA
Executive Director

:dw
cc:file