



**October 23, 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 28<sup>th</sup>. Please contact Deborah Scheer at extension 1606 or [dscheer@WillowsSeniorLiving.com](mailto:dscheer@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 23, 2020.

Our Facility's COVID -19 Impact (July 2020 through October 23, 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 less than 5% so the recommended testing is every 4 weeks. Our next testing date for staff only will be on Tuesday, November 3<sup>rd</sup>.

Small group activities have begun utilizing masks, hand hygiene, and social distancing. It is great to see everyone that is participating! We have resumed communal dining, which began with the lunch meal Monday, October 12<sup>th</sup> for those residents that have chosen to attend.

We continue to have Beauty Shop Services every Tuesday and Wednesday weekly. Please contact the Receptionist at the facility main number to schedule an appointment.

We had begun step 3 with opening The Willows on October 19<sup>th</sup>. This allows for indoor visitation at one of our three locations: Lanes Private Dining Room and Parlor Room and

Pathways Living room. Visitation times are limited to 9am to 9:45 am, 10am to 10:45am, 2pm – 2:45pm, and 3pm to 3:45 pm daily. Visitation will take place in these areas for 45 minutes/visit and two visitors/resident/visit. Children over the age of two will be permitted under direct adult supervision and must wear a mask and observe social distancing and hand hygiene practices while in the facility. A child will be counted as one visitor. All visits must be scheduled through the activities department. All visitors must check in and out at the Lanes reception area for temperature, COVID symptom screening, and distribution of personal protective equipment prior to proceeding to the Lanes or Pathways visitation areas. Please visit our website for further details of the visitation plan.

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

Influenza vaccines were administered to Residents wishing to receive the vaccine this week.

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.

Deborah Scheer has taken over as Director of the Activities Department for the Lanes and Pathways. As noted above please schedule visits and direct questions to Deborah. Willow Lane extends their gratitude to Lisa Connor for her compassion and dedication over the last 20 years!! We will miss Lisa but are happy that she will continue to visit during her new role in Willow Heights!

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