



March 3, 2020

Dear Residents and Families of The Springs at Lake Oswego,

Following our previous message to you last Saturday about the proactive precautionary steps we put into place to prevent the Coronavirus (COVID-19) from entering our communities, we would like to update you. There have been no known cases or evidence of COVID-19 in any of the Springs communities, including The Springs at Lake Oswego.

However, out of an abundance of caution, we have decided to voluntarily restrict access to outside visitors to The Springs at Lake Oswego. Since the town of Lake Oswego is considered a current high-risk zone, we feel this is the safest course of action to minimize the potential exposure for our staff and residents, given the uncertainty of this specific virus in the local area. This decision also keeps us aligned with other senior living communities in the area that are taking a similar approach.

- Only staff and residents of The Springs at Lake Oswego will be allowed to enter the community until further notice.
- Family, friends, most vendors, and any other visitors will not be allowed to visit on the properties.
- Residents are encouraged to use all areas of the community and this update does not restrict or isolate them to their apartments.
- Residents who leave the community may be screened for symptoms before returning to the community. Based on the executive director's discretion, this may be as simple as a verbal check-in or it may require a quick temperature check.
- Since Saturday, February 29th, all staff are being screened before entering the community and will continue to be screened before starting their shifts.
- If we can support connecting residents with their families or friends through video conferencing systems like Zoom or Facetime, our staff is happy to help coordinate that upon request.

We know this news may cause concern, but we are taking the COVID-19 risk very seriously and are attempting to take aggressive, yet measured, steps to mitigate the potential of it entering and spreading within our communities. We trust you understand our intention in taking these actions, as the health and safety of our residents and staff is our foremost concern.

Below is information about the Coronavirus (COVID-19) for your reference. If you have questions or display signs of symptoms outlined above, please inform the executive director, George Wheeler, at 503-635-7000. We will continue to update you with additional information as necessary.

Sincerely,

Jay R. Leo
President
The Springs Living

CORONAVIRUS (COVID-19) INFORMATION

What are the symptoms of Coronavirus (COVID-19)?

It causes a mild to moderate upper-respiratory tract illness. According to the Centers for Disease Control (CDC), those affected generally exhibit cold-like symptoms including fever, cough, and shortness of breath. It spreads through contact with another infected person, such as being too close during a cough or sneeze. This general route for disease spreading mimics that of the typical cold or flu.

What steps are The Springs taking to prevent the spread of COVID-19?

Some infection control protocol steps include the following.

- Your executive director reviewed our **Infectious Control Protocol** with you as a reminder that *everyone* needs to be strictly following our routine protocol of safety practices, such as hand washing and taking sick days if you are displaying any symptoms.

- We are providing **paid sick days** to any staff whose doctor has urged them not to go to work due to the respiratory flu or Coronavirus. If someone in your household has medically diagnosed symptoms, please inform your executive director who will work with you on a mutually beneficial arrangement.
- We have begun to **limit the number of activities** we usually schedule to reduce the chances of cross-contamination if someone is a carrier.
- You may have noticed some temporary changes in how we do things, such as **eliminating community resident touch points**, for example, restricting visitor access to the campus, removing resident salad bars and shared coffee service, eliminating pre-set dining utensils, and limiting access to the dining hall for non-diners.

What are the steps I should follow to prevent getting or spreading COVID-19?

Practicing robust infection control makes great sense at all times. Here are some requests we would make of you:

- **Washing your hands** regularly;
- Understand and utilize our Springs Living **infection control protocols**;
- Maintain **social distancing** – keep at least 3-6 feet distance between yourself and anyone who is coughing or sneezing;
- **Polite coughing and sneezing techniques**, such as using a tissue or your bent elbow for a cough or sneeze and then disposing of it and washing your hands immediately;
- We want to remind you that you and your family are provided access to **Providence Virtual Express Care free telehealth doctor visits** if you require it. Please contact your community business office manager for access;
- If you or someone you have been in contact with has a fever, cough, and difficulty breathing, please **isolate yourself** from others, notify your manager, and seek medical care.

