



March 11, 2020

Dear Residents and Families of The Springs Living,

Yesterday, the Centers for Disease Control and Prevention (CDC) updated its guidance to prevent the threat of the coronavirus (COVID-19), specific to those over 60 years old. This includes recommendations for senior communities to limit visitations.

On March 8th, Oregon Governor Kate Brown issued a state of emergency within the state, with the Oregon Department for Human Services (DHS) providing guidance of no access of non-essential visitors to all senior living environments, including ours at The Springs Living.

While there are currently no cases of COVID-19 identified in any of our communities, we want you to know that we are taking this potential risk very seriously and are increasing our precautions to follow these regulatory bodies, to protect residents in all Springs communities.

Limitations on Non-Essential Visits

Effective at 5:00 p.m. tonight, March 11th, we will be restricting all non-essential visits to our communities. Non-essential visits would include but not be limited to: family social visits, external meal guests and handyman service visits. Some examples of essential visitors that would be approved include health care workers, clergy members visits, and select vendors such as food suppliers.

We understand that exceptional circumstances may need to be made, and your executive director is happy to discuss those with you in advance of your visit. If this protocol disrupts regular check-in visits with families, our staff will gladly assist residents who would like to connect with families virtually through Facetime, Skype or the like.

Entering a Community

To help streamline control of those essential visitors entering the communities, we will be limiting entry points strictly to the front entrance.

Also, we have been screening employees before they start their shifts for nearly two weeks and will continue to do so. We are now expanding the screenings to all those who enter, including residents who leave and return to the community. We have asked residents to return to the community only through our front entrance. While residents may leave the communities, we ask that they limit their exposure to others as best as possible to keep from inadvertently putting their neighbors at risk.

Excursions & Transportation

We are postponing all large (over 10) group activities and external activities at all of our communities, including all external excursions for groups. Also, while transportation to medical appointments will still be available, we are temporarily eliminating non-essential transportation service, including church, shows, and shopping trips. To off-set any inconvenience this may cause, our staff will gladly assist residents as much as possible to shop for necessary items needed from outside the community.

We understand that taking these increased measures may present inconveniences to our residents, and we are committed to doing as much as possible to minimize the impact that it may cause. We appreciate your patience and cooperation during this challenging time and look forward to your continued support.

We wouldn't be implementing these steps if we didn't feel it is necessary to keep our residents as safe as possible and to be aligned with the latest guidance from the CDC and departments of health and human services in Oregon.

As always, our overriding priority above all else is the safety and health of our residents and employees. As you may know, some of us at The Springs also have personal family members who live in our communities, including myself and our chief operating officer, so when we make decisions like this, we don't take them lightly, and do so from the perspective of our residents and families.

Our leadership and quality team continue to meet daily as we keep on monitoring the recommendations of the Centers for Disease Control (CDC) and state, county, and city health departments in an effort to keep the virus out of our communities.

If you have questions or display signs of symptoms outlined above, please inform your executive director.

We will continue to provide updates and additional information as necessary in the days and weeks ahead.

Sincerely,



Fee Stubblefield
Founder & CEO
The Springs Living

p.s. If you have additional family members who would like to receive updates, please have them email us at teamsprings@thespringsliving.com with their resident's name and community name.

The Springs Living

