



March 30, 2020

Re: The Protocols are Working. Stay the Course.

Dear Residents and Families of The Springs Living,

I am happy to report that, to date, no Springs residents have been diagnosed with COVID-19. This is thanks to your cooperation with the protocols we started putting in place on February 28<sup>th</sup>.

One of our employees in Clackamas, Oregon tested positive, but that was over two weeks ago. She was never in any building with symptoms, and no other employee nor resident in that community became infected. Following our protocols are the very best way to achieve a positive outcome such as this. She is doing well, and we are taking good care of her and her kids.

*I believe TODAY is the next critical date for us to hold the line on this virus. I want to personally ask you to keep helping to save lives by cooperating with our protocols. We are all in this together, and we need your help to make it safely thru this storm.*

**In order to keep COVID-19 out of all Springs communities, we are relying on our residents to stay inside the community until we have the all-clear. Not complying could risk your life and your neighbors.**

This means:

- Stay in your apartment as much as possible. Our staff are visiting you a few times a day to take your temperature, deliver meals, and bring you a warm smile. Let them know if you need anything, and they will do their best to accommodate you.
- If you must leave your apartment to walk around the community, keep 6 feet from others and follow all CDC requirements.
- In accordance with the state's Stay Home. Stay Safe. executive order, your families should not be visiting you, including in the parking lot or even a local park. Only visit family and friends virtually through Skype, FaceTime, and the like.
- Our staff is here to make things as easy as possible for you. Don't hesitate to ask them to help you connect with your loved ones online or to get grocery and toiletry items for you.
- If you are required to leave the property due to medical needs, we will assist you.

*Every time a resident breaks this recommended protocol, they are putting their neighbors' lives at risk.* Most of you have been following these protocols. However, we know from residents, staff, and security cameras on the property that there are a few exceptions. Those exceptions risk us all. If this continues, we will be implementing stronger protocols and possibly monetary fines.

I need your help, and the younger generation needs your leadership and strength. You are a generation that has "seen some stuff," as one of you put it. You understand what is at stake, and we appreciate your cooperation to keep you, your neighbors, and the staff safe. This is not a fire drill.



On the other side of this storm, we will emerge stronger and with better resources and lessons learned to keep our communities safe for the future. I believe that you are in the very safest place possible, especially over the next 30 days as cases are expected to rise. All of our resources are directed to protecting you. Now, all we need is your continued cooperation. Thank you in advance.

Be well,

A handwritten signature in black ink, appearing to read "Fee Stubblefield".

Fee Stubblefield  
Founder & CEO  
The Springs Living