



May 14, 2020

Hello Residents and Families of The Springs Living,

Welcome to this week's [Virtual Town Hall](#) where our Acting Chief Operations Officer Brenda Connelly and I speak about how we are paving the way forward to determine our new normal during this pandemic.

This past weekend, for Mother's Day, we launched the looking glass in many of our communities. It's a Plexiglas partition where residents could safely visit with their loved ones. It was a big hit and will continue to be used. If there's one at your community, you can call the receptionist there to schedule a time to use it.

The looking glass is just the beginning of ways that we are dedicated to finding creative solutions to help shape our new normal. Another example comes from our participation in a cooperative study with Enviral Tech and the Oregon Health & Sciences University which will help us understand COVID-19 better by testing high-touch surfaces in select communities starting this week. That study, along with our access to human testing, has enhanced our ability to start defining what our path forward will look like. As we look to the future, we are taking a phased approach, much as the Federal and State governments are planning.

Now that the number of cases of COVID-19 has begun to decline in Oregon and Montana and the number state restrictions have begun to ease up, we can start making calculated changes to our protocols, starting in Montana where the number of COVID-19 cases has dramatically decreased.

While the visitor restrictions for senior living communities in both states are still in place, our communities in Montana have begun to open up within compliance of state guidelines. Masks must be worn and social distancing will take place, for example, but some dining options and life enrichment activities have started to move forward on a limited basis. We expect Oregon to follow soon, and each community will adjust according to what works best for its unique situation.

In these uncertain times, we are constantly balancing the risks and the benefits of each of our decisions to ensure that each step forward is made prioritizing the physical and emotional well-being of our residents and staff. These decisions are data-based and made in compliance with county and state guidelines in an effort to hold the line on our success to date in this fight against COVID-19.

According to the National Investment Center for Senior Housing, early indicators show that 1.3% of senior living residents (assisted living and memory care) have been diagnosed with COVID-19



nationwide. At The Springs Living, we've only had *five-hundredths of a percent* (0.05%) of our residents diagnosed with COVID-19 – that's 1 of approximately 2,000 residents.

You may have heard that the Federal government is funding mandatory testing for all residents and staff in senior living nationwide. We will have more details about that next week along with an interview with our medical advisor who will be here to answer your questions about COVID-19. Please send your questions to at [communications@thespringsliving.com](mailto:communications@thespringsliving.com) by May 18<sup>th</sup> and the doctor may respond in the next virtual town hall.

As always, the Virtual Town Hall is available to watch on [The Springs Living YouTube](#) channel.

Be Well,

Fee Stubblefield  
Founder & CEO