



June 11, 2020

Dear Residents and Families of The Springs Living,

In this week's [Virtual Town Hall](#) on our YouTube channel, I provide an update on our fight against the novel coronavirus. As global scientific experts reveal further learnings about this new virus, we have had to adapt. Our initial strategy, *Hold the Line*, was designed to defend our communities – to keep the virus out of our buildings and to keep folks safe. It worked, and kept you and the staff safe as our protocols and fast action extinguished it from spreading when we had our first employee and resident cases. We are continuing these protocols, including limiting those who enter the community to essential visitors and workers only.

By early May, we realized that keeping folks contained had reached its limit. We saw the overall health of residents and staff improve with reduced symptoms like colds and flu, but we also saw isolation start to wear on you. We needed to adapt and changed the strategy to *Grow Together* which recognized that we must relax some of our restrictions to give hope and create connection and wellness.

With summer approaching and cabin fever running high, we implemented a new strategy of *Detect & Defeat* – a proactive effort to find the virus if it was hiding in our communities. We began surface testing in each community. All communities showed no evidence of COVID-19 except for two: The Springs at Willowcreek in Salem and The Springs at Carman Oaks (in the assisted living and memory care building only) in Lake Oswego. We immediately took action at each of these two communities by testing residents and staff members who had potential exposure.

At The Springs at Willowcreek, eight residents tested positive out of 76 apartments, and unfortunately two have passed – the first before this town hall video was recorded and a second happened yesterday, after this video was recorded. It should be noted that both residents may have passed away from other medical conditions than COVID-19, but since they tested positive for COVID-19, we want to be upfront about their passing.



All other residents at The Springs at Willowcreek have tested negative and our full Hold the Line protocols have been followed with professional sanitization and enhanced procedures.

The other community, The Springs at Carman Oaks (Assisted Living/Memory Care building), also discovered evidence of COVID-19 on high touch surfaces, such as door handles. Again, we immediately conducted testing on all AL/MC residents and staff members. The results showed that NO residents had the virus. Five of our employees tested positive – all of whom are either asymptomatic or have minor symptoms. All five are now at home monitoring their health. We have also tested all residents in independent living and will know the results soon.

I want to point out that if we had not participated in this surface testing study, we would not have known we had any positive employees or residents, because all have been asymptomatic.

As we try to balance potential risks of slowly re-opening services and activities in our communities with the potential risks of self-isolation, we will continue to search for the virus in all of our communities with surface testing for early detection.

We also need your help. We have asked our staff members to take a pledge to renew their commitment to limiting their exposure to the virus when they are off-duty, in addition to following protocols to the letter while at work. We invite you to also take the pledge, understanding that residents also play a role in following protocols to keep everyone safe in the community.

Thank you and be well.

Fee Stubblefield  
Founder & CEO