



July 29, 2020

Dear Residents and Families of The Springs Living,

As we enter the sixth month of our fight against COVID-19, I'd like to share with you some facts of where we stand in this journey that may surprise you in our [town hall video](#) on The Springs Living YouTube channel. These facts demonstrate that our strategies have been working, from taking action quickly back in February, to requiring facial coverings to Stop the Drop, to implementing surface testing in all of our communities, as demonstrated on [Good Morning America](#) last week.

- With a lower mortality rate than we've had in the previous few years, Springs residents are 25% safer this year.
- Living in our communities is safer than living with the general population. Of all Springs' residents who have been tested, only 1.47% have tested positive. Compare that to all senior living communities nationwide which stands at a 5.2% infection rate, according to the National Investment Center for Seniors Housing & Care (NIC). And compare that to the 9% infection rate in the general population nationally, according to the Center for Disease Prevention & Control (CDC).
- None of our independent living residents -- which account for nearly half of the Springs' population -- has contracted COVID-19 from inside our communities. However, one resident at The Springs at Sunnyview and another at The Springs at Bozeman contracted the virus outside of our communities, and they were never known to be in the communities while positive.
- Less than one-half of a percent of assisted living residents have contracted the virus.
- The Springs Living has tested twice as many of its residents than other senior living organizations across the country, based on reports from NIC.

These results to date are due to the heroic efforts of the people working in your community and your cooperation with following the protocols we have implemented to keep everyone as safe as we can. We have all made sacrifices, and we have spared no expense toward this effort.

The bottom line is that the data shows residents are safer in our communities than other options. We have been opening services in our communities slowly and deliberately to find the right balance of physical safety and emotional health. I want you to know that you have our commitment to continue to work to find ways to open faster safely as we all look to navigate our "new normal."

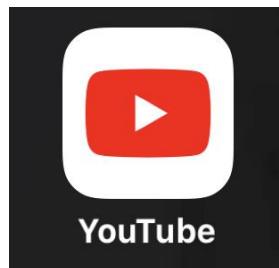
Be well,

Fee Stubblefield
Founder & CEO

HOW TO ACCESS YOUTUBE

STEP 1

Either tap on your YouTube app that comes already installed on Apple devices, like your iPad or iPhone. It looks like the below.



OR

Type “youtube.com” into your internet browser.

STEP 2

Once you are on YouTube, search for “The Springs Living” in the search bar. If you’re not sure how to find that, it should appear when you touch the magnifying glass icon. The Springs Living page looks like this:

