



March 7, 2020

Re: Update to COVID-19 (Coronavirus) Guidance

Dear Residents and Families of The Springs Living,

As the coronavirus gained public attention over the past week and as a follow up to our previous communication to you, our teams have been hard at work implementing and sustaining infectious control protocols at each of our communities. We are pleased to report that to date, there have been no diagnosed cases of COVID-19 for residents and employees at any of our Springs Living communities.

Your health and safety are our number one priority, so we continue to exercise an abundance of precaution through enacting an elevated level of our standard infection control protocol. It is our sincere belief that together, through smart and reasonable measures, we can mitigate the risk for our staff and residents at all Springs communities. These include adjustments to our activity schedules to minimize large groups, culinary practices that decrease unsafe symptom exchanges, and robust housekeeping procedures to keep communal areas sanitized.

We continue to work closely with our local health authorities and to follow the guidance of the Centers for Disease Control and Prevention (CDC). As we continue with our prevention efforts, we are counting on our residents and staff to follow our shared infection control protocol guidelines to maintain healthy community environments. We are committed to creating flexible and compassionate protective solutions so our residents and staff can safely continue going about their day, as close to their normal routine as possible. If you have suggestions of additional smart actions that we can take together, please do not hesitate to let us know.

We are very grateful for the outpouring of support we have received from residents and their family members on the steps we have been taken. We know that this has been and continues to be a team effort. It is our honor to serve our residents, and we are proud of our dedicated staff who serve with smiles on their faces.

Keep washing those hands!

Fee Stubblefield  
Founder & CEO