



April 10, 2020

Hello Residents and Families of The Springs Living,

Since we notified you on April 8th that a resident in Assisted Living at The Springs at Lake Oswego had been tested positive for COVID-19 while at the hospital, we have taken action and have updates for you.

The most important update is that the resident remains in the hospital and is doing well. We remain hopeful that they will continue to improve.

We want to thank Greenfield Health's team who quickly mobilized to test 30 community staff members. We now have the results of those tests and are happy to report that **all** of the tests came back **NEGATIVE for COVID-19**. Using contact tracing, we are actively tracking the source of the virus. Until then, as we have been doing for some time, we will follow our well-established protocols. While we have limited control on where this virus strikes, we remain poised and vigilant to immediately eradicate it, if it emerges.

Until we find its source, we are taking some additional measures, including more stringent protocols for all external essential visitors to our community. Examples include external healthcare workers who have visited clients at other senior living communities, nursing homes, or hospitals that may not have protocols in place as strict or compliant as ours. Until we can confirm provider compliance, we will work to use virtual home visits whenever possible.

We are strongly encouraging residents in all of our communities to remain in their apartments as much as possible. If you do travel within the community, it is recommended that you keep at least six feet from others and wear a facial covering outside of your apartments. Facial coverings include bandannas, scarves, and fabric masks.

Even with this good news, we are continuing to be vigilant. We appreciate all the support we've been receiving from you and your families. We will continue to keep you updated as timely as possible.

Sincerely,

Fee Stubblefield
Founder & CEO
The Springs Living

cc: Jay Leo, President
Brenda Connelly, Chief Quality Officer