



May 20, 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 speaks with Dr. Chuck Kilo, our medical director. Together they respond to some of the questions sent to us following last week's virtual town hall.

Some of you wrote to us that you are concerned about loosening our protocols too early, and others of you reached out to tell us you feel that we must bring our communities back to life now, and that not doing so is potentially a bigger risk to your health and welfare than COVID-19. So, we are given the difficult task to balance moving forward while maintaining safety and control.

We are up to this task, and we understand the responsibility we have for making the decision to move forward. Our team feels that if we do not begin to open the daily routine in our communities, the consequences to residents' overall well-being could be much worse. You have our promise that we will use all of our resources and all our ingenuity to do this well.

We have not had an outbreak of COVID-19 in our communities because we are all pulling together. We can beat this and eventually bring life back to a new normal. Please keep tuning in by subscribing to The Springs Living on YouTube, as each week we will be sharing the latest developments and innovations we are working on. Thank you for all you are doing to achieve this goal by working together, by caring for each other, and by holding the line.

Be well,

Fee Stubblefield  
Founder & CEO