



August 13, 2020

Dear Residents and Families of The Springs Living,

In this week's [town hall video](#) on The Springs Living YouTube channel, we announced the next phase of our protocols to offer greater opportunity for residents to connect with loved ones. Connecting residents with their loved ones safely is absolutely essential. Based on our experience in managing COVID-19, the positive trends in our data, outside expert guidance, and your feedback, we all agree that it is the right time to take steps to the new normal.

Starting today, we are beginning to slowly introduce some changes to our isolation periods and visitation. Residents will be able to go out -- to a restaurant or retail store with or without friends or family -- without needing to isolate for multiple days upon returning to the community. Of course, we trust that residents are committed to continuing to follow basic protocols such as hand washing, mask wearing, and social distancing in small groups of 10 or fewer people. By doing these basic things, the risks are much lower for everyone.

For those living in Oregon, DHS has provided a little more flexibility in the definition of an essential visitor, now including those circumstances when depression and loneliness may be impacting one's quality of life. With this in mind, we will begin re-evaluating those situations that may meet the state regulations for essential visitors. Our primary options for visitation will remain virtual visits and our looking glass. For those residents who are unable to leave the community independently or with family, this new option may be of particular benefit. We will proceed slowly, and only on a prescheduled basis. Please contact your executive director or resident relations manager to determine together which visitation option may be best for you.

While unchanged, our Montana communities continue to have a variety of options available for visitation as well, despite the definition of the state regulation being different than that of Oregon. We encourage you to contact your community's executive director to discuss the best route for visiting loved ones.

Given the number of lives we're responsible for, we realize that not everyone will be supportive of these changes. Our commitment is to continually evaluate our current protocols and work to do the right thing for residents and staff. If we find that these incremental adjustments have an adverse effect, we may need to pull back.

We do ask for your patience as each community works through these operational adjustments. As you might imagine, many of these protocol updates require thoughtful planning and communication in order to successfully adjust at a community level. You can look for individual communication from your executive director outlining the details and timing of these changes very soon.

We look forward to continued success in managing this fight against COVID. We will get there with everyone working together.

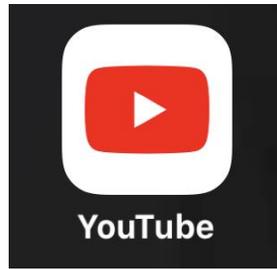
Be well,

Fee Stubblefield

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:

