



September 3, 2020

Hello Residents and Families of The Springs Living,

In this week's [Virtual Town Hall](#) on our YouTube channel, the Springs' Chief Operating Officer Brenda Connelly and I discuss COVID-19 testing to answer such questions for you as it relates to The Springs.

As you know, we have been tracking symptoms of residents and staff members every day since February 29<sup>th</sup>. Back when tests were hard to come by, this provided us with the information to identify trends and determine who needed to be tested for COVID-19. But, in the past few months, we have had plenty of access to tests – both nasal swab tests and saliva tests – thanks to our strong network within our profession.

To date, we have conducted unique COVID-19 tests for 87% of our residents. This is necessary for us to be able to calculate an accurate infection rate which is an indicator of how big of a problem we may have in a community. Currently, The Springs' infection rate stands at under 1.5%. When we compare that to the 5% average of the national average for senior living organizations, we can see that what we are doing is working, but we don't stop there.

Beyond testing residents and staff, we have been proactive to conduct environmental tests, too. We've spoken about surface testing in previous town halls and on [Good Morning America](#) in June. After participating in a surface testing study with the University of Oregon and EnviralTech, we found we can detect the virus in our communities days before anyone showed symptoms, giving us a winning head start on containing it.

And now, we are participating in a new research study on *air testing* being conducted in collaboration with the CDC and Harvard University. Air testing is just one more step



in a long line of detection techniques that we're using as a part of our strategy to make each of our communities the safest environments possible for our residents and staff.

We aren't waiting for the virus to present itself before we take action. Our proactive strategies to detect the virus early are helping us succeed in this fight. And we aren't resting on our laurels. We continue to strengthen our COVID strategy and won't stop working to keep everyone as healthy and living well.

To be clear, if anyone at your community tests positive for COVID-19, we will communicate it to you right away. If you don't hear anything, then you can safely assume no news is good news.

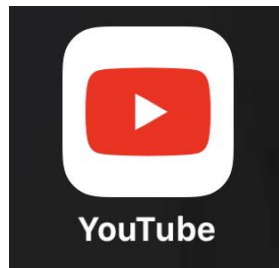
Be well,

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:

