



COVID-19 Update: March 19, 2020

Dear Family Members of Residents of The Springs of Scottsdale:

Today your loved one received the message below. We ask your support in communicating the importance of the need to stay within our home to protect the whole community and support the country in our effort to fight our common foe.

None of these decisions are taken lightly but we do feel that we are only asking of our residents what the leadership of this country is asking all of us to do. Stay home.

We are always here to listen. Do not hesitate to reach out to us at livwell@livcommunities.com. We strongly recommend that you watch our website for more active updates on changes within our community.

Thank you

The Liv Well Task Force

Resident memo begins here:

In follow-up to our communication yesterday regarding additional policy changes, we want to make a few points of clarification.

Beginning at 5 p.m. on March 19, all residents in The Springs of Scottsdale will be asked to no longer leave the property unless attending absolutely necessary medical appointments.

While this feels like a big ask, at this time, we still invite you to enjoy all of the following:

- Moving about freely within the community while observing social distancing (6 feet).
- Taking your animals outside of the community but still on property to use the bathroom.

- Enjoying our grounds surrounding the community to take in some sounds of nature and fresh air.
- Moving freely around the perimeter of the community building including accessing your vehicle.
- Continuing to engage in activities that keep your mind and body vibrant while observing social distancing.

All we ask is that you do not enter any other public buildings, interact in close proximity to non-residents or team members or take your car off property for anything other than necessary medical appointments.

Why?

For your safety and for the safety of those around you.

We are one big family, and as an interwoven community of friends, family and neighbors, we have to do what is best for the greater good. This virus is proving to be a very formidable opponent. We have to do what humans do best when faced with an opponent: fight, outthink and outsmart. The best weapon for winning is working together. This is why we are implementing these safety policies.

We completely understand the concerns this change might create. Many Americans are also currently hunkered in at home watching endless hours of TV, bringing out old puzzles, playing cards, worrying about what color their hair will be when this thing ends and rediscovering the simple pleasures in life. This is our society's new shared reality. See the perimeter of our community as your yard and the walls of this building as your home. It's not just your apartment. You aren't alone. You share a home with many who know you, love you, and whom you care for in return. One of the biggest defenses we have is simply staying home and not socializing with those outside of the home.

Of course, there are also people we love and care for beyond our walls and that separation is difficult. Another thing humans do well is show love through touch and direct interaction. This virus has taken that from us for now. We have to respect and accept this change and use other love languages to express how much we care. You are not in this alone. Everyone across American is adjusting to separation as the newest way to show love and concern.

Space and time, patience and forgiveness are what we lean on now. We must rely on a faith in a greater good, the power of humankind and tomorrow.

Our task force is talking everyday about how we apply the changing government public safety policy to our community. The recommendations change rapidly, and the task

force has to keep pivoting. This may feel stressful and confusing, but this is new ground and the whole world is trying to learn to walk again.

As always, we are here for you and are open to your thoughts, feelings and needs. We are listening and adjusting when needed. Please stay in touch.

The details:

Please be aware that if you choose to leave the perimeter of the community at any time after 5 p.m. March 19, 2020, for anything other than absolutely necessary medical appointments, you will be required to quarantine in your apartment for a time period of 14-days.

Independent Living and Assisted Living residents may attend and return from visits to hospitals, sub-acute, rehab facilities, and medical appointments after appropriate screening. For your safety and the safety of your neighbors, we require that you go directly to these appointments and then directly back to The Springs of Scottsdale without making any other stops. Please notify the concierge or a team member before leaving for such appointments in order to avoid any confusion. Please check back in upon return for a screening. We ask that you evaluate the necessity of each appointment you attend as it introduces risk for you and other members of the community.

If you find you need something from outside of the physical perimeter of your community, please speak with the concierge or community management to retrieve the item(s). Our team will assist you with any outside needs you might encounter. We know there are basic necessities that will need to be met including groceries and prescriptions. We will be in touch with details on how to request these services.

Thank you for your understanding and we sincerely appreciate your partnership in this important effort. We will continue to monitor the changes and communicate promptly.