



April 14, 2020

Dear Residents of The Springs of Scottsdale,

Today, we have learned that a cherished resident of The Springs of Scottsdale has tested positive for COVID-19. First and foremost, our thoughts and prayers go to our resident for a strong and speedy recovery. The health and wellbeing of our residents and team members remains our top priority. Per our established protocol, we are working with Department of Health and Services on assessing if anyone else is at risk internally based on the associations with shared care providers or resident interactions. As information is available, we will be in contact with anyone deemed at risk.

While honoring the privacy of our resident, we want to provide you with relevant information. The resident is an Independent Living resident. Symptoms began on April 13 and positive test results were received today, April 14. The resident is on “shelter in place” requirements.

With this knowledge of a confirmed case in our community we feel it necessary and in the best interest of all of our residents and team members to move to a shelter in place directive for all residents within our community.

- Beginning this evening on April 14, 2020, all residents in our community will be mandated to stay within their own apartments until further notice.
- The Springs of Scottsdale smoking area will now be closed off as residents cannot leave their apartments. If you are a “smoker” you will be allowed to smoke on your balconies only for this very limited time.
- If you have a dog, you will need to make arrangements with our front desk to have a staff member take your dog for a walk. You are not allowed to leave the building.
- Dining will continue as is and will be delivered to your apartments.

- During this time, we encourage you to continue to stay socially connected with your family and friends through virtual means of communications. Stay mentally and physically active to the extent you are able. If you have a patio you can access from the inside of your residence, please take in some fresh air and nature.
- If you have any other specific requests or want any changes in your care, please reach out to your Liv team member or email us at livwell@livcommunities.com.

We feel confident in the steps taken to date to protect our residents and monitor the health of our team members. We will continue to respond with swift and bold action as the situation evolves.

For up to date information regarding this situation, we have added a new tab to our COVID-19 webpage. **We will update the COVID-19 Status Update page as new information becomes available.** We will also continue providing evening door drop communications to our residents as needed.

Please continue to stay in touch with any suggestions, concerns or questions at livwell@livcommunities.com. We are all working through this new reality together.

Our hearts are with you all as our community works through this new reality. Together we will prevail.

Stay home, stay safe.

Sincerely

The Liv Well Task Force