



April 15, 2020

To Resident's of The Springs of Scottsdale and Their Family Members,

We hope this letter finds you all well. We know it was likely a stressful night and day filled with lots of questions regarding the details surrounding the news we shared yesterday about a positive Covid-19 diagnosis within the community. Some of you have reached out with questions and we are working alongside the Arizona Department of Health Services to provide as many answers as we can.

We are compiling all the questions we have received so that we can share with everyone at the same time. During our discovery with the Department of Health Services if we receive information which involves a resident in anyway, we will be in direct contact with our resident and their family member.

The ADHS entered the property today and reviewed all steps we have taken to date and our full list of protocol for moving forward. They have added to our PPE supply to ensure we are fully stocked to properly care for our resident. We have reviewed and furthered trained on proper use of all PPE and safe interaction steps.

Additionally, we feel grateful that for many weeks our community has been acting under lifestyle modifications that restricted visitors to medically necessary personnel and controlled resident movements within and outside of the community. The early steps we have taken will greatly reduce the risk of transmission throughout the property and allow us to better asses risk internally.

Each and everyone one of you has contributed to these successes. It has been your flexibility, understanding and compliance that now places our community in a position to feel confident in the steps we have taken to protect from a broader spread. We know the changes are not easy. Thank you!

As you are aware, we have now taken the additional step of all residents sheltering in place to mitigate any additional risk. Details were outlined in last night's communication. Please reach out to [livwell@livcommunities.com](mailto:livwell@livcommunities.com) if there are any ongoing concerns or specific needs to be addressed.

Please continue to stay up to date on the situation using the webpage [livcommunities.com/covid-19/](https://livcommunities.com/covid-19/). Thank you for your patience and support as we focus on the safety of our residents and teammates.

Sincerely,

Liv Well Task Force