

September 6, 2020



Dear Residents and Family Members,

We understand you may be concerned about the spread of COVID-19 (the new coronavirus) and how it impacts us here at Spring Ridge Assisted Living & Memory Care. Ensuring residents are cared for in a safe and healthy environment is our first priority. At this time, we have 1 confirmed case of COVID-19. One of our care staff went to the doctor for an unrelated issue and was tested for COVID. They do not have any symptoms. We are taking the utmost precautions and following CDC and State guidelines.

Per a directive from the Department of Human Services, and out of an abundance of caution, we are the following steps to ensure the best outcome:

- This staff has been removed from the schedule and will be quarantined at home for the minimum of 14 days and will go to the hospital to undergo treatment as necessary.
- All rooms and common spaces are being cleaned and sanitized
- All staff will continue to wear PPE until further notice.
- All outside visits will be cancelled for the time being.

We understand connecting with loved ones is important, and we encourage you to communicate by telephone, email, text, video chat, social media, or mail. We are happy to facilitate these methods of communication.

Spring Ridge is following the recommendations of the Washington State Department of Health, Department of Human Services, and the CDC on prevention steps, including following strict handwashing procedures and, if necessary, wearing gowns and gloves when interacting with residents who present symptoms. We also are staying up-to-date with state and federal prevention recommendations as they continue to change. In addition Spring Ridge is in close contact and following the guidance of local and state health departments. Recently, the Department of Human Services visited our facility to review our infection prevention and emergency pandemic plan, and all were found to be in compliance.

Thank so much for your continued patience & understanding as we work together to stay well.

Sincerely,

A handwritten signature in black ink that reads "Michelle Wyse". The signature is fluid and cursive.

Michelle Wyse, Executive Director