

**Date:** 12/28/2022

**To:** Frederick Living Residents, Families, and Team Members

**From:** Michael Hagarty, Vice President of Operations

**Memo**: Sprinkler System Failure in Aspen Village, Magnolia House and Cedarwood Health Center Update

Dear Frederick Living Residents, Families, and Team Members,

We want to provide the latest update on the recent sprinkler system failure in Aspen Village, Magnolia House and Cedarwood Health Center that have led to extensive flooding in these areas.

**Aspen Village and Patio Homes**

Early Christmas morning a sprinkler system pipe burst in Aspen Village between the elevator and the previous connection point between Aspen and the old Cedarwood building. This leak caused extensive damage to the elevator, spa room, hallway, and several resident rooms, causing three residents to temporarily relocate to open accommodations in Aspen. The leak also caused damage to the Aspen entryway on the ground floor, along with two patio homes, forcing two residents to temporarily relocate to Magnolia House and the closure of the main Aspen entryway.

**Magnolia House & Cedarwood**

On Monday, December 26th, a dry sprinkler system pipe burst above office space in the center of the 3rd floor of the Magnolia House building. This water flowed throughout the center of the first, second, and third floors of the building, causing extensive damage to offices, the Magnolia House kitchen and dining areas, the elevator, and common areas on the first and second floors. Fortunately, no Magnolia House or Cedarwood Health Center resident accommodations were affected as the East and West portions of the building remained dry.

**Visitation**

We kindly ask that loved ones and visitors refrain from visiting Magnolia House, Cedarwood Health Center and Aspen Village buildings until Friday, December 30th. This will allow team members time to create safe walkways for all individuals with barriers and signage.

**Temporary Moves and Relocations**

The main entrance to Magnolia House and Cedarwood Health Center is closed due to water damage. All visitors are asked to use the Bistro entrance as the main entrance.

The main entrance to Aspen Village is also closed due to water damage. All visitors are asked to use the Bistro entrance and then follow the path to the Aspen Village back entrance.

All team members with offices on the third floor and near the Rotunda on the first and second floors have relocated throughout the community.

**Continued Communications**

For both locations, the drying, remediation, and reconstruction efforts will last several weeks or more and our plan is to communicate updates and next steps with residents, family members, and team members on an ongoing basis.

Maps and directional signage will be available onsite as well on the Frederick Living website for newly constructed pathways throughout the community. Memos, broadcasts, one-call messages will also be distributed regularly to keep communication lines open.

We appreciate your support and understanding during this challenging situation, and we wish you a Happy New Year.

If you have any questions, please feel free to contact the director or administrator for the respective level of living or email [feedback@frederickliving.org](mailto:feedback@frederickliving.org).