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[Questions](#)

[SpringhillErie.org](http://SpringhillErie.org)

*This message is going to family members on our community distribution list.*

May 6

Dear Family Members,

As you've probably heard, phased "reopenings" are happening in our state, but communities like ours are included in the very last phase, which has not been announced. Of course this makes perfect sense -- we welcome and embrace this approach -- as it is in line with our top priority of ensuring the health and well-being of those who live and work here.

We continue to follow CDC and CMS guidance in our sacred work of serving your loved ones here. This means that our current measures and precautions remain in place, such as continuing to wear masks, limiting visitors to only those considered essential, and encouraging residents to leave the community for essential trips only. It also means that you may continue to drop off items per our process identified below, and does not mean you can hand deliver items to residents. In short, we cannot become complacent in our efforts.

We need to continue to work together to stay well. Thank you for understanding.

Please note below what we're doing for Mother's Day, as well as assistance we can provide for you to schedule a video call (FaceTime, Skype, etc.) with your loved one.

**Lifting up some of the good work happening here**

Associates continue to find unique ways to serve residents. Many associates have taken on new roles or extra responsibilities in our "new normal" and are showing daily what our mission means as we "do all the good we can for those serve." Examples include:

- ForestView residents enjoyed a "May Day Tea" on Friday, May 1st.



- On Tuesday, Cinco de Mayo celebrations were in full effect all over campus. A rolling cart made its way around providing residents with special treats to include margaritas (non-alcoholic too!), chips and queso, and beautifully decorated Cinco de Mayo cookies. Take a look!



- Jean Fitzsimmons celebrated her 92nd birthday via Zoom Meeting with family signing on from 7 different states! Jean's family made her birthday signs, a slide show, shared their favorite memories, and sang "Happy Birthday" before she blew out her candles.



- Residents enjoyed some time outside this past week on our patios and walking trails. It's so nice to finally feel the sunshine!

We are inviting residents and associates to sign thank you cards to the many volunteers who made and donated masks to our community. Here are just a few of the thank you cards.



You also may know that this is Nurses Week and Springhill is grateful to all our nurses for their extraordinary work especially during this pandemic. We want to lift up our nursing team along with all of our associates in the sacred work they do and share our appreciation for their commitment and support! Next week as we celebrate Nursing Home Week, we will continue to focus on the outstanding team we have at Asbury Springhill!

Catch more stories about the great work associates are doing all across the Asbury system by going to our [Super Heroes Work Here page](#). Please also feel free to forward this email to others in your family who you feel may benefit from receiving our communications, and direct them to [click this link to sign up](#) for the appropriate list for our community.

## **Celebrating Mother's Day**

We recognize that we're in the midst of a most unique and challenging time. This year's Mother's Day holiday will certainly look different due to the measures and precautions in place. Here at Springhill, we want to make this a little less of a "challenge" as you shop for Mother's Day gifts. Asbury and Sodexo would like to offer you the opportunity to send your Springhill family member a special Mother's Day gift -- chocolate truffles! [Please view the flyer here](#). **Order deadline is May 7.**

Sodexo Truffles and Mother's Day messages will be delivered on Sunday. **Residents are going to get a special surprise from Springhill on Mother's Day, courtesy of Allburn Florist. Residents can also expect to enjoy a special Mother's Day meal prepared by our Dining Department.**

If you would like to set up a time to video chat with your loved one on Mother's Day, please contact Katie, Lori, or Bre soon to set up an appointment time, as we have specific hours available.

- Katie MacKenzie in Residential Living (814-860-7015)
- Lori Burek in OakView (814-860-7016)
- Breanna Klentz in ForestView (814-860-7120)

#### **Want to share a "thanks" with associates?**

We have heard from many family members of how appreciative they are of the work our associates are doing as they serve your loved ones here at our community. We know many notes of thanks have come in over phone calls and emails. ***Now we'd like to provide a way to easily capture some of your heartwarming comments through an online form that will enable us to easily capture and share your note with associates.*** If you'd like to share a note of thanks, please **click here to launch a form** where you can type in your note of appreciation. We will take your submissions and find creative ways to share with associates. Thank you!

#### **Updates & Reminders for this Week:**

- **COVID-19 - Staying Updated:** As a reminder, you can go to [Asbury.org/COVID19](https://www.asbury.org/COVID19) to learn more on how we're combating COVID-19. If you have any questions, please call our dedicated number related to COVID-19 at 301-250-2115
- **Reminder About Masks:** We ask that you wear a mask when you leave your home. Residents, individuals, and community organizations are sewing handmade masks for donations to residents and associates.

- **Getting Some Fresh Air:** Individual and community patios will be opening soon for residents to get some fresh air, and walking paths around the community are also accessible. While we are encouraging residents to get outside, it is imperative that residents wear masks and practice physical distancing. OakView Personal Care residents are encouraged to get some fresh air while sitting on the patio and doing so while wearing a mask and maintaining the appropriate physical distancing. Residents in the ForestView Health Care Center are encouraged to go outside to get fresh air with a caregiver. The caregiver will wear a mask and the resident will wear a mask, if able.
- **Postage Services:** Springhill would like to remind residents and families that we do offer some postal services at the Springhill front desk. Residents can purchase postage stamps (by the book) and can also have packages weighed and shipped. Residents must package and label all items prior to shipping. Postal services and supplies are billed to the resident's Springhill account. Additionally, Stamps.com is waiving monthly service fees for seniors (65+) during the COVID-19 crisis. Stamps.com allows you to print your own stamps and shipping labels from the safety of your own home, so you don't have to go out to the Post Office. For more information, [visit their website here](#)

#### **Recurring Reminders:**

- **Visitation:** The visitation limitations remain in place, which means only essential visitors are allowed into the community. There is no deviation on this, as we strictly follow CDC and CMS guidelines on this measure. Visitation continues to be for essential visits only. Every associate and essential visitor undergoes a daily temperature check upon arrival and departure at our screening station.
- **Resident Essential Business:** Our screening practices remain in place. Residents choosing to leave the campus for an essential trip (doctor's appointment, pharmacy, groceries, etc.) are required to follow our procedures set up through our screening station.
- **Want to Drop Something off?** As a reminder, here are rules and precautions we have in place for our community: If you would like to drop something off for a **Springhill or OakView resident**, please deliver these items to the main entrance of Springhill. Please label the items with the resident's name and apartment/garden home number and it will be delivered to them. Staff will bring the items to the resident. Dropping off items at patio doors is NOT permitted. Family members are NOT permitted to visit on resident patios or participate in walks around the community.

If you would like to drop something off for a **ForestView resident**, please deliver these items to the main entrance of ForestView. Please label the items with the resident's name and room number and it will be delivered to them.

We have said it often, we will continue to say it: We are **#AsburyStrong**, and together we will get through this challenge.