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[Questions](#)

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

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

April 29

Dear Family Members,

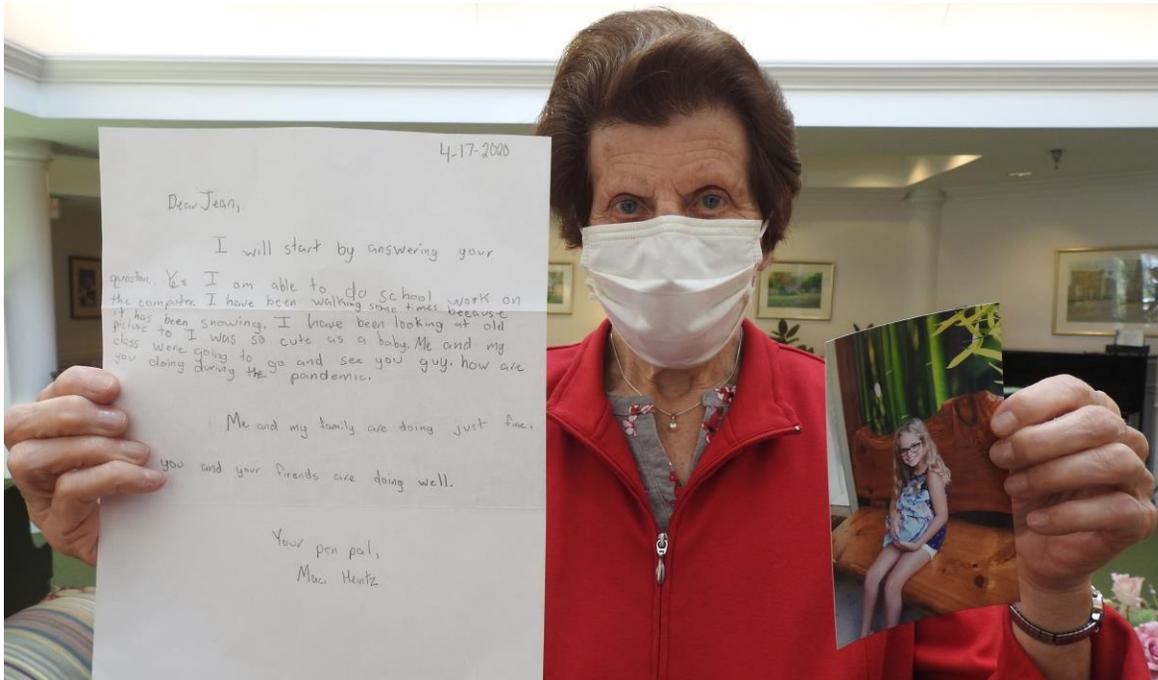
We are well into spring now -- a season of renewal; a season of hope. The sights, smells and sounds of the beauty that surrounds us comes into focus in the spring. Here at Springhill, bright colors add life throughout our community -- from the green grass and fresh mulch to the blooming flowers ... and to the many brightly colored masks associates and residents are wearing. This is a sign of the times.

The challenge of combating COVID-19 exists as much today as it did when this pandemic began, and our work -- *together* -- continues. We must not be complacent. We must remain diligent and follow the stay-at-home order in place at our community. It is difficult, no doubt, but this is our reality, and our strict measures and precautions will remain in place out of an abundance of caution for as long as needed and required.

But don't be fooled that this hard work cannot be happy and creative work. Associates continue to serve our residents in unique ways. There are smiles beneath the masks we wear. We thank you for your continued support and understanding.

We start this family member newsletter with two items of note that we want to lift up. We're proud to share that our inspiring and dedicated Executive Director Jane Gibson was featured in the April issue of Erie's Business Magazine. We're grateful to have her leadership! [Click here to view the Facebook post with her profile.](#)

We also have this uplifting story of how residents are keeping up with their student pen pals from this past winter. About a dozen students from Union City Elementary School in Erie County and Springhill associates are participating in this inter-generational program. Here is resident Jean Slater holding up a letter she recently received from her pen pal, Maci.



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.

Here is a brief update as well as a few reminders on how we are addressing the challenges COVID-19 presents.

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

- **COVID-19 - Staying Updated:** As a reminder, you can go to [Asbury.org/COVID19](https://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.

- **A Mother's Day Gift Option for Mom: Chocolate Truffles!** 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 thanks to the measures and precautions in place as we operate out of an abundance of caution. 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.](#)
- **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.](#)
- **May is Older Americans Month:** While Springhill has not formally celebrated Older Americans Month previously, we are looking forward to developing activities around the 2020 theme of "Make Your Mark" in order to encourage and celebrate the countless contributions that older adults make to our local Erie and Springhill community.

#### **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.

- **Assistance with Communication:** We are working with residents and their families to coordinate video calls through FaceTime or Skype or other tools. Please ask your loved one or [Katie MacKenzie](#) in Residential Living (814-860-7015), [Lori Burek](#) in OakView (814-860-7016), and [Breanna Klenz](#) in ForestView (814-860-7120) if you'd like to help in setting up such a call.
- **Have questions?** Please call our dedicated number for questions related to COVID-19 at 301-250-2115.

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