



[Questions](#)

SpringhillErie.org

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

Dear Family Members,

Our work as associates is rewarding. We chose this calling because we not only have the capability, but also the heart, to perform such sacred work for those we serve. We love what we do. And we so appreciate when we hear how our efforts are making a difference.

You'll remember that recently we opened up the opportunity for you to share your notes of thanks with our teams. We received many inspiring and heartwarming messages. Here's one from Bev Parks, a family member of a resident here, that we want to share:



"...I want you to know each and every thing you do means so much, and is appreciated beyond words!!! Thank you from the bottom of my heart for making sure my parents are happy and healthy – there is no better gift to me and my family! I wish you all good health and well-being as this crisis moves on."

BEV PARKS

Springhill plans to share your words of gratitude with associates each week on Thankful Thursdays! We will make sure associates know how appreciated they are by sharing with them your messages through our associate app, email distribution, as well as colorful flyers in the breakrooms. Managers will also be sharing these thank yous with their teams. So, rest assured, our associates will get the message that the work they are doing is extraordinary!



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!

Looking Ahead

Last Friday, you will recall [we sent this communication \(COVID-19: Paths to Reopening\)](#) to all associates, residents and family members across the Asbury organization. As you have likely heard, the federal government, as well as the states Asbury operates in, have started announcing reopening plans. While each of the plans has a different name, they all share common themes:

- The paths to reopening must be gradual, steady and responsible for prioritizing the health and safety of all citizens.
- Reopening plans are roadmaps, not calendars, because the virus will dictate the speed based on the flattening of the curve.
- Everyone must act responsibly by following guidelines for hand and cough hygiene, social distancing, and wearing masks and other protective equipment as recommended.

As of May 8, Erie County has moved to the “yellow phase” of reopening; Governor Wolf has reminded us that while we have moved into the “yellow phase,” **all current restrictions related to care settings like ours here at Springhill remain in place.** We continue to ask and remind that all those who live here to wash hands often, wear face masks and continue to practice physical distancing of at least 6 feet.

Keep in mind that reopening is not like turning on a light switch. Think of it as slowly

turning up a dimmer switch. The process will take weeks, and months in some areas, as we adjust to a new normal. Stay tuned for a communication next week with more information specific to our community.

Taking in the Fresh Air

The spring beckons us outside and here at our community the walking paths are open and ready for residents to enjoy! Here are photos of Bill Woerner, left, and Helen Burlingame as they enjoy getting around during some recent spring weather.



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 we serve." Examples include:

- ForestView residents and associates have begun festivities in honor of National Skilled Nursing Care Week, which is celebrated from May 10-16. This year's theme is "Sharing Our Wisdom." On Monday, residents enjoyed a live concert from Chaplain JR Wagner and soft pretzels and cheese. On Tuesday, for those who ordered, a catered lunch was delivered from Olive Garden and each resident was given a solar flower (picture below) to place in their window. Festivities planned over the rest of the week include a live-streamed concert from Mike and Marie Miller, a strawberry parfait cart, and "Words of Wisdom" activities. Residents and associates have enjoyed dressing in the "color of the day."



- In Residential Living and OakView, Resident Life and Wellness staff have begun hosting very small-scale exercise classes in large, open spaces. The residents and associates are required to wear masks at all times and are physically distancing. Residents are benefiting from walking to and from class, seeing their neighbors, and getting moving again!

A Couple Weeks of Celebrations

Did you know that we just wrapped up National Nurses Week? We hosted several events across the community to [lift up our nurses](#). We are grateful for their extraordinary work especially during this pandemic. This week, the celebration continues with National Skilled Nursing Care Week, and we will continue to focus on the outstanding team we have at Asbury Springhill!

Want More Uplifting Stories?

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.

Recurring Reminders:

- **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.
- **About Masks:** We ask that residents wear a mask when leaving home. Residents, individuals, and community organizations are sewing handmade masks for donations to residents and associates.
- **Getting Outdoors:** Individual and community patios are now open 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 residents can take advantage of the fresh air while sitting on the patio and doing so while wearing a mask and maintaining the appropriate physical distancing. ForestView residents 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.
- **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.
- **Asbury Home Services at Springhill**
Asbury Home Services is on campus and ready to assist, providing a [wide range of support services](#). Contact Cheryl Briody at (814-860-7424, cbriody@asbury.org, or online today. We look forward to serving you!
- **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.

We appreciate your patience and understanding during this unprecedented time.