



[Questions](#)

SpringhillErie.org

This message is going to associates, and to residents and family members on our community distribution list.

June 12, 2020

Dear Residents, Family Members & Associates,

Masks. Yes, masks! That's the topic I want to lead with today. For the foreseeable future, masks are here to stay and are very much a part of our wardrobe (*not to mention another way we can all show off some individuality and style, too ... I've seen some pretty creative masks around the community lately!*).

As you know, **associates are required to wear appropriate masks** at the community based on their role and interaction with others. Associates also don proper Personal Protective Equipment (PPE) when required.

For residents:

- Masks must be worn outside of your personal residence.
- A mask must also be worn when an associate is in your home providing service. If you are not wearing a mask when an associate arrives to provide service, the associate will ask you to please put on a mask before entering and beginning their service. If a mask is not put on then the associate will not be able to provide the service.
- Residents should also wear masks outdoors when someone is within 6 feet of you.
- Please also note that it is important to wear a clean mask! It is recommended that cloth and fabric masks be washed after each use.

- We have a large quantity of new cloth masks for resident use. Please see the front desk if you would like one.

Some info about masks that applies to residents and associates:

- The CDC and leading health experts continue to say that wearing a mask when in public is critical to stopping the spread and containing the virus. Wearing a mask, along with good hand and health hygiene, is especially important when in public or when at the grocery store or other locations you may need to visit.
- Looking for the proper way to wear a mask? Here is resident Ann Townsend wearing her mask properly as she gardens:



- And ... remember, *"My mask protects you; your mask protects me."*

Thank you for continuing your commitment to keeping our community safe. Mask wearing is critical. I know it's not ideal, and it sometimes can be uncomfortable especially in the warm weather, but we're all in this together. Stay safe, remain smart and enjoy all that our community has to offer!

Father's Day

We recognize that we're in the midst of a most unique and challenging time. This year's Father's Day holiday, just like the Mother's Day celebration last month, will certainly look different due to the measures and precautions in place.

The Dining team is putting together a special Father's Day Brunch menu. The Resident

Life Department is also planning to hand out a special treat to all fathers! Happy Father's Day!

Lifting up some of the good work happening here

Associates continue to find unique ways to serve residents. Here are a couple of fun stories to share:

We want to lift up how instrumental Asbury Home Services has been to Springhill during the time of COVID-19 ...

Asbury Home Services Director Cheryl Briody has been helping out in different capacities over the past few months. Cheryl brought smiles to both residents and associates by pushing around a candy cart throughout the community and offering sweet treats. If you were lucky enough to run into Cheryl on those days, it really lifted your spirits! Cheryl has also been volunteering to shop for food and personal items at a local grocery store for those who need it. We are so thankful for her time and generosity!

Some Asbury Home Services associates have been taking on the role of hair stylist and styling their clients' hair since they haven't been able to get to a salon. They are also taking residents out for a ride or to get an ice cream cone so they are able to get out and about, while remaining safe and away from the public and crowded areas. Associates from the Home Services team have also been helping clients with FaceTime calls with their families. They really know the things that residents enjoy, whether it's a favorite dessert or movie, or hobby, like crocheting.

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's a GEM!



All across the Asbury system, we lift up associates with GEMs, which stands for associates who Go the Extra Mile! GEMs are given for a job well done from associate-to-associate. So far this year we have had 111 GEMs given at our community and today I want to lift up a special one.

Admissions Coordinator Jill Mannino thinks Maintenance Tech Rick Ayers is a GEM: *Shout out to Rick for his kindness and support for a challenging move. Rick has such a calming effect on residents and is always on his game, serving residents with the utmost respect. I was appreciative for his presence during this move and his willingness to make sure their apartment was set up with TV/cable/internet, fixed file cabinet, added contact in their cell phone, etc. ... But even more important was his engagement with this couple. Thank you for being there Rick and all you do for both associates and residents!"*



Messages of appreciation

More than 145 messages of thanks from family members and residents have come in for associates across the Asbury system in recent weeks. We are so appreciative of those

messages, like the one below from family member Bree Dietly:

"It is a challenge to express how grateful I am for the confidence of knowing how well cared for mom has been during these unprecedented and difficult times. I am so impressed by, and thankful for, the agility and creativity and compassion with which the ForestView staff and the entire team have responded to this crisis. Being in Boston, one of the epicenters of the pandemic in this country, horror stories of long-term care facilities overwhelmed with infections ran constantly and are not over yet. Every one of those stories bounced around in my head for hours or days. I have always known that the care that both dad and mom have received at ForestView was exceptional. All of you have set a new, higher bar these last three months.

One of the most difficult aspects of this period, for me at least, is grappling with feelings of powerlessness and futility -- where I can't control what is happening around me, how my family and friends are, how my company and livelihood will be affected. For a control freak, that's a debilitating feeling. The decisions and actions of the management and staff at ForestView have shouldered some of that burden for me, with regard to my mom. Not that I don't think about her multiple times a day, but the confidence that literally every person involved with her care is focused on keeping her and the other residents safe is a gift that is hard to measure. I am so grateful for all of you."

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!

Website update & reminders



[View Our Covid-19 Updates](#) →

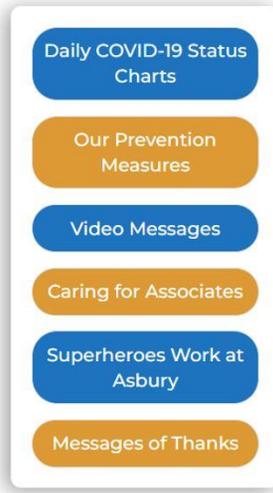
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We have reorganized our COVID-19 Communications Hub to provide more information. You can still get to our information from our "View our COVID-19 Updates" link in the top navigation bar (see example above) and via [Asbury.org/COVID19](#). On the revised page (below), you can find the daily status charts in the first blue button on the side bar. We hope you'll take a moment to view messages of thanks that residents and family members have been sending in.

Asbury COVID-19 Communication Hub



Asbury Communities operates eight continuing care retirement communities in Maryland, Pennsylvania, and Tennessee serving approximately 4,300 residents and employing 2,800 associates. Ensuring that we provide a safe and healthy environment for those who work and live at our communities is our highest priority. Please click the Prevention Measures button for detailed information about our early and ongoing prevention and response measures.

Our journey through this unprecedented challenge is continually evolving. It is led by the COVID Incident Command Center at the Asbury Support and Collaboration Center which works collaboratively with community leadership teams, and which includes highly experienced clinicians from acute, post-acute, and senior living backgrounds, and operational experts. We are proud of the incredible work being done by our associates and grateful for the support we are receiving from our many residents and family members as we work through this pandemic together.

Important Messages

- See our Communications Archive at bottom of page.

Reminders:

- **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 the 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.

Paths to reopening update

- We continue to work closely with the Command Center on the plans for reopening. Watch for exciting news next week about visitation opportunities!

- Details are also being worked out that will support the phased reopening of some services in the very near future.
- Asbury President & CEO Doug Leidig previously shared that “reopening is not like turning on a light switch. Think of it as slowly turning up a dimmer switch.” I want to remind you that senior communities such as ours lag for good reason behind these phased-in reopenings. It’s a slow turn of the "dimmer" switch, if you will, and for good reason: we are guided by the many different plans and requirements placed upon us by numerous federal, state and local agencies.

We are all in this together. Thank you for your continued understanding and cooperation.
We are #AsburyStrong!

Sincerely,
Jane E. Gibson
Executive Director

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“Help me to be less fearful of the measure of time, and more fully alive in the time that simply is. Help me to live time, not just to simply use it; to breathe it in, and return it in acts of love and presence.” Avis Crowe.