



[Questions](#)

SpringhillErie.org

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

July 1, 2020

Dear Residents, Family Members & Associates,

As we officially enter summer and head into the July 4th holiday, it's a time of transition here at Springhill. The CDC, as well as state and local health authorities, are lifting some of the restrictions due to COVID-19. We have shared previously how we are handling phased-in reopenings (you'll find some of that detailed info below as a reminder), and in anything we do, we remain committed to minimizing exposure of the virus to residents, families and associates.

We continue many of the measures we've had in place throughout this pandemic, such as the screening stations, requiring masks and physical distancing when moving about the community, and reminding and encouraging good health and hand hygiene. In recent weeks we've also announced some opportunities for visitation that vary by level of care. And, in collaboration with the Asbury Communities COVID-19 Command Center, we continue to follow state and local direction in seeking safe ways to reopen or restart certain services. It is important to keep in mind, if we experience new positive COVID-19 cases, we will need to reverse direction and limit visitation again.

Our ask for patience and understanding remains consistent! Thank you for working with us as we find our way through this challenge together.

I wish you a very happy and safe (and physically distanced!) July 4th!

COVID-19 testing update

Our top priority remains the health and well-being of the residents we serve and the associates who fulfill their higher purpose by performing their sacred work here at Springhill, and this includes providing a safe and secure environment. Next week, on

Tuesday, July 7th, and Wednesday, July 8th, we are scheduled for COVID-19 testing for those who live or work in the ForestView Health Care Center. Please be aware that the number of pending COVID-19 test results for ForestView residents and employees will fluctuate during this time period, while results are received. As a reminder, all COVID-19 data is updated daily on the Asbury COVID-19 Response and Communication webpage at [Asbury.org/COVID19](https://www.asbury.org/COVID19).

I also want to remind you that testing represents only a “snapshot” in time regarding the virus. The risk of exposure is still very real and precautions must be maintained.

July 4th: Independence Day

The Dining Department will be preparing a Fourth of July BBQ for all residents on campus. Associates who work on the holiday can also look forward to a tasty meal of hamburgers and hot dogs during their shift.

Connected Living: A new communications tool is on the way!



Connected Living is a resident engagement and communication platform that provides you and your families with a streamlined connection to Springhill information through digital touchscreen signage, a mobile app and more! Asbury Communities is excited to adapt new technologies that complement associates' efforts to provide exceptional service to you. Springhill is joining other Asbury communities in using Connected Living to communicate with you, and we're excited to be one of the first communities in the Asbury system to go live!

Your anecdotal feedback, as well as your feedback on surveys, helps us to better understand where we need to concentrate efforts on improvement. Connected Living fits neatly into our overall approach of doing a better job in communicating with you – and getting you the info you need in a way that best fits your life. This new communications

platform will complement all of our current efforts such as The Signal, Channel 2 (for those of you with Springhill cable service), Tailored Mail email communications (just like this email you're receiving today), and, as we're able, with Town Halls and Listening Sessions. We've focused our communications efforts to be more interactive, and timely, and we're able to "push" communications to you through email, and with Connected Living we'll be making it even easier for you to "pull" information and content you want "on demand."

Connected Living will enable you to access event calendars and information, menus, directories, photos, and more! We will soon share our "go-live" launch date with you and will also provide you with opportunities to learn this new technology along the way. Stay tuned for more information!

Lifting up some of the good work happening here

Associates continue to find unique ways to serve residents. Here is a fun story to share:

Springhill residents have been busy tending to, and watching, their raised garden beds grow. We are starting to see the first sprouts of vegetables! *Residents pictured below are Marcia Rougeux in OakView, Chuck Dahlkemper and Delores Lyons in ForestView, and Leti Pellizzari.*



Catch more stories about residents and associates 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.

Messages of appreciation

More than 170 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 Beth Pinte:

“Our family is so very thankful for the staff at ForestView/Springhill. During this stressful time of not being allowed to sit and visit with our mother we are comforted knowing that she is being taken care of by such a wonderful and caring group of people. We hope they know how very much our family appreciates everything they do on a daily basis.”

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!

Here's a GEM! (Actually, let's make it 2 GEMS!!)



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 more than dozens and dozens of GEMs given at our community and today I want to lift up two pretty special ones.

Mike Horvath, RN, was lifted up for Integrity, Responsibility, Accountability

- Mike has dedicated himself to providing additional coverage consistently on second and third shift for many months to ensure quality staffing and care to meet the needs of our residents and organization. I am thankful and appreciative for all you do! Thank you so much!

Lynn Oakley, RN, was lifted up for Responsibility, Customer Service and Accountability

- Lynn has been covering additional shifts on evening and nights consistently for many months due to RN staffing challenges. I am grateful for your hard work, strong leadership, and support! Thank you so much for Going the Extra Mile.

Updates and reminders

- Recently, Springhill Director of Health Services Emily Hill spoke with the Department of Human Services' Regional Director for the Western Region of PA. In their conversation, the Regional Director *strongly discourages families wishing to take Residents living in OakView Personal Care off campus for anything other than essential medical appointments*. The Regional Director noted that if a resident were to go off campus, upon return we should be following the CMS guidelines by having the resident remain in their apartment for 14 days while they are monitored and observed for fever and signs of respiratory infection.
- **Springhill has continued to provide housekeeping services to residents.** Housekeepers are required to wear a mask at all times while in the resident's apartment or garden home. Residents must also don a mask if they choose to remain in their home when it is being cleaned. If residents return from a hospitalization or trip, or in the case of when a new resident moves in, there are no housekeeping services for 14 days.
- **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.

- **We continue to work closely with the Asbury Communities Command Center** on the phased plans for reopening, including some services in the near future.
- **Lastly, I'd like to reference something that Asbury President & CEO Doug Leidig previously shared because I think it's important to remember. He said: “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.