



[Questions](#)

SpringhillErie.org

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

July 10, 2020

Dear Residents, Family Members & Associates,

In our regular communications with you over the past couple of months, the topic we've touched on more than anything is safety and all the measures we have in place to ensure the health and well-being of those who live and work at Springhill.

As our measures have evolved along with our response to the pandemic, today I want to share a little with you about COVID-19 testing, which is a crucial component of our overall approach to limit transmission of the disease and be as timely as possible in addressing any issues that may arise. You are probably aware that we have done our share of testing here in recent weeks, in line with CDC, state and local requirements, and that testing will continue as required by the Department of Health.

As part of the testing, comes this incredible sense of togetherness and connection among those involved. I find such energy in the camaraderie of those who help with testing, and who work with such compassion and accuracy for an important cause. There are up to a dozen associates involved in our planning and execution, in conjunction with the Asbury Communities clinical team. Our efforts also very much include the larger community, especially those who are being tested. I'm grateful to all, and I believe this process marks a great example of the sacred work we do for those we serve.

What makes this feeling even more powerful, is that my experience here is shared all across the Asbury system. I connect regularly with Asbury leadership and Executive Directors at Asbury's seven other communities and in addition to sharing best practices on testing and learning from one another, we often talk about how heartwarming it is to be part of a collective effort to help ensure the health and well-being of those we serve and work with. I'd like to share a few numbers with you to put all this hard work into focus:

- Asbury Methodist Village was the first Asbury community to conduct testing back in early May. Since then, testing has been conducted at all but one Asbury community (that community, RiverWoods, is scheduled for its testing next week). All told, as of yesterday, 3,932 COVID-19 tests have been performed.
- Even just this past week, 932 tests were conducted at communities that underwent required testing.
- To date the percentage of positive cases from all the testing thus far is just 1.6%.

I share this data to put in perspective not just the enormity of the amount of tests being performed, but also to show that we are in this together -- and we turn to the strength of one another, and to our sister communities, to do the best job we can in serving residents and our fellow associates. Thank you for choosing Asbury. We are #AsburyStrong and we will continue moving forward together.

COVID-19 testing update

On Tuesday and Wednesday of this week, we completed COVID-19 testing for all ForestView residents and any associates who utilize the ForestView Health Care Center. In total, 74 residents were tested and 168 non-residents were tested (associates, contractors, physicians, Home and Community Based Services-HCBS). We anticipate receiving the results at the end of this week. A special thank you goes out to Sharon Belovarac, Nursing Home Administrator, Stephanie Wilbur, Director of Nursing, Lou DePalma, Director of Facilities, and Linda Vestrand, Director of Human Resources, along with all of the other support staff who prepared for, and facilitated the testing, as well as supported our residents and associates through this process. 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.

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.

Wellness opportunities & community engagement

The Resident Life and Wellness staff have been busy keeping residents engaged, entertained and healthy while encouraging physical distancing and the use of masks. For the past month or so, small scale exercise classes or movement activities have been offered in all levels of care. In Residential Living, exercise classes are being offered 5

days per week and several times each day to limit the number of class participants and ensure safe physical distancing. In OakView, exercise classes are offered 2 times each day with 3 residents to a class. Residents are encouraged to walk the hallways indoors and outdoors around the OakView parking lot circle. In ForestView and Woodlands, weekly morning stretch sessions are followed by a "sport activity" such as ladder ball, corn hole or horse shoes. When the weather is nice, these activities are moved outside on the patios.



At ForestView, Resident Life staff have instituted a weekly craft/artwork activity. This week is a watermelon/ladybug/or baseball fan craft to take outside on hot days. Both OakView and ForestView residents are back to playing bingo, with some special modifications to keep everyone healthy and safe! Sing-a-longs have become popular in ForestView and the Woodlands during evening hours.

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! This new communications platform will complement all of our current efforts such as resident and family newsletters, Channel 2 (for those of you with Springhill cable service), Tailored Mail email communications and, as we're able, with Town Halls and Listening Sessions.

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 are working on creating some great content for this platform and our digital signage will be installed soon. We anticipate a "go-live" launch date in early August and we 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:

Three Springhill residents, who are members of the [Carrie T. Watson Garden Club](#), participated in the club's monthly Zoom meeting this past Wednesday. These talented residents were happy to see some old friends and enjoyed listening to the club's first-ever Zoom Guest Speaker, Herbalist Leslie Alexander, who provided "An Introduction to Supporting Immune Health with Herbs." Pictured are Laurana Fish, Muriel Veenschoten, and Nancy Sturtevant.



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 180 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 Walter Harf:

“At least 70 minutes per week. The most important ten minutes per day are on my iPhone as the great staff at ForestView connect me with my wife, Joan. We share the day’s activities and end with a virtual hug and a puckered up kiss on each other’s cheeks. My early on assessment that Joan is receiving the care as if she were everyone’s very FAVORITE GRANDMOTHER is a part of her daily care. Thank You to ALL STAFF at ForestView on the Springhill Campus. With sincere appreciation.”

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 and reminders

- **Salon update: PS Salon is set reopen on Tuesday, July 14th!** Salon hours will be Tuesday through Friday from 9 a.m. to 3 p.m. In order to follow the guidelines given by the Pennsylvania State Board of Cosmetology, all services will be performed by appointment only. Please call the salon at 860-7020 and leave a message. Your stylist will be returning calls to set up appointments on Monday, July 13th. PS Salon has taken many steps to ensure the salon is a clean and safe environment. It has been deep cleaned and thoroughly sanitized. Residents will be required to stop by the temp check station at the main entrance and obtain a dated sticker that shows that you have passed the screening test prior to the scheduled appointment time. You will not be able to enter the salon without obtaining this sticker. One client will be permitted in the salon at a time in order to ensure physical distancing. All residents and stylists will be required to wear masks and the stylist will wear goggles when shampooing. Disposable masks, which will be provided, must be worn by all residents while services are rendered. Residents must wait outside the salon until they are welcomed in by the stylist for their appointment. There are plans to resume nail services in the future once plexiglas dividers are installed. Rest assured that your stylist will get everyone scheduled as quickly as possible. Thank you for your patience and flexibility!
- **About masks:** We are requesting that residents, associates and visitors refrain from wearing masks with vents. Masks with a vent on them allow a person's germs to spread, rather than containing them close to the wearer's face. Remember your mask protects me, my mask protects you. We cannot protect each other if we are not wearing the appropriate face covering.
- **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.
- **Transportation update:** Springhill will now be offering transportation to local banks on Tuesdays and Fridays beginning at 12:30 p.m. On Tuesdays, transportation will be provided to Erie Bank and PNC bank. On Fridays, transportation will be offered to First National Bank and Northwest Savings Bank. For your safety, and to ensure physical distancing, only three residents will be permitted to ride the bus at one time and you must sign up for a time slot at

the front desk. We will make additional runs if necessary.

- **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 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.