



[Questions](#)

SpringhillErie.org

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

July 17, 2020

Dear Residents, Family Members & Associates,

At this point, nearly five months since the beginning of the pandemic, I know that patience will sometimes run thin when it comes to all that we must abide by here at Springhill. I get it; I feel the same way sometimes – it's natural! But we must continue to be driven by the safety and well-being of those who live and work here. That's the top priority, and it's absolutely the one constant that underlies all we do.

Our phased-in paths to reopening are reliant upon CDC, state and local guidance, as well as policies and best practices outlined by the Asbury Communities Operations Team. Within the safety measures set by these authorities, we are working hard to begin to offer small-group and outdoor wellness sessions, window visits and other visitation opportunities in line with what we've shared previously. We'll continue to update you as new opportunities or changes occur.

Our commitment to cleanliness is a featured part of our safety efforts. We have enhanced our community cleaning and disinfecting protocols, and have worked with our Asbury Communities Clinical Team and leveraged our partnership with Sodexo to ensure we are following all CDC requirements. Today I want to share with you what we're doing to keep the community as clean as possible.

Community teams are utilizing the most appropriate cleaning chemicals offered and recommended by the CDC. We use two distinct disinfection methods:

- Our teams are using a peroxide disinfectant that has a 3-minute dwell time (that's the amount of time that a sanitizer or disinfectant must be in contact with the surface, and remain wet, in order to achieve the product's advertised kill rate) to remove pathogens. In addition, our teams have access to ultraviolet light technology as an additional means to disinfect resident room and apartment cleaning.

High-touchpoint cleaning & sanitizing enhancement process

- Cleaning frequencies of high-touch areas are now completed at least twice daily, an increase from once daily previously.
- We have installed additional hand sanitizer dispensers throughout the community to accommodate for the increased demand.

Education

- Department leadership is conducting weekly in-services to inform staff of any COVID-19-related updates and industry best practices.
- Daily Operations Team calls continue to share current COVID-19 information and any updates from state and local health departments, the CDC, or CMS.

I appreciate the opportunity to serve you or work with you! If you ever have any questions, please ask.

PS Salon update

Unfortunately, due to unforeseen circumstances, the salon in Residential Living was closed on Thursday, July 16th. The salon will re-open on Friday, July 24th, with Friday and Saturday coverage provided for the next few weeks by an interim stylist. The stylist will reach out first to those residents who had previously scheduled appointments. Please continue to leave messages on the salon voicemail at 860-7020 with appointment requests. We will update you when additional hours can be accommodated. PS Salon apologizes for any inconvenience this may cause.

Screeners keep the community safe

Springhill associates are working hard to ensure the safety and well-being of residents through our screening processes for all who arrive at our community. These screenings have been in place for several months and represent an important safety measure for our community. Hundreds of associates, residents, vendors and visitors are screened on a daily basis. How many screenings do we do? A lot! Here's a look:

- In June, we did approximately 450 screenings per day. Back in March (prior to visitation restrictions) there were approximately 509 screenings per day. In April and May there were about 356 screenings per day.

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



We're getting closer to launching Connected Living! We're excited about this new resident engagement and communication platform that will provide you and your families with a streamlined connection to Springhill information through digital touchscreen signage, a mobile app and more! 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 adding great content to this platform every day and our digital signage will be installed in the next few weeks.

We anticipate a "go-live" launch date in early August and will firm up a date soon once we work through a few more details. We will also provide you with opportunities to learn this new technology along the way. Stay tuned!

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:



OakView Resident Life and Nursing Aide associates supported residents by picking up and delivering lunch ordered from The Olive Garden on Wednesday. Who doesn't love their fresh salad and breadsticks? Residents enjoyed some Italian favorites such as Cheese Ravioli, Eggplant Parmigiana, Spaghetti & Meatballs, Shrimp Scampi, Chicken & Gnocchi Soup and Pasta e Fagioli. (Pictured above are Susie and Chuck Babbitt)

Catch more stories about residents and associates all across the Asbury system by [clicking here](#). 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 185 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. Here's an excerpt from a message from Nancy Cook:

“My love and thanks to all of those at Woodlands for your exceptional care and love of the residents there. I can only imagine how difficult it is for you to do all you do ... Please know I love all of you and appreciate you so much!”

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!



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 feature one:

LeeAnn Gilkinson, Dining Attendant, for Accountability and Responsibility:

- LeeAnn cheerfully volunteered to help the new receptionist enter menus when Talaijah Quinn didn't have access to the system. She was so kind and willing to help someone from another department with something that's not even part of her job. Thanks for going the extra mile, as always, LeeAnn!
–Submitted by HR Director Linda Vestrand

Updates and reminders

Please note that the updates and reminders we include in this section in each communication will soon also be housed in a new section on our community website on Asbury.org. We expect this to go live around August 1. Stay tuned for an update.

- **Residential Living residents may have outside visits with loved ones** and are encouraged to walk the campus. Please continue to practice

physical distance from one another and wear masks.

- **Results of our ForestView Healthcare Center COVID-19 testing conducted last week were all NEGATIVE!** Springhill will be conducting COVID-19 testing for residents and associates in OakView Personal Care during the week of July 27th. *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.*
- **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 is now 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. 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

Asbury Springhill Senior Living
2323 Edinboro Road
Erie, PA 16509
(814) 860-7002
jqibson@asbury.org

“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.