



[Questions](#)

SpringhillErie.org

This message is going to OakView residents, family members, and Springhill associates.

July 21, 2020

Dear Residents, Family Members and Employees:

As the scope and severity of the COVID-19 pandemic became apparent, our unrelenting focus has been the health, safety, and welfare of residents and employees. We quickly organized and engaged all internal resources on this mission and have consistently sought support from external resources as they have been made available to us. Our response efforts are led by the Asbury Communities COVID-19 Incident Command Center (a.k.a. Command Center), comprised of highly dedicated and experienced professionals, working in coordination with our campus clinical and administrative teams.

While the organization and the world learned the characteristics of the new disease, we also strove to develop processes aimed at identifying those residents who were appropriate to test for COVID-19, and worked tirelessly to secure tests as soon as practicable. Further, we implemented comprehensive screening procedures to identify individuals within our workforce who may carry the disease, removed them from service consistent with the guidelines, referring them to their primary care physicians for further evaluation based on the screening criteria and CDC guidelines.

When the PA Department of Human Services advised testing Personal Care residents and employees, they did not make testing materials available to Personal Care homes. We are pleased to share that together with the Command Center, we have been able to contract with an approved private lab to complete this important testing. Clinical resources from Asbury Communities in conjunction with Springhill leadership are now completing preparations for the testing process.

We are currently planning for residents and employees of OakView Personal Care to be tested on Wednesday, July 29th.

Results may take up to three (3) business days, and will be communicated to the employees, residents, and/or resident representatives. Administrator Emily Hill will communicate all results to residents and/or resident representatives. Staff will provide individual support and services following CDC infection control protocols. The Springhill Human Resources team will inform employees of their results. Employees who test positive will follow physician notification and self-quarantine protocols established by the CDC. Our clinical teams will also conduct internal contact tracing and monitor the progress of these employees and follow CDC/CMS guidelines regarding the timeline for safe return to work.

Please be aware that the number of pending COVID-19 test results for OakView 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).

Additionally, we continue to:

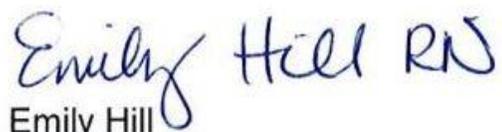
- Follow CDC and CMS guidance, best practices and infection control protocols and procedures
- Restrict visitation and group activities
- Offer virtual social connections for families and loved ones
- Screen residents, employees, and essential visitors
- Implement evolving regulations and governmental agency expectations
- Share timely communication with residents, employees and family members

Our top priority remains the health, safety and welfare of the residents we serve and the employees who fulfill their higher purpose by performing their sacred work here at Springhill. We thank you for your support and understanding during these unprecedented times.

Sincerely,



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