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[Questions](#)

[SpringhillErie.org](http://SpringhillErie.org)

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

## A Message from the Executive Director

August 7, 2020

Dear Residents, Family Members & Associates,

We have tried to be as exhaustive as possible in our updates for you since the beginning of the pandemic. In addition to critical and timely communications about community operations or testing, we've also committed to weekly or bi-weekly messages like this one that include a roundup of happenings, important reminders and stories that lift up and share some of the great things happening at our community.

Over the course of the past few months, we have heard plenty of feedback from associates, residents and family members about our approach to communication. We've made changes and enhancements along the way, and today I'm happy to share that we have a new way to keep you informed about Springhill. We've launched a dedicated section on our website that is updated regularly with community information. You can access this page directly at **[Asbury.org/family-friends](http://Asbury.org/family-friends)**. This section includes information on topics such as:

- Campus visitation
- Community services & amenities
- Reopening plans & strategy
- Important phone numbers and who to contact

With community operations news now being posted on the [website](#), we will focus on timely and new updates only in these newsletters (such as what I've included in the next section of this communication). We think this approach will help cut down on the length of these messages, while still providing the new info you need to know right away. If you have feedback on this approach, please respond to this email and let me know.

## General Community Information

Click/tap here to view info on our community operations

### Updates and reminders

*Please note that these updates and reminders are also included on our community operations site, [Asbury.org/family-friends](https://www.asbury.org/family-friends), in addition to other community info. The latest information is included here:*

- **Marketing update:** Marketing is now able to give tours to prospective referrals. Two people may be on a tour for a maximum of two hours. We have a stringent screening process in place and all visitors will be wearing a face mask and practicing physical distancing.
- **If you receive an unscheduled call from a source that you are not familiar with, DO NOT provide any information and promptly hang up.** We have heard of instances of residents at other communities getting fraudulent phone calls from scammers attempting to gain personal financial and health information and we want you to remain aware.
- **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).** You can find the daily status charts in the first blue button on the side bar.
- **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](mailto:cbriody@asbury.org), or online today. We look forward to serving you!

### Mission in Motion Campaign

# MISSION IN MOTION

*"...Doing all the good we can..."*

ASBURY  
FOUNDATION 

The Asbury Foundation is moved by the response to the Mission in Motion Campaign. During this critical time for our country, we have seen Asbury associates, residents, family members, board members and friends provide support for one another in incredible ways. From donations to the Asbury Support Fund to entrance fee refunds and parking space deposits, we've seen generous support across the Asbury family, and it brings us comfort as we continue to monitor the coronavirus situation. [See a recap of the campaign here.](#)

## 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:**



Christmas ... in July!? At least it is at Springhill! That was the case as residents closed out July with holiday cheer. To celebrate, residents were given holiday cupcakes to spread a little holiday spirit. Associates always find creative ways to serve!

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.

**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 for **Jill Mannino, Admissions Coordinator**:

**“With processes continually changing since COVID-19 entered our world, Jill has had continual changing directives on how people should be moved-in, how they move out, who can help with moves and transitions, helping to manage family and local company visitors, communicating details like never before to keep all informed, managing a new move calendar and physically helping with packing and moving items. Jill has done an incredible job on all fronts! She is so conscientious and thoughtful. I couldn't be more pleased with how well she has performed all of these functions. Jill always provides great support during the move-in process but she has elevated her support with new residents and their families as residents had to quarantine initially and many were not able to visit with their family members. Jill became the family for many residents. You deliver so well Jill. Thank you so very much for all that you do for Springhill!!!”**

**- Patty Leuschen, Director of Marketing/Sales**

**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! Stay tuned ...

## Messages of appreciation

Nearly 200 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 a family member:

**"To Woodlands/ForestView. Our sincere thank you. Your patience and understanding of our loved one is greatly appreciated. Please keep our love for your caring close to heart. Even the maintenance crew gives us a report of seeing how much you do, and they also respond to our loved one. Thank 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!

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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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