

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

A Message from the Executive Director

James G. Schneider Award Winner Named!



Congratulations are in order for Facilities Assistant, **Pam Urso**! On Thursday, September 17th, during Springhill's Annual Associate Recognition Ceremony (which was a virtual, livestream event this year), Pam was awarded the prestigious James G. Schneider Award! This Award recognizes one associate who exemplifies the Asbury mission, lives out the values of the organization, and actively supports the strategic goals of Provider of Choice, Employer of Choice, and Financial Strength.

Here is an excerpt from her nomination: *"Pam does whatever is necessary when Springhill needs something. She has a demanding job and then continues to take on additional responsibilities. She is responsive and extremely customer service oriented. Pam does so much for Springhill that it's hard to imagine this community without her!"*

In the photo above, Facilities Director Lou DePalma holds a bouquet of flowers for Pam, who is holding her award. We are so excited and fortunate to have Pam on our team and

I couldn't be happier to work alongside her. Make sure to congratulate Pam when you see her!

Reminder: New Screening Process

The transition of seasons from summer to fall means change is in the air. Change is also coming to how we screen associates and visitors at our community. We shared earlier this week about our new screening process that leverages technology in order to provide a more efficient way to greet and safely welcome you to Springhill. I am looking forward to this Monday when we go live with this new approach -- it will save time and paper, and follows the best practices we've established in performing screenings over the past several months.

As a reminder about the new screening process, please click the following links to read the original messages we sent out that include all the details you need to know. Thank you!

New screening process beginning Monday, Sept. 21

- [Screening process for residents, family members and visitors](#)
- [Screening process for associates](#)

Updates and reminders

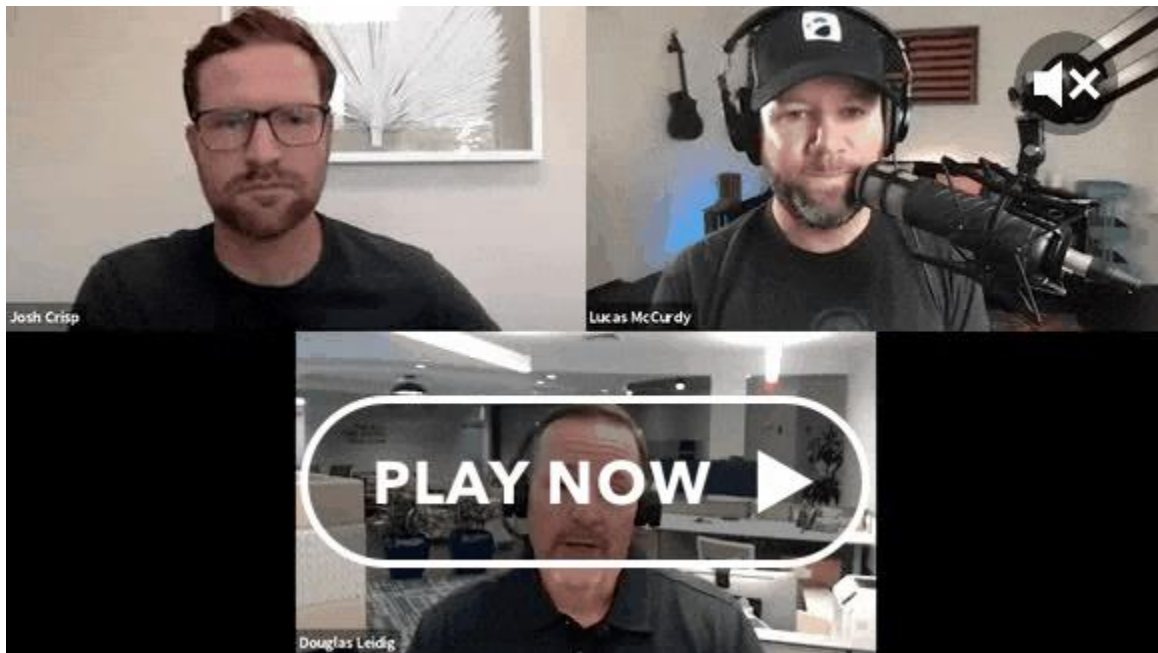
Please note that these updates and reminders are also included on our community operations site, [Asbury.org/family-friends](https://www.asbury.org/family-friends):

- We are pleased to share that we are gradually phasing in reopenings as established by the Commonwealth of Pennsylvania. See visitation details in the Campus Reopening section on our [Friends & Family page](#).
- **OakView Update:** We would like to make you aware of two important updates occurring over the next few weeks in OakView Personal Care. We are happy to announce that we reopen the Acorn Dining Room on Tuesday, Sept. 15. Residents will also be receiving their annual flu shots. [Please click here to read the original message](#) with more details.
- **Connected Living:** More residents and family members are signing onto Connected Living by the week -- **have you downloaded it yet?** For your

convenience, here are the 2 important documents you will need to sign up if you haven't already:

- [The Connected Living Community App User Guide](#)
 - Here are the download instructions and links to the community codes: [RL Residents](#); [RL Families](#); [OakView Families](#); [ForestView Families](#); [Woodlands Families](#).
- **As a reminder, all COVID-19 data is updated daily on the Asbury COVID-19 Response and Communication webpage at Asbury.org/COVID19.** You can find the daily status charts in the first blue button on the side bar.

Asbury CEO on his Passion & Career Journey



As part of Asbury's recent Great Place to Work re-certification, 89 percent of associates said their work has special meaning – and that certainly includes President & CEO Doug Leidig. Doug recently appeared on a senior living podcast hosted by Bridge the Gap and shared some powerful words about his early start in this field and the profound meaning he finds in our Mission.

Among the topics Doug discusses on the 20-minute podcast, he shares that when he was just 12 years old, as a paperboy delivering newspapers at a retirement community, his route would take him twice as long to complete because he would sit and talk with residents. This is when, Doug says, he first started to have an interest in senior living. Just four years later, he was serving as a nursing aid which solidified the passion for his career journey.

- Click the image above to watch the podcast
- [Or, you can listen to Doug's full 20-minute interview here](#)

Health & Wellness -- The Pool is Open!



Here's a photo of some of the first residents in the new Dr. Robert and Marilyn Bernhard Aquatic Center! One resident said that it was his first time swimming in 20 years and he loved every second of it! Marilyn Bernhard and her daughter also took their first dip in the pool and enjoyed the time in the warm water together immensely. What a wonderful community amenity for all to enjoy! Click here to see more photos on [Springhill's Facebook page](#).

A Personalized Wedding Experience -- Check Out How Springhill Associates Helped Bring a Wedding to a Resident



With the pandemic restricting travel, it makes it difficult to come together to attend in-person celebrations like wedding ceremonies. But at Springhill, associates thought of a creative solution: bring the wedding to an invitee.

On Saturday, Sept. 5th, the Fountainview Courtyard at ForestView Health Care Center was transformed into the backdrop for a small-group and physically distanced special wedding ceremony so that ForestView resident, **Genevieve "Ginny" Selker**, could watch her granddaughter, Jessica, and her husband-to-be, Tyler, exchange wedding vows. Associates in several departments came together to help Ginny prepare for the special day, Beautician **Patty Strellow** styled Ginny's hair. Nurse Aide **Erica Sandberg** made sure Ginny looked her best in her new outfit. Resident Life Assistant **Michelle Uhlman** ushered guests in the all-outdoor ceremony and captured photographs. Facilities Director, **Lou DePalma**, and his team perfected the backdrop and made sure the landscaping looked perfect for the day. When asked about the ceremony, Ginny replied "It was really nice. It was great to be a part of it!"

Thank you to the associates who helped make this day come to life. And ... we extend our congratulations to the newlyweds!

Health & Wellness -- Keep Your Eyes Sharp With These Foods



Be sure to incorporate eye-healthy foods -- like blueberries, apricots, and lots of dark, leafy greens like spinach or collard greens or kale -- in your diet to help protect your vision. And be sure to wear a good pair of sunglasses when outside to prevent cataracts. As we move to a more virtual world, be sure to incorporate the 20/20/20 rule. Every 20 minutes, redirect your focus to something off the screen for 20 seconds to allow your eyes to rest and refocus.

Messages of Appreciation

Nearly 240 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:

"Thanks to the team at The Woodlands for taking care of dad and standing window visits for the grandkids. And thanks to the entire Springhill team for helping mom through this transition, too."

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!

We are all in this together. Thank you for your continued understanding and cooperation. We are #AsburyStrong!

Sincerely,

Jane Gibson
Executive Director



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