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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

September 4, 2020

Dear Residents, Family Members & Associates,

Labor Day is here, and usually our first thought as the holiday approaches is to think about a day off from work to mark the end of summer. This year we have an opportunity to think a little differently. On Monday, I'm suggesting that we all take a moment to reflect on the incredible amount of "labor" we've all put in this year, particularly since the beginning of the pandemic.

We are more than seven months into combating COVID-19, and we've seen an incredible amount of time and effort put in by the 225 associates here at Springhill to ensure our community is as safe as possible and that residents are served in unique and different ways. Many residents, family members and those from the greater community have also put in a fair share of work in recent months, whether that be making masks, volunteering in some form or fashion or by simply taking time to encourage others to follow the precautions and measures we have in place.

While Labor Day recognizes the efforts of workers, it does not necessarily mean a holiday off from work. As you know, we operate 24/7, 365 days a year. Many Springhill associates will be busy going about their sacred work this long weekend, serving residents, families, and each other. If you are one of those working on Monday -- thank you.

It is remarkable what can happen when we come together for a common cause. COVID-19 forced us to collaborate and work together – to embrace our "we're in this together" attitude. It's commitments like this that are at the heart of how we fulfill our mission to do all the good we can.

As our re-certification as a Great Place to Work® shows, we take pride in having the opportunity to serve you. On our recent associate survey, nearly 90% of associates said: “My work has special meaning: this is not ‘just a job.’” ***It is a “labor” of love.*** Thank you for the opportunity to serve you. Have a wonderful holiday weekend.

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](#).
- **Connected Living:** More residents and family members are signing onto Connected Living by the week! 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](#).
- **Did you miss the recap of our big celebration last week?** [Get caught up here to see more](#) about our 30th anniversary and the grand opening of the Dr. Robert & Marilyn Bernhard Aquatic Center.
- **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.

Have a great photo, painting or poem to share?

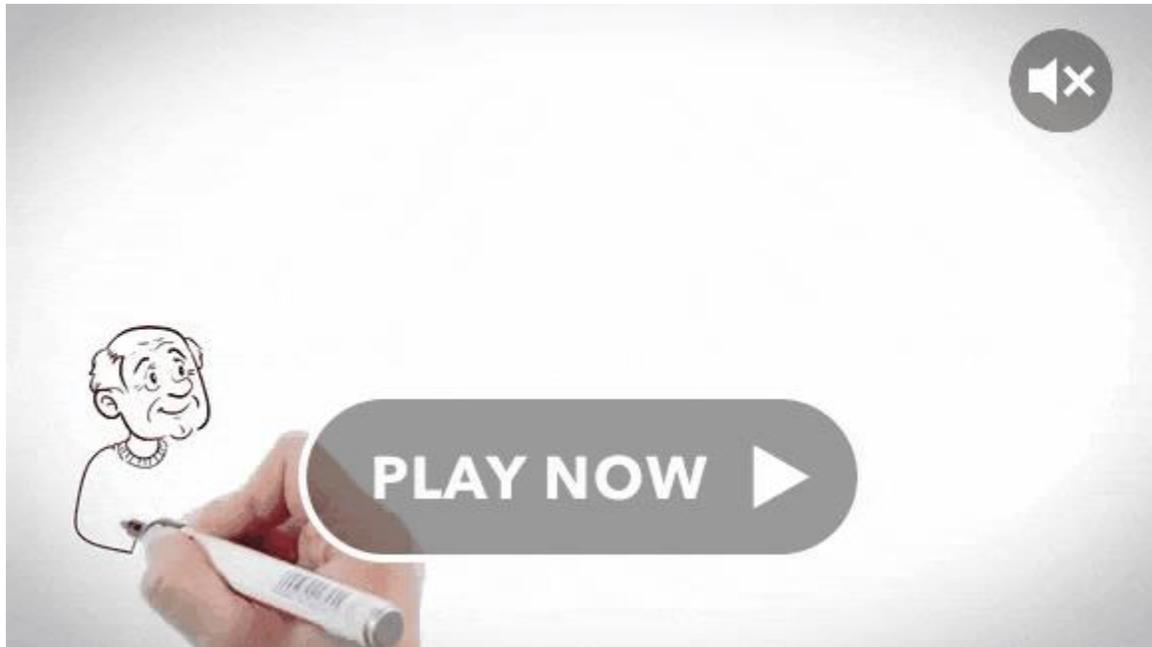


Above is the photo that we submitted and was selected for the LeadingAge PA 2020 Annual Calendar (*that's John Kriz, Springhill's resident outdoorsman and fisherman!*). It was the third straight year Springhill has been featured in the calendar -- and we're hoping to make it four in a row! **The submission process for 2021 begins soon and we need your help!** This year, LeadingAge PA is celebrating health care heroes and their accomplishments. The 2021 calendar will feature the lives and experiences of staff and residents who supported one another throughout this unprecedented year. **Do you have something you'd like to share for a possible submission?** We are asking residents, family members, and associates to submit their artistic interpretations of health care heroes. Submissions can include:

- Paintings
- Drawings
- Photographs
- Mixed media
- Poetry
- Written prose

To submit an entry or if you have questions, please contact Marketing Coordinator Susan Sherwood at ssherwood@asbury.org or call her at 814-860-7047. Submissions are due no later than Tuesday, Sept. 15. Thank you for supporting Springhill's health care heroes! LeadingAge PA has been serving non-profit senior service providers as the primary source of advocacy, networking, news and education since 1963.

The value of trust



Higher purpose, trust, and accountability are the cornerstones of the sacred work we do at Asbury. We are pleased to share this short video, which explores what trust looks like across our system and why it is so fundamental for associates, those we serve, and all of our valued stakeholders. Trust is formed when we meet the commitments we make to one another; trust creates a healthy work environment, rewarding relationships, and exceptional services and experiences. As a Great Place to Work-certified organization, Asbury is grateful to everyone who plays a role in strengthening trust across our system and for placing your trust in us. Thank you for helping us to do all the good we can!

A 'green' effort; literally -- it's 'green'!



Our new Ozzi reusable container program will eliminate the disposal (and purchase) of more than 3 million single-use food containers! This is another important step in our sustainability efforts! We're excited to see this program across all eight Asbury communities. We are thankful for Sodexo's partnership on this "green" effort.

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 we want to feature one for **Katie McGuinness**:

"Katie often adjusts her schedule to support the needs of the OakView team. One day last month, Katie quickly agreed to work as a nursing assistant to support the

2nd shift at the last minute. Katie always has a calm presence and always notices the little things that need done. Thank you Katie for how you support us in all of these ways!!! You are a GEM!"

Messages of appreciation

Nearly 225 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:

"Thank you so much to everybody that participates in making visits with my loved one in Woodlands. She always looks so lovely and everyone is so kind. I love the fact that she's able to be in Woodlands under their gracious care."

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 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.