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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

October 16, 2020

Dear Residents, Family Members & Associates,

One thing is for certain throughout this pandemic: we've had to handle many curveballs. That's the reality, and we're comfortable in knowing that our response to any challenge we face has to be fluid -- we have to be willing to adjust both on a daily basis, and for the long term.

I think it is more than fair to say that here at Springhill, we've moved beyond the "push through it" phase to "making it happen." We're not fighting the reality of the environment we're operating in; in fact, we're embracing these opportunities to think differently in how we serve, and how to best keep those who live and work here safe, and, ultimately, to continue living out our mission of doing all the good we can.

Booker T. Washington once said, "Success is to be measured not so much by the position that one has reached in life as by the obstacles which he has overcome."

Together, as a larger community of residents, family members and associates we continue our work to not only overcome, but also to make happen whatever is needed for those we serve. Thank you for choosing Springhill, and for your partnership and teamwork. We are indeed #AsburyStrong.

## Updates and Reminders

*Please note that these updates and reminders are also included on our community operations site, [Asbury.org/family-friends](http://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](#).
- **Communications Update:** For the past several months we have delivered this community newsletter to you on a bi-weekly basis. Moving forward, we'll transition to a monthly newsletter. But rest assured, that if anything comes up that needs to be communicated between scheduled newsletters, we'll share with you via email in a timely manner.
  - Want to add a family member to our email distribution list? [Click here!](#)
- **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.

## What Are They Saying About the New Aquatics Center?



Here's a short clip featuring testimonials from residents regarding the new Dr. Robert and Marilyn Bernhard Aquatic Center! Click here to see more photos on [Springhill's Facebook page](#).

## New Wristband System Discussed on 'Spotlight on Springhill'

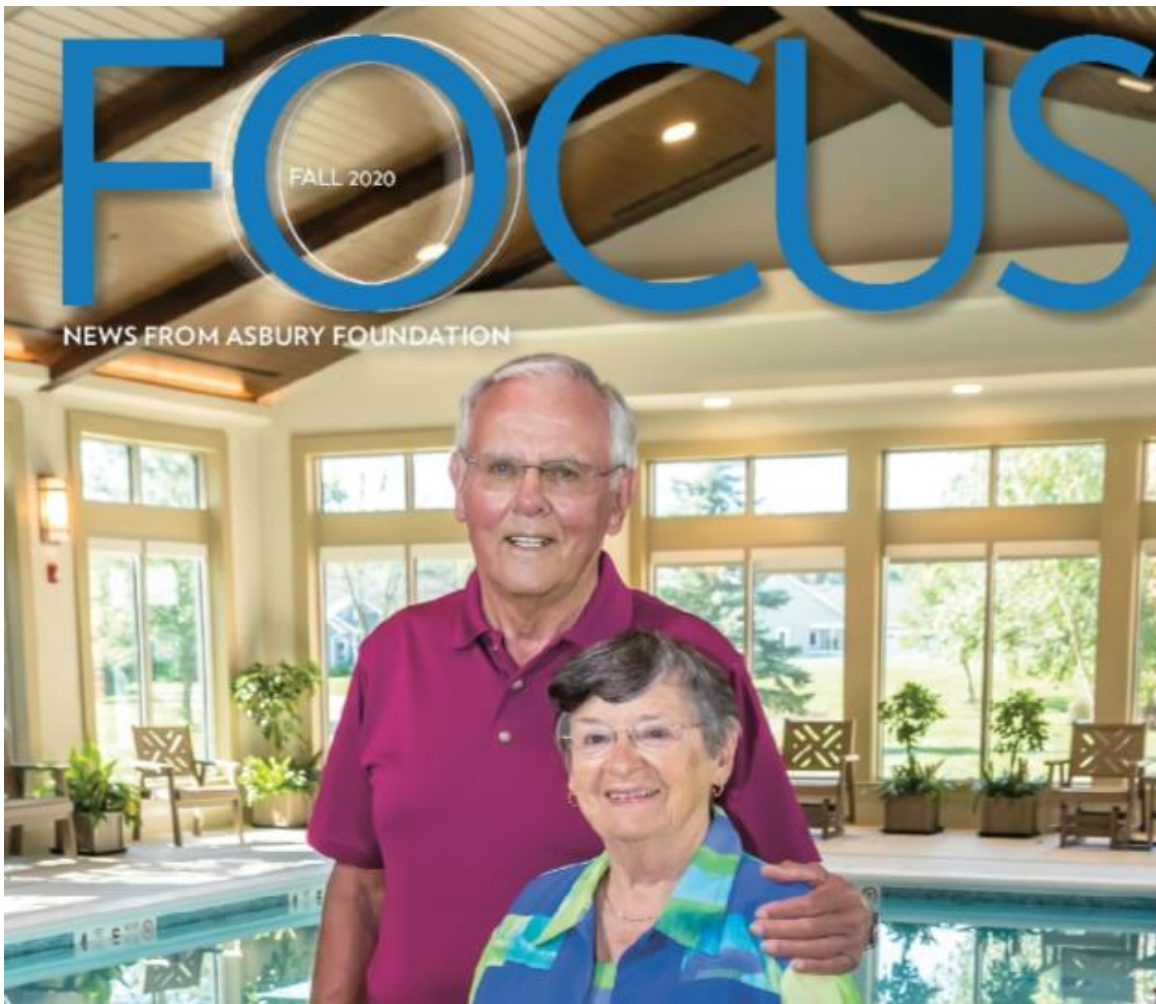


Every other week, Executive Director Jane Gibson sits down for a live Q&A session on our in-house channel for the "Spotlight on Springhill" segment. Here she is in a recent episode with Executive Assistant Ann Bruno (right). This week, Jane discussed a new wristband system for Residential Living Residents. This system gives residents the opportunity to wear a wrist band indicating their comfort level with interaction with others due to COVID-19.

- **Red:** Indicates a desire for extreme social distancing and the highest precautions. This resident may be at high risk or caring for someone at high risk.
- **Yellow:** Indicates a desire for caution and respects social distancing guidelines.
- **Green:** Indicates a desire for engagement and conversation but respects social distancing guidelines.

Residents can pick up a wrist band at the front desk. Please be aware of your fellow residents wearing a colored wrist band and respect their level of comfort when interacting with them. Thank you!

**Focus on the Asbury Foundation**



In the latest issue of the Asbury Foundation's Focus magazine, there are plenty of heartwarming and inspiring stories to check out that focus on all the good carried out throughout the year across the Asbury system. From healing retreats to associate scholarships, associates and residents are committed to spreading joy and wellness.

[Click here to view the publication.](#)

**Here's a GEM!**



**GEM**

Thank You For **G**oing The **E**xtra **M**ile!

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 **Jordan Fitchie, Companion, HCBS:**

**"Jordan arranged a special meeting for a resident with her animal that she is no longer able to see and made it possible for the resident to see her cat again to brighten up her day! Jordan arranged with the staff to be sure that it was okay and came on her time off from work to make this visit happen. Thank you for being you, Jordan!" - Lindsay Presogna, Office Coordinator**

## Messages of Appreciation

I'm happy to share this note of appreciation we recently received from a family member:

**"I appreciate Melissa Fisher at the front desk; she's so awesome. If she is busy on the other phone line and sees me trying to call, she calls me right back. This is the extra mile your associates go to for us. Our family thanks 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 Gibson**  
Executive Director



2323 Edinboro Road  
Erie, PA 16509  
(814) 860-7002  
jgibson@asbury.org  
[www.Asbury.org](http://www.Asbury.org)

