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

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

## A Message from the Executive Director

Dec. 8, 2020

Dear Residential Living Residents, Family Members & Associates,

The COVID-19 pandemic is reaching new heights all around us. The surge is here, and it's real – across the country, across the Commonwealth of Pennsylvania and, yes, right here in our county. In fact, the positivity rate has been trending up for some time now in Erie County; as of today we are seeing a positivity rate of 16.9%. This data is concerning.

Here at Springhill, we have worked hard to combat the coronavirus. Our positivity rate in November was just 0.6%. That's quite a difference when compared to rates locally and nationally. We must continue to do all we can to help prevent the spread of the coronavirus. **Therefore, in line with our top priority of the health and safety of those who live and work here, we are taking immediate – and proactive – action to address the continued reality of the pandemic.**

Beginning tomorrow, Wednesday, Dec. 9, the following precautions go into place at Springhill:

- **No in-person visitation:** Residential Living residents, including those who reside in the Garden Homes, may not host any guests. Visitation also remains closed for ForestView and OakView.
  - **Window visits are an option** – please feel free to use the AB or CD hallways. Ground floor residents may use their patio windows but must remain indoors with the door closed. For OakView window visits, please contact Deb Fischer at 814-860-7024. For ForestView window visits, please contact Bre Klenz at 814-860-7120.
  - **We encourage you to continue virtual and video calls.** Residential Living residents who need assistance should contact Kate MacKenzie at 814-860-7015. The contact for ForestView is Bre Klenz at 814-860-7120; for OakView, please contact Lori Burek at 814-860-7016.
  
- **Stay at home:** Residents are requested to “stay at home” and not leave the community. (Garden Home residents who choose to leave the community should not come to the main building and instead quarantine in their home.) We know this is an inconvenience – but it is necessary. Details are below on community services. Please also get outside when the weather allows to walk around our community. It’s cold, but fresh air is soothing!
  - **Important note:** If a resident were to leave the community, upon return she/he would be required to go on a 14-day quarantine. Please contact Emily Hill at 814-860-7028 if you plan to leave the community.
  
- **We are prepared to assist residents during this “stay at home” period.** Here’s how we can help:
  - **If you have a medical appointment scheduled off-campus,** please first reach out to Emily Hill 814-860-7028. We may be able to have a nurse practitioner provide you with service here so you don’t have to leave the community. If you have an appointment with a

specialist, we can assist in transportation. Please also remember that many routine medical appointments can be achieved through telehealth services.

- **Staying open:** We are keeping the Four Seasons Dining Room open for limited in-person dining and for takeout and delivery. As a reminder, to place a dining order, please contact 814-860-7014. All fitness and aquatics classes will continue as well.
- **Deliveries, orders, etc.:**
  - **Groceries:** Many residents took advantage of grocery delivery services earlier this year. You may want to go this route again if you have since stopped. We will also handle grocery orders for you like we did previously. We ask you to provide ample time when submitting your order. You can also have family members drop groceries off for you. If you'd like to begin using a grocery delivery service, or have Springhill associates do your grocery shopping for you, please reach out to the Front Desk at 814-860-7000 for assistance.
  - **Medications:** Please call the Front Desk for assistance in picking up or ordering medications.
  - **Critical shopping needs:** Again, we can assist for critical shopping needs, such as personal items. Please call the Front Desk for assistance.

I know that this is not the best news to hear today, especially as we enter the holiday season. I wish that we did not have to do this. But we do. We must protect each other. Perhaps the greatest gift of all this year is our health and wellbeing. As a community, we depend on each other to do the right thing – and our commitment to this endeavor must not waver now. I know I can count on your continued partnership to follow these new precautions we're putting in place. Please follow the 3 W's:

1. Wear Masks
2. Wash Hands

### 3. Watch Distance

When will we reopen to visitors and encourage residents to get out and about in the greater area? We don't know yet. But what I do know is that we'll be transparent and will share updates as soon as we have them.

As always, you can find our daily COVID-19 status reports, as well as links to other community information, at [Asbury.org/COVID19](https://www.Asbury.org/COVID19).

We all want to be at the other side of this tragic situation – we are closer now than ever – but we can't, and won't, let up. Thank you for doing your part. Together, we are #AsburyStrong!

Sincerely,

**Jane Gibson**  
Executive Director



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