

The Trilogy SHIELD Program – Providing Safety, Protecting Family



At Trilogy Health Services, keeping our residents safe and healthy remains our number one priority. Our latest cleanliness initiative, the **Trilogy SHIELD Program**, brings this belief to life by protecting those that we serve from all types of infectious disease. Consisting of **S**anitation, **H**ealth Solutions, **I**llness-prevention, **E**vidence-based **L**asting technologies and **D**isinfection tools, this program has been carefully crafted to protect our residents, and give those who love them peace of mind.

Cutting-Edge Cleaning Technologies
Through our relationship with 3M, we're proud to utilize some of the highest-quality disinfection tools available to our industry – capable of identifying and eliminating pathogens in a matter of minutes. Among these is

40-A - a solution that has been tested and recognized by the EPA to kill COVID-19 when used in accordance with the manufacturer's guidelines.

Cleaner Than Ever Before

Whether it's the doorknob to their suite or a light switch that they never think about, our team disinfects these high-touch surfaces **twice daily**, effectively eliminating the highest potential sources for infection in our residents' home.

Safer Than Ever Before

In response to COVID-19, our residents and employees continue to protect each other by practicing social distancing, as well as adhering to additional recommendations set forth by the CDC, CMS, and state and local guidelines.

Protecting Our Employees While They Protect Others

We're proud to provide each of our healthcare heroes with access to Personal Protective Equipment (PPE) whenever it's needed.

With this program, not only are we protecting our community from the hardships of today – we're making them prepared to meet the challenges of tomorrow. For more information about how we are keeping our residents and families safe, please contact a member of our team.

3M Science.
Applied to Life.™



NORWICH SPRINGS

HEALTH CAMPUS

A Trilogy Senior Living Community

4680 Library Way

Hilliard, OH 43026

614-363-1833

norwichspringshc.com | [t](#) [f](#)

Andrea Cullinan

Community Service Representative

Drive-Through Luncheons



Over 300 cookies were donated to the Hilliard Senior Center drive-through luncheons

in December to help our community get in the Holiday spirit. The delicious treats were baked by our Chefs at our two sister campuses – Taylor Springs Health Campus (Gahanna) and Smith's Mill Health Campus (New Albany). Great teamwork by the Trilogy family!

Stay in the Loop [t](#) [f](#)

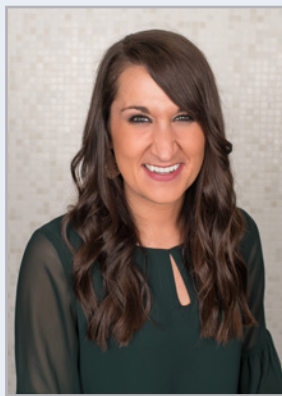
Keep up with latest campus news and happenings by following us on your favorite social networks!

We strive to provide the best customer service and quality care for our residents.

Our Department Leaders are here to solve any concerns you may have.

In the event that you need further assistance with any unresolved concerns, we encourage you to call or email our Compliance Hotline: 800-908-8618, ext. 2800; or comply@trilogyhs.com

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Campus Leadership

My name is Andrea Cullinan and I am the Community Services Representative for Norwich Springs Health Campus. While brand new to long-term care, I have nine years of sales, marketing and customer service experience in the hospitality industry. I was born and raised in Columbus and currently live in Hilliard with my four-year-old Corgi, Moose. I am a fourth-generation alum of The Ohio State University – Go Bucks! I am so excited to launch my career in healthcare and introduce Trilogy Health Services to Hilliard, Ohio and the surrounding communities.

How to contact me:

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CONSTRUCTION UPDATE



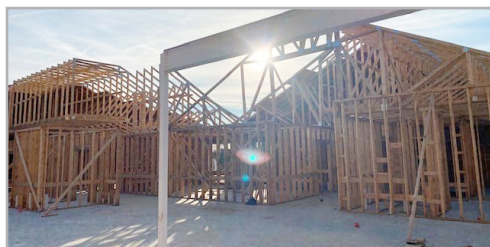
Construction began and we officially broke ground on Norwich Springs Health Campus on February 12th, 2020. The campus is located on the corner of Davidson Road & Library Way in Hilliard, Ohio.



The newest Trilogy Health Campus to the Columbus market is coming soon! Norwich Springs Health Campus will offer a full continuum of care including Independent Living, Assisted Living, Skilled Nursing & Rehabilitation, and Memory Care.



As of November 2020, the windows are in! Each day we get closer and closer to the completion of our beautiful health campus.



We can see the light! The hard-working and dedicated construction team with DMK Development Group is moving right along with campus progress.



Our campus will encompass 115 suites across two floors and will offer an array of amenities including a beauty and barber salon, fitness center, community and private dining rooms, covered patios and gorgeous courtyards, a putting green, library, and ice cream parlor!