



This message is going to family members on our community distribution list.

April 16, 2020

Dear Family Members,

As we enter into mid-April, it's hard not to look back at all that has recently occurred. We continue to implement measures as directed by the Centers for Disease Control & Prevention (CDC), state and local departments of health and by the Asbury Communities Clinical Team. The health and well-being of all those who live and work here is our top priority, and we do not waver from that.

We hear about heroes all across the country who are helping to combat COVID-19, and we are fortunate to see our very own Asbury heroes in action day in and day out serving your loved ones here at our community. You can check out some of the unique and out-of-the-box ways we're serving residents by [clicking here](#). We are grateful for their dedication in performing the sacred work we do. We are also thankful for your understanding of the many measures we have in place.

Please feel free to forward this email to others in your family who you feel may benefit from receiving our communications, and direct them to [click this link to sign up](#) for the appropriate list for our community.

Here is an update and reminders on how we are addressing the challenges COVID-19 presents.

- **Staying updated:** As a reminder, you can go to [Asbury.org/COVID19](https://www.asbury.org/COVID19) to learn more on how we're combating COVID-19. If you have any questions, please call our dedicated number related to COVID-19 at 301-250-2115.
- **Following stay-at-home orders:** We communicated to residents late last week about the importance of following state directives, including those for staying at home and only venturing out if it's an essential trip, such as to a physician's office. You can [click here to read the communication](#) that was sent by Executive Director Aaron Roop and Resident Council Chair Jim Bowie.
- **An update on masks:** We continue to follow the guidance from the CDC, Centers for Medicaid & Medicare Services (CMS), and other state and local officials. As you may be aware, the CDC recently revised its guidance on masks and said that everyone should wear a cloth mask when in public. Please [click here to view the message](#) that we sent last week to residents, family members and associates.

- **Visitation:** The visitation limitations remain in place, which means only essential visitors are allowed into the community. There is no deviation on this, as we strictly follow CDC and CMS guidelines on this measure. Every associate and essential visitor undergoes a daily temperature check upon arrival and departure at our screening station, which is located at the main entrance.
- **Want to drop something off?** As a reminder, here are rules and precautions we have in place for our community: Items are able to be delivered outside the building at the designated drop area. This area is indicated by signage. Upon drop-off, please call the front desk to notify them that items have been delivered and staff will work to get those items delivered as quickly as possible. Please only deliver between 9 a.m. and 6 p.m.
- **Dining:** Our Dining teams are taking additional safety measures, having closed dining venues on campus, while providing safe, individualized meals to residents in their homes without additional delivery fees. Additionally, take-out options are available from the campus Bistro. The grocery program is providing staples and additional snacks.
- **Resident reminder about caregivers:** We ask residents to ensure any personal care staff who provide services to them **go through the established screening procedures at their building's screening point** (e.g. filling out the necessary forms and reporting or taking their temperature upon entry). For protection of our residents and associates, we will be strongly enforcing this required procedure. [Read the original message here.](#)
- **Assistance with communication:** We are working with residents and their families to coordinate video calls through FaceTime or Skype or other tools. Residents and families are encouraged to contact Lauren Huddleston at lweaver@asbury.org or 423-797-6605 to set up an appointment to video chat.
 - We are grateful for the efforts of donors in partnership with the Asbury Foundation to help with providing more tablets to help in these communication efforts. We are proud to share that more than \$32,000 has been committed towards this project! [Read more here.](#)
- **Maintaining good health habits:** We continue to encourage social and “physical distancing” (maintaining 6 feet apart) for everyone’s well-being, and share regular reminders on good health habits.
- **Have questions?** Please call this number for COVID-19-related questions at 301-250-2115.

We have said it often, we will continue to say it: We are #AsburyStrong, and together we will get through this challenge.

Aaron Roop,
Executive Director