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AsburyMethodistVillage.org

This message is going to residents and family members who have opted to receive email communications.

**A message from
Michele Potter, Executive Director**

Clicking or tapping on blue underlined text will open a link with additional information.

This information will also be placed in resident mailboxes.

April 16, 2020

Dear Residents and Family Members,

I want to start by thanking you for your patience as we go through this challenging time. We have to continue to work together to get through this pandemic, and I know that we will. I realize some of the measures and precautions we have put in place have caused some difficulties, but please know we are doing everything in our power to keep our community safe, and doing so in line with CDC, state and local guidelines, as well as in collaboration with the Asbury Communities Clinical Team.

Please don't forget about the beauty of the outdoors and getting outside for some fresh air if you are able. I'm reminded daily of the beauty of our 134-acre campus and the walking paths, and our pond and wildlife preserve. So as the early spring weather sets in, please take advantage if you can (*while keeping your physical distancing, of course!*).

Today I have a six important updates to share with you:

1. Shoppe – Delivery Only Beginning Monday, April 20

Beginning this coming Monday, the Shoppe is moving to delivery only. Making a change like this is not something we take lightly, but given that we are considering the health and

well-being as the top priority in all that we do, this was ultimately a change that was needed at this time. This is being done as we revise our safety measures at the community. As you know, Rosborough is now the drive-through screening location for everyone who enters and exits the campus. This greatly limits parking around Rosborough, and therefore access to the Shoppe. In addition, it is important that we all continue to reduce the need to leave our homes, following Gov. Hogan's stay-at-home order. ***To meet these challenges, the Shoppe will shift to delivery-only service beginning Monday, April 20, and orders can be placed by calling 301-987-6080 or 301-987-6243 between 9 a.m. and 12 noon, Monday-Friday. The Shoppe will be closed Saturdays and Sundays so if you're planning orders, please order ahead so you have enough for the weekends!***

We understand the importance of the Shoppe and its role at our community. We know that many residents would prefer to pick their own items. Please remember that this is a temporary measure being done with safety in mind. We look forward to reopening the Shoppe as soon as possible. What we do today will impact tomorrow. We appreciate your patience and support. Here are the revised details for the Shoppe:

- Orders accepted between 9 a.m. and 12 noon Monday-Friday at 301-987-6080 or 301-987-6243.
- Orders will be delivered to doors the same day they are placed.
- No-contact delivery – volunteers will drop the bags at the door, ring the doorbell, and step away.
- Deliveries are managed through resident volunteers (big thank you to them!)
- Resident volunteers will be screened, and will wear gloves and masks.
- Shoppe closed Saturday and Sunday.
- If you are interested in volunteering, please contact your Council Chair.
- The Shoppe will continue to maintain inventory to meet the demand. [Please click here to view a list of commonly purchased items](#) carried by the Shoppe.

2. Newspaper Delivery Process Update

About a week ago we announced that AMV associates would be bringing papers to residents' doors. With the many options subscribers have (such as Sunday only, with or without specific inserts, etc.) and the fact that some residents want their paper as early as 5 a.m., AMV delivery is not convenient for them and leaves too much room for error. Therefore, **we are changing back to the way we previously handled newspaper delivery:** Residents are encouraged to go to the lobby to retrieve their paper. Please continue to follow safety protocols: No more than one (1) person in the elevator at a time,

maintain physical distancing of 6 feet of separation in the lobby, use a mask or face cover, if available, and practice good hand hygiene, washing hands or using hand sanitizer before and after using the elevators.

3. Temporarily Suspending Housekeeping Services

We are temporarily suspending housekeeping services in residential living units. Again, this was another difficult decision, but one we made out of an abundance of caution, as it is important to reduce the number of people going into apartments. Service will continue for emergency needs, such as assisting with trash pickup. Please call x5484 (Monday-Friday) for assistance.

4. American Health Associates (AHA) Phlebotomist Services

The AHA is the provider of phlebotomist services offered Tuesday and Thursday in the lower level of the Diamond building. The COVID-19 situation has impacted their ability to consistently meet the scheduling demand. AHA is working to ensure a phlebotomist will be on site as scheduled, but is asking for our understanding when there are delays or cancellations. AMV will work to communicate interruptions as quickly as possible, but the reality is that we may not receive timely information.

5. Rehab1st Physical Therapy

Rehab1st located, in the Administration Building, is temporarily suspending its operations. This precaution reduces the need for residents to leave their homes. In preparation, Rehab1st has been safely reducing their caseload, and currently sees only about 10 clients. Therapists are working with these clients to ensure they have therapies to continue at home. Written instructions with pictures are being provided and, when warranted, therapists will stay in contact via telephone. Those calling the practice during this temporary closure will receive a voicemail message with instructions on how to proceed. We look forward to the reopening of Rehab1st as they are a valued partner and an important resource for residents.

6. Monotony Cart

To focus on the best possible lunch and dinner delivery service, we are suspending the “monotony cart service” as of today, April 16. We know the cart helped break the monotony some days, and we hope you enjoyed it. For other ways to break the monotony, please take advantage of checking out programming on AVTV, or heading outside to enjoy some of the nice early spring weather. As always, to schedule lunch or dinner delivery, [click here to view details for ordering](#). Thank you for your understanding.

If you know of a family member who is not currently receiving these updates, but would like to, please refer them to: [Asbury.org/family-covid-email-sign-up](https://www.asbury.org/family-covid-email-sign-up). Signing up via the

web ensures all are added automatically.

As a reminder, you can go to 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.

We are all on the same team. We are #AsburyStrong, and we are united by our shared mission to serve and protect our community.

Sincerely,

Michele Potter

Executive Director



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