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[Questions](#)

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

## A message from Michele Potter, Executive Director

April 23, 2020

Dear Residents and Family Members,

Ensuring that we provide a safe and healthy environment for those who work and live at our communities is our top priority. The coronavirus situation is a dynamic one and, as you know, in combating COVID-19 we have taken many measures with a focus squarely on safety and well-being. As the Executive Director, I need to make certain that we've taken every precaution we possibly can to protect all residents and associates. I am ultimately accountable for the actions on this campus.

Working in this new reality has required us to think about new safety measures, but also on how we can serve differently and look for new ways to partner with volunteers and other organizations and individuals to tackle some of the unique challenges this pandemic presents. Today I want to share one of those examples. This week's celebration of National Volunteer Week gives us a chance to recognize and say thank you for the great work done by volunteers. As of today, more than 1,000 face masks -- many handmade and some medical grade and N-95 -- have been donated to us by the community at-large. We are so appreciative and fortunate to have so many great volunteers supporting our sacred work. [Click here](#) to read the full post on Facebook and catch more stories about the great work associates are doing all across the Asbury system [by going to our Super Heroes Work Here page](#).

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](http://Asbury.org/family-covid-email-sign-up). Signing up via the web ensures all are added automatically.

We are committed to sharing ongoing information with you, just like with this message, which is another in a regular series of we send to residents and family members. I've included a lot below and I hope you'll find the updates and reminders helpful.

Here are the updates and reminders I have for you today:

### **Communication**

I want to take a minute here to discuss communication regarding COVID-19 cases and our approach to it within the timing and procedures we must adhere to. As you know, we continue to post updates on [Asbury.org/COVID19](https://www.asbury.org/COVID19) at least weekly. For a specific community update on COVID-19 cases, [please click here](#) and then click the link to view the chart for Asbury Methodist Village. You will notice that the chart is new and is part of a new regulatory requirement that we must comply with. In announcing this new requirement, we are sending a letter to Wilson Health Care Center (WHCC) residents, family members and other resident representatives to state the measures we continue to take to keep residents and associates safe, and to make them aware of this chart, which includes details on COVID-19 cases at the community. If you have any questions, please call our dedicated number related to COVID-19 at 301-250-2115.

I will also appear on AVTV with Asbury Communities VP of Clinical Excellence Skip Margot to discuss in detail our measures around COVID-19. The AVTV programming schedule will be updated soon with air dates and times. Beginning tomorrow morning you will be able to view our televised segment on [AsburyView.com](https://www.asburyview.com). Please also note the following:

- As per CDC guidelines and in working with the Montgomery County Department of Health, we are actively monitoring every resident and every associate at WHCC for symptoms, including respiratory and GI.
- We are providing all associates with the appropriate personal protective equipment (PPE) for their function and tasks, as per the Centers for Disease Control & Prevention (CDC) guidelines.
- Any resident admitted from a hospital is being screened prior to admission and is being co-located in one area within WHCC to allow for additional observation and precautions.
- We are working closely with the Montgomery County Department of Health for COVID-19 testing based on established criteria.
- We are following all of the recommended state, local and CDC Guidelines, and exceeding some of those standards.
- As mentioned above, all COVID-19 updates are posted on Asbury's website at [Asbury.org/COVID19](https://www.asbury.org/COVID19).
- Please know that we are doing our best to care for the AMV family members who live on our campus.
- You may have seen on the news lately about Contact Tracing. Please know that Asbury Communities has been doing this across the entire Asbury system since the onset of the pandemic, reaching out to all who have had any possible exposure, whether it is an associate or a resident.

### **Update on WHCC**

External admissions to WHCC are not currently taking place. If a current resident is in the hospital they will be able to return home. The State and local Departments of Health are supportive of our efforts and actions.

### **About Masks**

More frequently now than ever, residents are asking if we can require mask wearing at all times at the community. We've stated that this is a personal decision, and is an additional precaution. Please know that all residents are required by the State of Maryland to wear a mask in any interactions with associates. I also want to remind you that masks are not a security blanket to prevent transmission, so you need to additionally abide with the social distancing rule. We highly encourage you to wear a mask when you leave your home. Residents, individuals, and community organizations are sewing handmade masks for donations to residents and associates. Each concierge desk has a supply available.

### **About Food Variety & Availability**

As you've likely heard on the news, some food suppliers are being impacted due to COVID-19 related challenges. We are beginning to see some variance in quality and availability of various food products, specifically meats and produce. We are fortunate to have Sodexo as a partner due to the excellent relationships they have with large vendors of meat, vegetables and fruit. There are times when some menu adjustments will need to be made, and when some Shoppe pricing may need to be adjusted. The commitment to quality and nutrition remains important to all of us.

### **Update re: Housekeeping**

We appreciate the feedback we have received since we announced last week that we were adjusting housekeeping service. Today I'm happy to share another update: We are able to provide one hour of service bi-weekly and can perform the following tasks. Residents and staff must wear masks and practice physical distancing during service.

- Clean bathroom
- Clean kitchen
- Change bed linens
- Clean laundry
- Pull trash
- Change light bulbs
- Emergency services

### **REMINDER: Shoppe – Now Delivery Only**

The decision to close the Shoppe earlier this week to individuals was based on the fact that, in the last two weeks, we have been utilizing the Rosborough parking lot for our screening process. Many residents utilize this lot to park and then walk to the Shoppe, and with the increased traffic as a result of the screening process, this was no longer safe or pedestrian friendly. In addition, I've had concerns raised to me this week that residents need to park as far as the Courtyard Homes and walk to shop and then struggle to carry their items on a long walk back to their

vehicle. To accommodate the change to delivery only, the Shoppe has added extra phone lines and groceries, an average of 80 orders, are being delivered to the door of the resident daily. Delivery is a temporary measure, and I thank you for your patience. Grocery staples are available on a limited basis through our partner Sodexo and will be delivered using no-contact methods. Residents may use dining points or charge them to their monthly service fee. Here are a few details:

- 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're planning orders, please order ahead so you have enough for the weekends!*).
- 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.

### **Reusable Containers**

Last week we announced the launch of the reusable containers. Why are we moving ahead with reusable containers? First, it's more environmentally friendly. A second, it's less costly. To put this information into context, the disposable container order was \$30,000. Costs like that are not sustainable. So that switch to reusable containers was done because of the challenges we've been experiencing with the supply and demand for the disposable dinner containers. If you order a meal and receive a reusable container, please eat, rinse, and leave your reusable container at the door so it can be picked up; or have it on your countertop, and place outside the door the next morning. Please know that this is a TEMPORARY solution to the crisis and will evolve in the future.

### **Elevators - Just One Please**

Signs have been posted at all elevators, requesting that one person uses an elevator at a time. This is due to varying sizes of elevators across campus and is a precautionary measure through the lens of physical distancing. Please use your judgement. Couples and individuals assisting those in wheel chairs and with walkers, etc., are welcome to ride the elevator together.

### **Resident Screenings & the Shuttle**

We've heard some feedback recently regarding residents who feel they should be exempt from the screening process. Please know that residents can call the AMV shuttle at ext. 4019, which is working on demand at this time, if you would like this option. You can then avoid the screening process.

## **Beauty of the Outdoors**

Our 134-acre campus features walking paths, ponds, and a wildlife preserve. Looking for ideas to get outside? Here's a couple of ways to spend time outdoors at the community (*physical distancing and wearing masks should be practiced at all times*):

- Walking around the two ponds located on the campus is a nice way to spend some time outside.
- Take the dog for a nice walk to the campus dog park that remains open.
- We have garden plots for resident use. Those with plots can enjoy getting their hands in the dirt!
- There are many benches located throughout the campus, and simply having a seat and enjoying the flowers blooming and squirrels scurrying can be enjoyable.

## **Speaking of Getting Outdoors ... Earth Day was Yesterday**

As we commemorated the 50th anniversary of Earth Day on Wednesday, April 22, we wanted to share something special – our [Virtual Earth Day Event Guide](#) – brought to you in partnership with Sodexo. Simply click on the link above for dozens of educational and fun virtual tours, resources, films, and games. As you continue to remain at home and practice physical distancing in response to COVID-19, we hope that this will provide some engaging ways for you to celebrate and honor our Earth's wonders. Thank you for joining us in doing all the good we can for Mother Earth and for each other.

## **COVID-19 Resource List from the Montgomery County Department of Aging**

Montgomery County Aging and Disability Services has put together a list of COVID-19 resources available to older adults in the county. The list outlines information on hospitals, transportation, pharmacies, grocery shopping, and much more. [Click here for a copy of the resource list.](#)

## **Eliminate Trips to the Post Office**

Stamps.com is waiving monthly service fees for seniors (65+) during the COVID-19 crisis. Stamps.com allows you to print your own stamps and shipping labels from the safety of your own home, so you don't have to go out to the Post Office. For more information, [visit their website here.](#)

## **AVTV Schedule**

The AVTV Dan Muller Studio is offering a number of entertaining programs this month. [Click here to see all of the programming for April.](#)

Please contact the Residential Living Office at (301) 216-4337 if you have any questions or concerns regarding issues you may be having that are **not** COVID-19 related, or refer to your "Who to Call When" guidelines. Please email Stephanie Sabine at [ssabine@asbury.org](mailto:ssabine@asbury.org) if you need this document.

We are all on the same team. We are **#AsburyStrong**, and we are united by our shared mission

to serve and protect our community.