



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

May 6

Dear Family Members,

As you've probably heard, phased "reopenings" are happening in our state, but communities like ours are included in the very last phase, which has not been announced. Of course this makes perfect sense -- we welcome and embrace this approach -- as it is in line with our top priority of ensuring the health and well-being of those who live and work here.

We continue to follow CDC and CMS guidance in our sacred work of serving your loved ones here. This means that our current measures and precautions remain in place, such as continuing to wear masks, limiting visitors to only those considered essential, and encouraging residents to leave the community for essential trips only. It also means that you may continue to drop off items per our process identified below, and does not mean you can hand deliver items to residents. In short, we cannot become complacent in our efforts.

We need to continue to work together to stay well. Thank you for understanding.

Please note below what we're doing for Mother's Day, as well as assistance we can provide for you to schedule a video call (FaceTime, Skype, etc.) with your loved one.

Lifting up some of the good work happening here

Associates continue to find unique ways to serve residents. Many associates have taken on new roles or extra responsibilities in our "new normal" and are showing daily what our mission means as we "do all the good we can for those serve." Examples include:

- We celebrated [May Day](#) and kicked off Older Americans Month with mini-daisy bouquet deliveries from Rainbow's End Florist.

- Our Pinata Joy Cart delivered Cinco de Mayo party bags that included Mexican themed snacks and single-serve margaritas.
- Residents are finding productive and unique ways to stay busy! Willie Tidwell has been working on Christmas gifts already! She has hand-stitched an impressive [stocking](#) for one of her granddaughters.

You may know that this is Nurse's Week and we are extremely grateful to these super heroes for their commitment throughout this challenging time. We are celebrating nurses this week by having a "[Spirit Week](#)" with daily themes, luncheons, drawings to win prizes and we rolled out the Red Carpet at each campus entrance to honor our heroes.

Catch more stories about the great work associates are doing all across the Asbury system by going to our [Super Heroes Work Here page](#). Please also 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.

Mother's Day!

On Mother's Day we are giving Mother's Tea gift bags with carnations, petit fours and assorted teas. There will also be a special meal provided of grilled filet, loaded baked potato, parmesan creamed spinach and raspberry white chocolate cheesecake. Roses will be included with the delicious meal.

Want to share a "thanks" with associates?

We have heard from many family members of how appreciative they are of the work our associates are doing as they serve your loved ones here at our community. We know many notes of thanks have come in over phone calls and emails. ***Now we'd like to provide a way to easily capture some of your heartwarming comments through an online form that will enable us to easily capture and share your note with associates.*** If you'd like to share a note of thanks, please **click here to launch a form** where you can type in your note of appreciation. We will take your submissions and find creative ways to share with associates. Thank you!

Updates & Reminders for this Week:

- **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.

- **Getting Some Fresh Air:** There are still safe ways to enjoy the outdoors and get some fresh air while still practicing physical distancing. We encourage residents to get out and enjoy the spring weather. Residents have been working in the community Whisperwood Gardens and the [Rose Garden](#) in the Courtyard is in full bloom. There are many research articles on the benefits of gardening. So we delivered [succulents](#) to residents and sent an [article](#) that referenced information from NASA and the CDC about these benefits.
- **Videos on Demand:** We are offering videos on our [YouTube page](#). You'll find a spiritual message to Kingsport residents from our Chaplain, Larry Munsey, and Asbury's Lifestyle department has provided yoga and at-home fitness videos.

Recurring Reminders:

- **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 dropping items off, please call the front desk to notify them that items have been delivered and staff will work to get those items to the resident as quickly as possible. Please only deliver items between 9 a.m. and 6 p.m.
- **Dining:** Sallie West has rolled out the new Ozzie Reusable Container program for campus. It's a green initiative to cut down on product waste since we have transitioned to delivery-only at our campus. We have attached a [FAQ Sheet here](#) that provides some information about the program and answers many questions that you may have. If you have any further questions, please reach out to Sallie West at swest@asbury.org or 423-830-8507.
- **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 for Independent Living and **Rachael Santiago** at rsantiago@asbury.org for the Health Care Center and the Baysmont House to set up an appointment to video chat.

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