



April 22, 2020

Dear Asbury Place Kingsport Health Care Center Residents & Families and/or Resident Representatives:

As the global COVID-19 pandemic continues to unfold, we want to assure you that the Health Care Center at Asbury Place Kingsport is continuing its extraordinary efforts in maintaining the highest standards to ensure the safety and care of all residents and associates. Infection control protocols, consistent with the Centers for Disease Control & Prevention (CDC) guidelines, have been implemented to reduce the risk of transmission of the virus. We understand some of these measures are inconvenient, and we appreciate your ongoing understanding and support.

We have been sharing information about measures implemented, as well as updates and highlights of activities with residents and associates, on the Asbury website and the Asbury Place Kingsport Facebook page. Highlights of measures include:

- We are restricting visitation, but allowing and accommodating essential visits, while supporting electronic communication with loved ones.
- We are screening anyone entering our campus consistent with CDC and Health Department guidelines, including taking temperatures. Any associate meeting screening criteria (some of which are more stringent than the current CDC guidance) cannot return to work until they are cleared.
- We have increased housekeeping daily cleaning routines, particularly in high traffic areas, using cleaning agents that are recommended by the CDC.
- We have suspended all group activities, including closing congregate dining. However, we are still delivering therapy and activities as appropriate to individual residents, while respecting physical distancing or other protective recommendations.
- We use and distribute personal protective equipment (PPE) to our associates according to CDC and State Department of Health guidelines based on resident conditions.
- All testing for COVID-19 is predicated on the guidance and availability of testing resources from the County Department of Health and Human Services, and as ordered by the resident's physician. We are in regular communication with the Health Department as they guide, obtain materials and provide results of COVID-19 testing for residents.
- We place residents returning from a hospitalization on a 14-day quarantine to monitor for any evidence of previous exposure to a respiratory illness. We also exercise heightened infection control protocols for residents who are in quarantine.
- We consider every resident who begins to present any symptoms of a respiratory illness as a Person Under Investigation (PUI), and they are placed on isolation precautions until they are cleared as per CDC and Health Department guidance.



We are reaching out directly to share a COVID-19 update at the Health Care Center and Asbury Place Kingsport. The following chart provides an overview of several categories for residents and associates:

Community: Asbury Place Kingsport

Effective Date & Time: April 21, 2020, 7:00pm

	RL	AL / PC	SNF	Total
Resident active cases of COVID-19	0	0	0	0
Resident recovered cases of COVID-19	0	0	0	0
Resident on-set symptoms pending COVID-19 test results	0	0	0	0
Resident deaths associated with COVID-19	0	0	0	0
Associates currently self-quarantined related to COVID-19	0	0	0	0
Total number of associates returned after self-quarantine	2	2	6	10

We are committed to continue sharing ongoing information with you. In order to communicate in the timeliest manner, we will share weekly updates, and any changes in conditions on Asbury's webpage www.Asbury.org/COVID19. This page can also be accessed via the individual community website. Asbury Place Kingsport Health Care Center associates will continue to communicate directly with Health Care Center residents. If you need any assistance in accessing the information, please reach out to us at (423) 830-8500 and we will do all we can to support you in getting the information.

We are also sending out routine general updates to Asbury Place Kingsport residents and families via email. If you would like to be included in these updates, please go to www.Asbury.org/family-covid-email-sign-up to provide your email address, if you have not already done so.

In closing, we want to assure you that the safety, health and well-being of those we serve is of the utmost importance to all of us. We continue to be highly prepared to serve residents afflicted with COVID-19 should we encounter any while maintaining the highest standards to ensure the safety and care of all other residents and associates. We value your trust as we fulfill our mission to "do all the good we can for those we serve." Thank you for your support and understanding. If you have specific questions, please reach out to us at the phone numbers below.

Sincerely,



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