



*The following letter was delivered to all associates at each Asbury community from J. Manuel Ocasio, Chief Human Resources and Compliance Officer. Some links lead to internal associate resources and will not be available to public view.*

March 12, 2020

The World Health Organization has declared the coronavirus (COVID-19) situation as a pandemic. The repercussions of this development to health care workers and institutions cannot be overstated. Coronavirus is poised to create disruptions in our daily lives for some time. I want to thank you for your extraordinary efforts as we deal with this situation. We work with purpose for those we serve, and during this unprecedented time that is more apparent than ever.

As an organization, we are committed to providing a safe environment for you and for those we serve. It is natural to be concerned about the spread of coronavirus (COVID-19) and how it may impact us here at Asbury Communities. We have shared a number of all-community messages related to coronavirus in recent weeks.

**This communication is focused specifically on you, as an Asbury associate. I have a number of important updates for you today.**

At this time, we do not have any cases of coronavirus at any of our locations, but we all need to be ever vigilant and remain on high alert to know what the symptoms of this disease are, and precautions we need to take. We will continue to follow recommendations from the Centers for Disease Control & Prevention (CDC), regional health departments, and by our highly qualified and experienced Asbury Communities Clinical Team.

#### **Visitation in Assisted Living (or Personal Care) and the Skilled Nursing Centers**

I want to make you aware of a change regarding visitation in Assisted Living (or Personal Care) and the Skilled Nursing Centers at the communities. **We are restricting visitation to the Assisted Living (or Personal Care) and the Skilled Nursing Center, to essential visits only.** Essential visitation examples would be when a visitor is essential for the resident's emotional well-being and care or end-of-life care.

Out of an abundance of caution, **daily screening will also be in place for associates.** You will receive specifics from your community Executive Director, Nursing Home Administrator and Director of Nursing later today.

#### **Health Advocate Resources**

Certainly, this is a challenging time, and if you are feeling anxiety or stress, I urge you to use the resources on Health Advocate, our employee assistance provider. Use your credentials to login by [clicking here](#) to view the variety of resources and tips available to you.

#### **New Relias Requirement**

Additionally, by the end of this week we will load a brief series in [Relias](#) that is related to ensuring your safety and that of those we serve. Skip Margot, Vice President of Clinical Excellence for Asbury Communities, has recorded a **set of videos on this topic and, while this is not a traditional training course, it is required viewing for all Asbury associates. Please view and attest to viewing it by Monday, March 30.**

#### **Update to our Standard Communicable Disease Preventative Measures**

**If you experience any flu symptoms or fever, do not come to work or the campus.**

- Immediately contact your health care provider and follow his or her direction.
- As soon as possible, notify your manager via a telephone call. If you do not reach your manager, leave a detailed voice mail and call back telephone number.

**If you or someone you have been in close contact with have traveled on an airplane or cruise ship for five (5) hours or more, or have visited any of the CDC-identified areas of high risk, do not come to work or the campus for the 14 days following your return.**

- As soon as possible, notify your manager via telephone call. If you do not reach your manager leave a detailed voice mail and call back telephone number.
- Additionally, contact your health care provider and follow his or her direction. If you have future plans to travel on an airplane or take a cruise for five (5) hours or more, please notify your manager. Until further notice, Asbury will advance PTO to full-time and part-time associates up to a maximum of 40 hours.

### **Assistance and Support from CareFirst**

CareFirst will cover coronavirus-related expenses for associates on the Asbury-provided health plan.

Here are the key points for those eligible:

- CareFirst will cover medically necessary diagnostic tests that are consistent with CDC guidance related to COVID-19 without member cost share.
- CareFirst has eliminated prior authorization requirements for diagnostic tests and covered services that are medically necessary and consistent with CDC guidance for members diagnosed with COVID-19.
- CareFirst is waiving early medication refill limits on 30-day maintenance medications (consistent with a member's benefit plan) and encouraging members to use their 90-day mail order benefit. [Please click here for more detail](#) on these benefit updates from CareFirst.

### **Health Habits**

Please continue good health habits. The CDC recommends the following:

- Wash your hands often with soap and water. If soap and water are not available, use an alcohol-based hand sanitizer (it should be at least 60% alcohol)
- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe. Please click here to view a fact sheet from the CDC for your reference. Additional documentation from the CDC about coronavirus can be found by going to [www.cdc.gov/coronavirus](http://www.cdc.gov/coronavirus).

We will share updates as appropriate, and welcome any feedback or questions you may have to [AsburyNews@Asbury.org](mailto:AsburyNews@Asbury.org).