



The following letter was sent to all family members of residents living at an Asbury community by the executive director.

March 14, 2020

Dear Family Member,

As you may have heard in the news, President Trump has declared a national emergency as a result of the coronavirus (COVID-19) pandemic. This development triggers heightened infection control practices and protocols as recommended by the Centers for Disease Control (CDC). Please know that maintaining the health, wellness, and safety of your loved ones continues to be our number one priority.

Effective immediately, our community will restrict visitation across our entire campus as required by the Centers for Medicare & Medicaid Services (CMS). **Based on federal guidance, no visitor will be permitted into our community except for certain compassionate care situations, such as an end-of-life situation.**

Please know that the news about the spread of this new disease is concerning for us all. We understand that communication with your loved ones is incredibly important and encourage you to communicate with them in other ways such as the telephone, video chat, email, or social media. We are mindful of needing to have more information about how to communicate with your loved one. We will be reaching out in the coming days to family members of Assisted Living (or Personal Care) and the Skilled Nursing Center with more information about communication options.

In addition to restricting visitation to reduce the risk or illness on our campus, we are also closing the dining rooms until further notice. Residents in Assisted Living (or Personal Care) and the Skilled Nursing Center will receive their meals in their rooms, and residential living residents will have the option to order meals. Delivery fees will be waived. **As an additional step we are also canceling all group activities.**

We remain focused on infection control measures with associates and residents. Associates have been trained on the symptoms of coronavirus, CDC-recommended infection prevention techniques, and are being screened daily before they start work. Only essential associates are working closely with residents. We are also screening anyone else that would have reason to be on campus (such as doctors and other health care providers).

We continue to monitor information and guidance from the state and local health departments, the CDC, and CMS, and are working with state and local public health and emergency preparedness officials to minimize the risk of the illness and strengthen our preparation for and response to an outbreak.

We apologize in advance for any inconvenience this may cause, but believe it is in the best interest of all of us. We will continue to keep you informed. We will also be committed to sharing timely information on a dedicated page on our website, <https://www.asbury.org/news/asbury-covid-19-planning-update/>, on our community website homepage, as well as our community Facebook page. This information is updated regularly.

Sincerely,

Executive Director