

The following letter was sent to Asbury residents from the executive director on March 18.

Dear Residents,

The rapidly changing coronavirus (COVID-19) situation has required us to implement protocols with the intent to address the current pandemic threat. These protocols set forth by the Centers for Disease Control & Prevention (CDC), Centers for Medicaid & Medicare (CMS) and other federal and state authorities are necessary to preserve the safety of residents and associates at each of our communities.

Coronavirus is poised to create disruptions in our daily lives for some time, including in how we communicate. Here are a few items we want to lift up today to help in these communication efforts, including increasing our ability to email family members and tips on how to use certain video chat tools like FaceTime and Skype.

As a reminder, we will keep sharing information on our [Coronavirus Communication Hub on Asbury.org](#), our community website homepage, and on our social media channels.

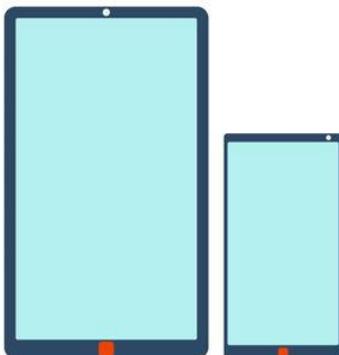


#### **Adding Family Members to our Email Distribution Lists**

- As many of you are aware, we share information via email, just like this communication, in a timely manner with you and many of your fellow residents. In some cases we also have family member email addresses, but these lists are currently not as robust. *We are now working to expand our family member lists so that we can reach your families via email as well. We will be reaching out to many family members that we have email addresses for within the next day or so. **You can also forward this email to them, and they can click the appropriate link to fill out the quick online form.*** Thank you for your help in this important initiative to reach as many residents and families as possible.

#### **Communication Tools & Increased Opportunities to Connect with Your Loved Ones**

We understand your communication with your loved ones is incredibly important and while our community is currently closed to all non-essential visitors, we encourage you to communicate with them in other ways such as telephone, video chat, email, or social media. Here's what we are doing to help your communication efforts:



### More shared devices coming to our community

We are being provided additional shared tablets and smartphones, such as iPads and iPhones, to better accommodate requests and the ability to enhance the ability for residents, especially those in Assisted Living (or Personal Care) and the Skilled Nursing Centers, to aid in communication with family members. Once the devices are in place we will communicate details on how to request time and/or assistance in using one of the devices.

### Tips for how to use video chat and other features



## FaceTime

- **Apple FaceTime -- for use by all parties who use an Apple device:** Residents who have an Apple iPhone, iPad and/or iMac laptop are able to use the FaceTime video chat feature to connect with family members and others who also have Apple devices. You can [click here to view a how-to video](#) for setting up a FaceTime call, and [click here to follow a step-by-step process](#) to launch a FaceTime call.



## Google Duo

- **Google Duo -- best for use by all parties who use a Google or Android device:** Residents who have a smartphone with Android can use Duo, which is very similar to FaceTime. You can learn more about [downloading it here](#). Here's a [how-to video for using it](#), and [steps to launch and run a call](#).



## Skype

- **Skype -- best for use on any device, and can be done on a smartphone no matter if it's an Apple or Google/Android device.** Skype can be used for video calls with family members. If you don't already have the app installed, [here's how you can do it](#). And, you can [click here to view a video and step-by-step tutorial](#) on how to use it and launch a Skype call.



## WhatsApp

- **WhatsApp -- is a calling and texting app that can be downloaded on any smartphone.** Once the app is installed -- [click here to see how](#) -- it is easy to call, text or chat. Here is a [how-to video](#), and [here are steps to follow](#).