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

Dear Family Members,

Our work as associates is rewarding. We chose this calling because we not only have the capability, but also the heart, to perform such sacred work for those we serve. We love what we do. And we so appreciate when we hear how our efforts are making a difference.

You'll remember that recently we opened up the opportunity for you to share your notes of thanks with our teams. We received many inspiring and heartwarming messages. Here's one from Mary Ellen Andrews that we want to share:

"Thanks to all the Asbury Place Kingsport and Asbury at Home employees. We are so grateful for how you have cared for our parents, Bill and Ellen Palmer. The care you give them is always awesome, but especially so during this time of COVID-19."

MARY ELLEN ANDREWS

We will make sure associates know how appreciated they are by sharing with them your messages through our associate app, email distribution, as well as on colorful flyers. Managers will also be sharing these thank yous with their individual teams. So, rest assured, our associates will get the message that the work they are doing is extraordinary!

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!

#### **Looking Ahead**

Last Friday, you will recall [we sent this communication \(COVID-19: Paths to Reopening\)](#) to all associates, residents and family members across the Asbury organization. As you have likely heard, the federal government, as well as the states

Asbury operates in, have started announcing reopening plans. While each of the plans has a different name, they all share common themes:

- The paths to reopening must be gradual, steady and responsible for prioritizing the health and safety of all citizens.
- Reopening plans are roadmaps, not calendars, because the virus will dictate the speed based on the flattening of the curve.
- Everyone must act responsibly by following guidelines for hand and cough hygiene, social distancing, and wearing masks and other protective equipment as recommended.

Keep in mind that reopening is not like turning on a light switch. Think of it as slowly turning up a dimmer switch. The process will take weeks, and months in some areas, as we adjust to a new normal. Stay tuned for a communication next week with more information specific to our community.

### **Taking in the Fresh Air**

The spring beckons us outside and here at our community the walking paths are open and ready for residents to enjoy! Here is a photo of Dr. Bob Miller as he enjoys getting around during some recent spring weather. Dr. Miller walks 3 to 3.5 miles per day - he's 101 years young!!



### **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 we serve." Examples include:

- During Nurses Week, we also wanted to be sure we lifted up those we serve, too! We did this by having a "Spirit Parade" to show off some stylized individual face masks.
- Additionally, Marketing Director Meghan Ricker delivered [Barberito's](#) lunches to nurses and rolled out the red carpet for them, too. Michelle Moffitt, Asbury at Home Director, provided lunch from Chef's pizza and the dining team catered a luncheon.
- We also have another edition of [Chewie News](#). Please enjoy!

### **A Couple Weeks of Celebration**

You may know that we just wrapped up [National Nurses Week](#). We hosted several events across the community to lift up our nurses. We are grateful for their extraordinary work especially during this pandemic. This week, the celebration continues with Nursing Home Week, and we will continue to focus on the outstanding team we have here!

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.

### **Recurring Reminders:**

- **Staying Updated:** As a reminder, you can go to [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.

- **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](mailto: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](mailto:lweaver@asbury.org) or 423-797-6605 for Independent Living and **Rachael Santiago** at [rsantiago@asbury.org](mailto:rsantiago@asbury.org) for the Health Care Center and the Baysmont House to set up an appointment to video chat.
- **Asbury Home Services at Asbury Place Kingsport:** Asbury Home Services is on campus and ready to assist, providing a [wide range of support services](#). Contact Michelle Moffitt at (423) 830-8530, [mmoffitt@asbury.org](mailto:mmoffitt@asbury.org), or online today. We look forward to serving you!

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

We appreciate your patience and understanding during this unprecedented time.

**Aaron Roop**  
Executive Director  
Asbury Place Kingsport



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