



This message is going to associates, and to residents and family members on our community distribution list.

June 12, 2020

Dear Residents, Family Members & Associates,

Masks. Yes, masks! That's the topic I want to lead with today. For the foreseeable future, masks are here to stay and are very much a part of our wardrobe (*not to mention another way we can all show off some individuality and style, too ... I've seen some pretty creative masks around the community lately!*).

As you know, **associates are required to wear appropriate masks** at the community based on their role and interaction with others. Associates also don proper Personal Protective Equipment (PPE) when required.

For residents:

- Masks must be worn outside of your personal residence.
- A mask must also be worn when an associate is in your home providing service. If you are not wearing a mask when an associate arrives to provide service, the associate will ask you to please put on a mask before entering and beginning their service. If a mask is not put on then the associate will not be able to provide the service.
- Residents should also wear masks outdoors when someone is within 6 feet of you.
- Please also note that it is important to wear a clean mask! It is recommended that cloth and fabric masks be washed after each use.

- We have a large quantity of new cloth masks for resident use. Please see the receptionist if you would like one.

Some info about masks that applies to residents and associates:

- The CDC and leading health experts continue to say that wearing a mask when in public is critical to stopping the spread and containing the virus. Wearing a mask, along with good hand and health hygiene, is especially important when in public or when at the grocery store or other locations you may need to visit.
- Looking for the proper way to wear a mask? Here are several associates who are wearing their masks properly (not to mention practicing physical distancing, too!):



- And ... remember, *“My mask protects you; your mask protects me.”*

Thank you for continuing your commitment to keeping our community safe. Mask wearing is critical. I know it's not ideal, and it sometimes can be uncomfortable especially in the warm weather, but we're all in this together. Stay safe, remain smart and enjoy all that our community has to offer!

COVID-19 Testing Update

I would like to thank all those who have been involved in COVID-19 testing here at our community. We have completed multiple rounds of testing here in recent weeks. I am grateful for all of the work that has gone into the planning, coordination and execution of the testing events. It's a collective effort of many residents and associates who have worked together to ensure the best experience possible.

I also want to remind you that testing represents only a “snapshot” in time

regarding the virus. The risk of exposure is still very real and precautions must be maintained.

Lifting up some of the good work happening here

Associates continue to find unique ways to serve residents. Here are a couple fun stories to share:

Occupational Therapist Brooke Maness went the extra mile for a health care resident who has an interest in women in leadership. The resident requested the audiobook “Becoming” by Michelle Obama. Brooke teamed up with the Lifestyles department and fulfilled the request. The Lifestyles department expanded on the idea by enrolling the community in the Kingsport Public Library’s eCard program that allows the entire campus to “check out” digital library resources using the [hoopla app](#) and iPads from the recent generous donation made possible by the [Asbury Foundation and their donor family](#).

We also celebrated Iced Tea Day on Wednesday, so we shared an iced tea cart with multiple types of tea. It made for some great refreshment to cool down from the afternoon heat!

And, it's been a competitive month of Mega-Bingo for residents. Each win earns an entry into the month-end drawing for a premium delivery Lunch from the Chop House Steakhouse.

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.

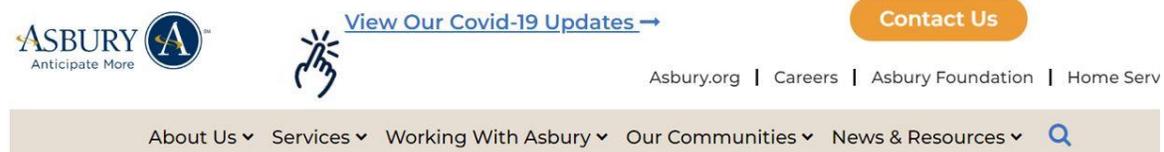
Messages of appreciation

More than 145 messages of thanks from family members and residents have come in for associates across the Asbury system in recent weeks. We are so appreciative of those messages, like the one below from a family member of an APK resident:

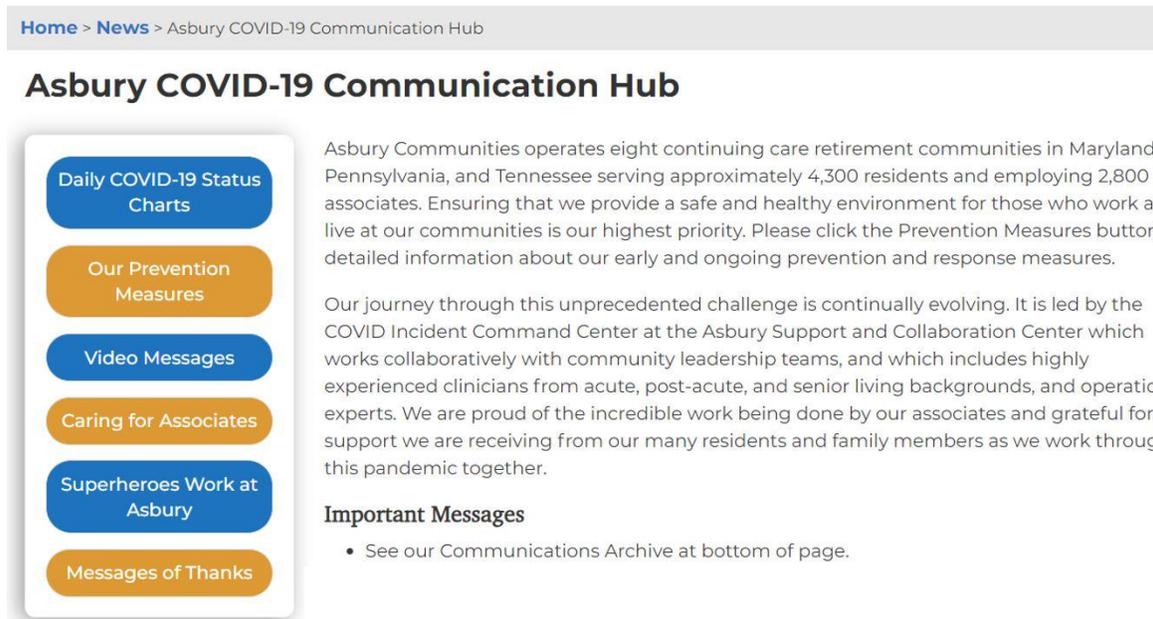
"Thank you so much for being so cautious and having rules in place that coincide with the recommendations of the CDC. We appreciate your care & concern for our loved ones. "

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!

Website update & reminders



We have reorganized our COVID-19 Communications Hub to provide more information. You can still get to our information from our “View our COVID-19 Updates” link in the top navigation bar (see example above) and via [Asbury.org/COVID19](https://www.asbury.org/COVID19). On the revised page (below), you can find the daily status charts in the first blue button on the side bar. We hope you’ll take a moment to view messages of thanks that residents and family members have been sending in.



Reminders:

- **Want to Drop Something Off?** As a reminder, here are the 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.

- **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 or 423-797-6605 for Independent Living and **Rachael Santiago** at 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, or online today. We look forward to serving you!

Paths for reopening update

- We continue to work closely with the Command Center on the plans for reopening. Watch for updates next week about visitation.
- Details are also being worked out that will support the phased reopening of some services in the very near future.
- Asbury President & CEO Doug Leidig previously shared that “reopening is not like turning on a light switch. Think of it as slowly turning up a dimmer switch.” I want to remind you that senior communities such as ours lag for good reason behind these phased-in reopenings. It's a slow turn of the "dimmer" switch, if you will, and for good reason: we are guided by the many different plans and requirements placed upon us by numerous federal, state and local agencies.

We are all in this together. Thank you for your continued understanding and cooperation. We are #AsburyStrong!

Sincerely,

Aaron Roop
Executive Director
Asbury Place Kingsport



100 Netherland Ln
Kingsport, TN 37660

www.Asbury.org

