



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 contact Erin Butler 865-738-2841 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. All told, several hundred COVID-19 tests have been performed 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.

Father's Day

We recognize that we're in the midst of a most unique and challenging time. This year's Father's Day holiday, just like the Mother's Day celebration last month, will certainly look different due to the measures and precautions in place.

This year for Father's Day, **residents in the Health Care Center will receive treat bags with a poem attached. Residents in Assisted Living and Memory Care will have a doughnut breakfast.** There will also be a special Father's Day menu for everyone! If you would like to schedule a window visit with your loved one, please reach out to the following associates:

- Amy Wilson at 865-738-2833 (Alpine & Beech)
- Ivey Williamson at 865-738-2803 (Assisted Living)
- Diane Hutchinson at 865-738-2852 (Health Care Center/Chestnut)

Lifting up some of the good work happening here

Associates continue to find unique ways to serve residents. Here's a fun story to share:

Dietitian Amanda Mondini, along with our dining and nursing teams at Asbury Place Maryville, have collaborated on a healthy daily snack cart for residents of the Health Care Center. The snack cart provides additional interaction between associates and residents, and features delicious, nutrient-dense foods and hydrating beverages.



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 Stacy Sims, a family member of an APM resident:

"I can't properly express my appreciation for all the wonderful individuals who have worked so hard to keep our loved ones at Asbury Place Maryville safe and healthy during this worldwide pandemic. I, and I'm sure many others, greatly appreciate you efforts. Thank you so much!"

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](#). 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.

[Home](#) > [News](#) > Asbury COVID-19 Communication Hub

Asbury COVID-19 Communication Hub

Daily COVID-19 Status
Charts

Our Prevention
Measures

Video Messages

Caring for Associates

Superheroes Work at
Asbury

Messages of Thanks

Asbury Communities operates eight continuing care retirement communities in Maryland, Pennsylvania, and Tennessee serving approximately 4,300 residents and employing 2,800 associates. Ensuring that we provide a safe and healthy environment for those who work or live at our communities is our highest priority. Please click the Prevention Measures button for detailed information about our early and ongoing prevention and response measures.

Our journey through this unprecedented challenge is continually evolving. It is led by the COVID Incident Command Center at the Asbury Support and Collaboration Center which works collaboratively with community leadership teams, and which includes highly experienced clinicians from acute, post-acute, and senior living backgrounds, and operational experts. We are proud of the incredible work being done by our associates and grateful for the support we are receiving from our many residents and family members as we work through this pandemic together.

Important Messages

- See our Communications Archive at bottom of page.

Reminders:

- **Want to Drop Something Off?** Please bring items for Healthcare Residents to the Ground Floor of the Healthcare Building. All items must be placed in plastic bags to be wiped down and sanitized. Large items, such as hampers, may be placed in garbage bags for drop off.
 - Items for Assisted Living Residents may be dropped off at the Legacy Assisted Living Building in the front lobby; for Alpine/Beech, on the porch area. Items for Assisted Living Residents must be placed in plastic bags to be wiped down and sanitized. No homemade food may be dropped off at this time for any residents. Store bought in the original container is OK.
 - Please note : We are requesting that families try not to drop items off during change of shift from 1:30 p.m-2:30 p.m.
- **Asbury Home Services at Asbury Place Maryville:** Asbury Home Services is on campus and ready to assist, providing a [wide range of support services](#).

Contact Michelle Moffitt at Contact Michelle Moffitt at (865) 238-9084, 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,
David Wildgen
Executive Director