



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 visit the marketing department 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 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.

As a reminder, all COVID-19 data is updated daily on the Asbury COVID-19 Response and Communication webpage at [Asbury.org/COVID19](https://www.asbury.org/COVID19). If you have any questions, please

call our dedicated number related to COVID-19 at 301-250-2115.

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.

Next Sunday, for Father's Day, we are so excited to be featuring a well-loved local musician and regular performer and educator for Asbury Solomons residents. **Joining us virtually on Father's Day is Josh Airhart with his variety show and musician friends.** Like our Mother's Day “GrooveSpan” concert, we are using YouTube to present a “live” remote concert experience to all residents of this community via our in-house Channel 970 at 1 p.m. and 6 p.m. and on-demand on the mysolomons app. On Father's Day, we always celebrate the men living in the health care and assisted living neighborhoods with a card from Asbury Solomons and a personalized chocolate treat.

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:

As part of our welcome to new residents here at Asbury Solomons, Executive Director Kelly Friedman meets with them in a “Coffee with Kelly.” With the help of Wellness Office Coordinator Maria Fleming, Kelly continues to have these casual follow-up opportunities with new residents via video conferencing technology. It's a great chance to check in “face-to-face” and continue to build strong relationships with residents as they settle into their new homes.

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.

Here's a GEM!



All across the Asbury system, we lift up associates with GEMs, which stands for associates who Go the Extra Mile! GEMs are given for a job well done from associate-to-associate. So far this year we have had more than 75 GEMs given at our community and today I want to lift up a special one.

Executive Assistant Sharon Madden thinks Dining Director Bob Webb is a GEM!

- **Sharon lifted up Bob with a GEM for Caring and Customer Service:** *"During my daily check-ins with residents I discover all kinds of things. Whenever it is something dining-related Bob is on it. One example of many is a resident who had a bad reaction to an antibiotic. I told Bob and he had yogurt and Gatorade delivered to the resident before I could even call her back to tell her that I had chatted with Bob. Bob, thank you so much for being there for all of the residents. We really appreciate you!"*

Messages of appreciation

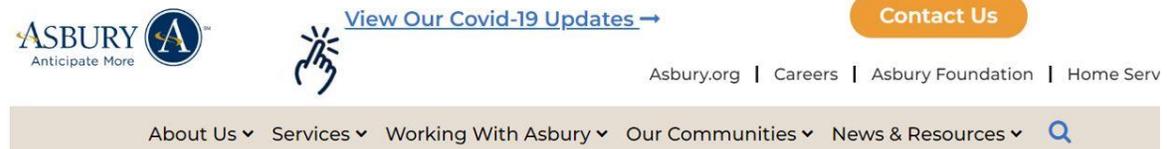
More than 145 messages of thanks from family members and residents have come in for associates across the Asbury system in recent weeks. We are so appreciative of those messages, like the one below from a family member:

"Thank you (to the) staff of Asbury Solomons Assisted Living! Although we can't visit our loved ones right now or help them directly, we can feel confident that the associates are taking special care of them. Everyone I've contacted in Assisted Living has been responsive during this time and open to ideas for communication

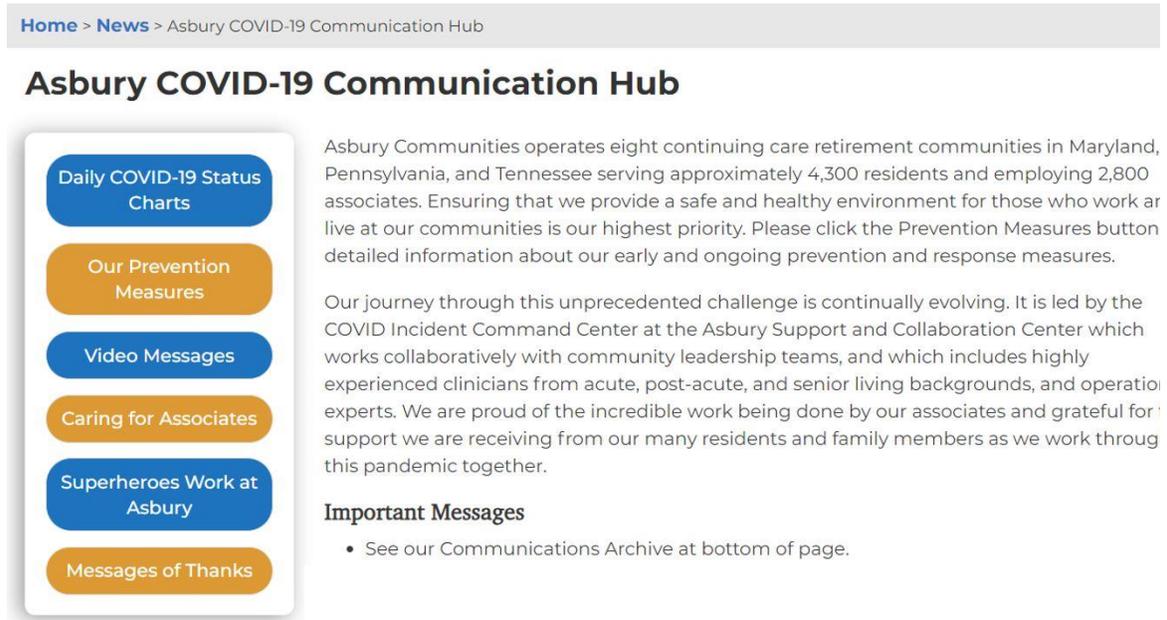
and helping residents stay upbeat and engaged. We know you're working hard and appreciate your effort and warmth with those you care for. Thanks again!"

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?** Items may be left for residents at our Community Center entrance. Please coordinate a drop off time with your loved one.
- **Assistance with Communication:** FaceTime and other video conferencing services in quiet community spaces is available by appointment. We provide an iPad, stand, and will set up the call. Please contact Katie Demers in our Marketing Department at 410-394-3029 or by email to kdemers@asbury.org to schedule.

Paths to reopening update

- We continue to work closely with the Command Center on the plans for reopening. Watch for exciting news next week about visitation opportunities!
- 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,

Kelly Smith Friedman, LNHA
Executive Director



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