



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

July 10, 2020

Dear Residents, Family Members & Associates,

In our regular communications with you over the past couple of months, the topic we've touched on more than anything is safety and all the measures we have in place to ensure the health and well-being of those who live and work at Asbury Place Kingsport.

As our measures have evolved along with our response to the pandemic, today I want to share a little with you about COVID-19 testing, which is a crucial component of our overall approach to limit transmission of the disease and be as timely as possible in addressing any issues that may arise. You are probably aware that we have done our share of testing here in recent weeks, in line with CDC, state and local requirements, and that testing will continue as required by the Department of Health.

As part of the testing, comes this incredible sense of togetherness and connection among those involved. I find such energy in the camaraderie of those who help with testing, and who work with such compassion and accuracy for an important cause. There are up to a dozen associates involved in our planning and execution, in conjunction with the Asbury Communities clinical team. Our efforts also very much include the larger community, especially those who are being tested. I'm grateful to all, and I believe this process marks a great example of the sacred work we do for those we serve.

What makes this feeling even more powerful, is that my experience here is shared all across the Asbury system. I connect regularly with Asbury leadership and Executive Directors at Asbury's seven other communities and in addition to sharing best practices on testing and learning from one another, we often talk about how heartwarming it is to be part of a collective effort to help ensure the health and well-being of those we serve and work with. I'd like to share a few numbers with you to put all this hard work into focus:

- Asbury Methodist Village was the first Asbury community to conduct testing back in early May. Since then, testing has been conducted at all but one Asbury

community (that community, RiverWoods, is scheduled for its testing next week). All told, as of yesterday, 3,932 COVID-19 tests have been performed.

- Even just this past week, 932 tests were conducted at communities that underwent required testing.
- To date the percentage of positive cases from all the testing thus far is just 1.6%.

I share this data to put in perspective not just the enormity of the amount of tests being performed, but also to show that we are in this together -- and we turn to the strength of one another, and to our sister communities, to do the best job we can in serving residents and our fellow associates. Thank you for choosing Asbury. We are #AsburyStrong and we will continue moving forward together.

Lifting up some of the good work happening here



Last week, Asbury Place Kingsport Executive Chef Marlin Wallen received the Presidential Citation Award from Sodexo. This honor is given to Sodexo employees who are credited with saving a life. Marlin received this recognition following his quick action on May 6th. As an associate suddenly became ill, Marlin turned into a hero -- providing lifesaving assistance. As a personal appreciation from Dining Services Director Sallie West and staff, Marlin was also presented with an engraved chef's knife, indicating the date that he performed this heroic action. Our campus is proud to lift up Marlin and recognize his dedication to associates and residents at Asbury Place of Kingsport.

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.

Wellness opportunities



This week we rolled out exercise, strength conditioning and yoga classes (up to 8 people per class). Residents have the option to participate in morning and afternoon classes. We also have a reservation system that ensures safety while using the gym.

Each area of the gym is sanitized between uses, rooms are equipped with air purifiers and residents have been eager to participate wearing masks and utilizing gloves when using the gym equipment.

Messages of appreciation

More than 180 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 Claire Lovelace:

"I know it must be a tedious task to keep up with the special dietary needs of all the residents. But you manage to do it cheerfully, and get it right most of the time! Thanks also for the afternoon snacks, tea cart, and other special goodies from time to time. Thank you!"

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!

Updates and reminders

- **If you would like to schedule visitation for residents in the Healthcare Center or Baysmont House, please contact Rachael Santiago at rsantiago@asbury.org.** She'll be facilitating outdoor visits. All participants must wear masks, and physical distancing maintained.
- **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. She will also be facilitating outdoor visits, all participants must wear masks, and maintain physical distance.
- **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!
- **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).** On the revised page, 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.
- **We continue to work closely with the Asbury Communities Command Center on the plans for reopening.** This includes working on a housekeeping re-opening plan and we hope to have services restart as soon as possible.

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



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