



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

July 17, 2020

Dear Residents, Family Members & Associates,

At this point, nearly five months since the beginning of the pandemic, I know that patience will sometimes run thin when it comes to all that we must abide by here at Asbury Place Kingsport. I get it; I feel the same way sometimes – it's natural! But we must continue to be driven by the safety and well-being of those who live and work here. That's the top priority, and it's absolutely the one constant that underlies all we do.

Our phased-in paths to reopening are reliant upon CDC, state and local guidance, as well as policies and best practices outlined by the Asbury Communities Operations Team. Within the safety measures set by these authorities, we are working hard to begin to offer small-group and outdoor wellness sessions, window visits and other visitation opportunities in line with what we've shared previously. We'll continue to update you as new opportunities or changes occur.

Our commitment to cleanliness is a featured part of our safety efforts. We have enhanced our community cleaning and disinfecting protocols, and have worked with our Asbury Communities Clinical Team and leveraged our partnership with Sodexo to ensure we are following all CDC requirements. Today I want to share with you what we're doing to keep the community as clean as possible.

It's a collective campus effort led by Environmental Services Director Jason Sykes to keep our campus sanitized. The team assists and rotates to different areas on campus to ensure that our community is safe for residents and associates.

Our teams are utilizing the most appropriate cleaning chemicals offered and recommended by the CDC. We use two distinct disinfection methods:

- Our teams are using a peroxide disinfectant that has a 3-minute dwell time (that's the amount of time that a sanitizer or disinfectant must be in contact with the surface, and remain wet, in order to achieve the product's advertised kill rate) to

remove pathogens. In addition, our teams have access to ultraviolet light technology as an additional means to disinfect resident room and apartment cleaning.

High-touchpoint cleaning & sanitizing enhancement process

- Cleaning frequencies of high-touch areas are now completed at least twice daily, an increase from once daily previously.
- We have installed additional hand sanitizer dispensers in the community to accommodate for the increased demand.

Education

- Department leadership is conducting weekly in-services to inform staff of any COVID-19-related updates and industry best practices.
- Daily Operations Team calls continue to share current COVID-19 information and any updates from state and local health departments, the CDC, or CMS.

I appreciate the opportunity to serve you or work with you! If you ever have any questions, please ask.

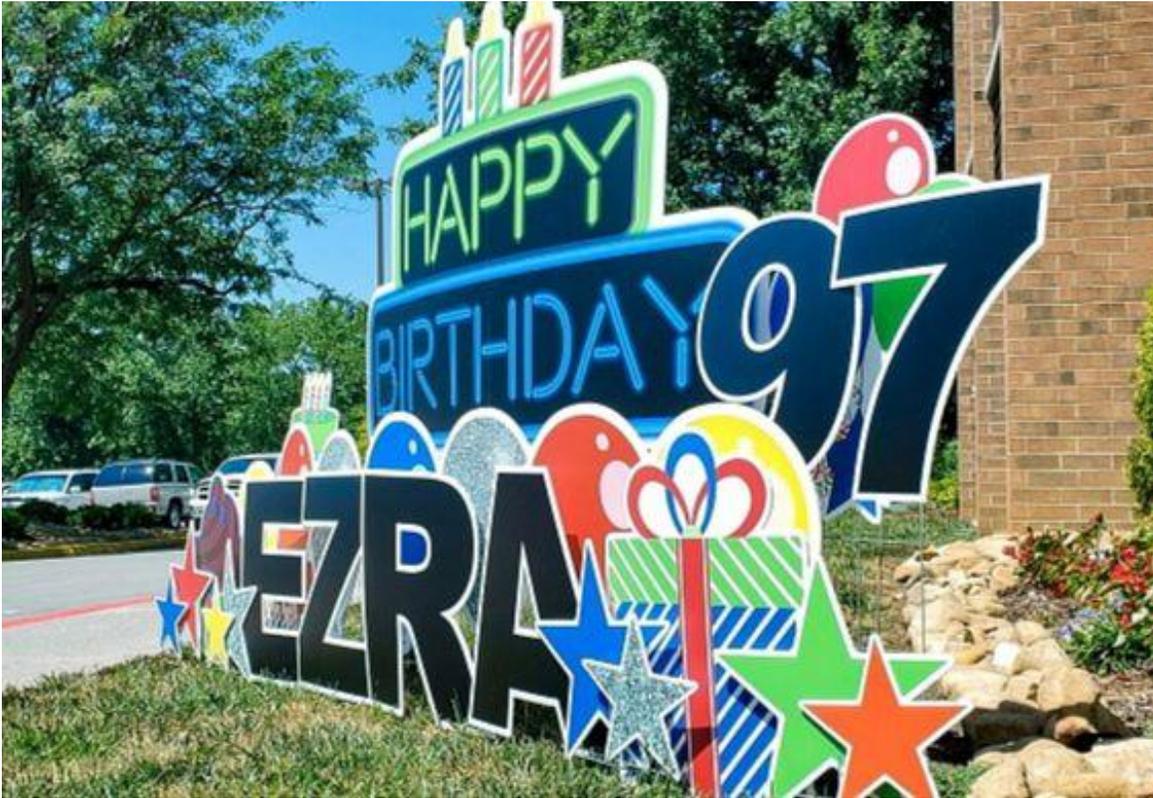
Lifting up some of the good work happening here



Environmental Services Director Jason Sykes shows off some new healthcare equipment for our rehab wing.

Investing in specialized equipment is just one way Jason maintains a comprehensive Environmental Services system to keep residents and associates safe during this challenging time.

Thank you, Jason!



Kingsport resident Ezra Williams celebrated 97 years of fun! His family surprised the entire campus with a unique "sign-scape" and specially decorated table with party snacks for the community to enjoy. Happy Birthday, Ezra!!

Catch more stories happening all across the Asbury system by [clicking here](#). 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 dozens and dozens of GEMs given at our community and today I want to lift up a special one.

Misty Burke, Registered Nurse

- **Misty goes out of her way to make sure residents are cared for. She bought birthday cupcakes and supplies for a resident and brightened her day! Thank you for going above and beyond, Misty!**

Updates and reminders

Please note that the updates and reminders we include in this section in each communication will soon also be housed in a new section on our community website on Asbury.org. We expect this to go live around August 1. Stay tuned for an update!

- **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.** 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 Operations Team 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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