



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 Maryville. 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.

Community 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 throughout 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

Associates continue to find unique ways to serve residents. Here's a way associates are engaging our Memory Care residents:



Memory Care residents are enjoying a variety of different crafts to beat the summer heat. Some of the crafts include painting and making butterflies out of pipe cleaners that can be used as a ring or just something to sit around to add a little color. Very creative work!



The Asbury Place Maryville Piggies have been making their way around campus spreading laughs and cheer wherever they go. You never know where you may see them ... playing piano or moving from floor to floor ... be on the lookout!!

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 185 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:

"I would like to extend my heartfelt appreciation for the staff of Assisted Living for the expert care they have given my mom during this challenging time. It has been such a comfort to me knowing you have given her the best of care. Some of you have had to comfort her as she has started

experiencing some episodes of confusion. Thank you for your patience and understanding. 'Thank you' isn't adequate enough!"

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

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!

- **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 - 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 (865) 238-9084, 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 phased-in plans for reopening. On Monday, we re-started Residential Living housekeeping services** with guidance provided by the Operations Team (masks, social distancing, two hours of service, with a focus on cleaning priority areas, such as kitchens and bathrooms). Additionally, we are working to re-open salon services soon.

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

Sincerely,
David Wildgen
Executive Director