



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 Solomons. 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 continue to be creative in serving residents and their wellness needs, as well as offering 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.

Our team of "House Technicians" have shifted from the usual pre-pandemic work of setting up rooms for programs and prepping areas for events to an increased focus on enhanced cleaning protocols for Asbury Solomons. We are so thankful for their efforts. These associates have put in an incredible amount of work by attending to every detail from floors to handrails and door knobs while continuing to attend to so many scheduled projects to maintain the beauty and cleanliness of our campus.

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.

Screeners keep our community safe

Solomons associates are working hard to ensure the safety and well-being of residents through our screening processes for all who arrive at our community. Approximately 320 associates, residents, vendors and visitors are screened on a daily basis. These screenings have been in place for several months and represent an important safety measure for our community.

We have 20 associates who serve as screeners during any given week at either of our screening locations at the Community Center and Health Care entrances. We are thankful for their diligent efforts!

PS Salon update

PS Hair Salon is scheduled to re-open on Tuesday, July 28. Services will be limited to shampoo, cut and curl for Residential Living residents until the stylist is able to get

caught up on haircuts and basic needs. Instructions will be provided to residents who schedule an appointment on the safety measures in place in the salon; please know that masks will be required and temperature checks will be in place to make sure that everyone is safe as we continue to find practical ways to re-establish on campus amenities.

To schedule an appointment, residents may email the salon directly at karafinney@salonps.com.

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:

A couple who had long-planned to move to Asbury Solomons were concerned that they may not be able to sell their home. Well, the opposite happened! It sold in one day. And that changed their timeline for moving. So, what happened next? Of course, the amazing Marketing and Facilities teams stepped up! These teams had already been working together on renovating apartments and cottages as quickly as possible to be able to meet quick turnaround needs just like this one -- so their proactive work helped this couple quickly move into a newly renovated apartment. We're proud of the collaboration of the Marketing and Facilities teams, and appreciate their hard work to help these new residents with a smooth move-in!

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 dozens and dozens of GEMs given at our community and today I want to lift up a special one.

Wellness Program Manager Sarah Hemming lifted up the entire Assisted Living team under the leadership of Vicky Balderson, Assisted Living Nurse Manager. About the team, Sarah said:

- **“The entire team in Assisted Living has been amazingly wonderful and person-centered in facilitating outdoor visits for residents. These associates have been going above and beyond to make the visits as warm and rich as possible for each resident and all visitors. They anticipate needs and are so aware and sensitive to everyone involved.”**

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 family member Steve Ruff:

***“To all of the Asbury Security Heroes,
Thank you so very, very much for taking care of my Mom, Georgene Ruff, and getting her the wonderful help and care she needed. God bless. We are sincerely grateful, Steve, Scott, and Eric Ruff”***

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](https://www.asbury.org). We expect this to go live around August 1. Stay tuned for an update!

- **Here's some good news I'm happy to share! Dawnn Hahn, Senior Residency Specialist, recently celebrated her 20th work anniversary at Asbury Solomons.** We celebrated with lots of balloons and delicious cake, while maintaining physical distancing! Thank you, Dawnn, for your commitment over two decades to those who live and work here!
- **We continue to work closely with the Asbury Communities Operations Team on the phased plans for reopening, including being able to share an update on the spa.** We are looking forward to the reintroduction of on-campus salon services through our partner, PS Salon and Spa, on July 28. Housekeeping services resumed earlier this month with services are being provided for residents who retained housekeeping services prior to COVID-19 limitations. More opportunities may be offered in the future.
- **Families and friends are visiting with loved ones who live in the Health Care Center or Assisted Living.** Window visits are occurring with great success. Social Worker Mary Williams is facilitating all Health Care Center visits. She can be contacted at or 410-394-3076. Assisted Living visits are scheduled through Vicky Balderson, Assisted Living Nurse Manager, at vbalderson@asbury.org or 410-394-3484.
- **We are excited to broadcast a weekly presentation with permission from the Chesapeake Orchestra.** Residents have been enjoying this weekly compilation of Orchestra members and friends each Friday evening at 7 p.m. and again on Tuesdays at 7 p.m. on Channel 970.
- **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).** 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.

- **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.

Thank you to all visitors for so carefully following all elements of our visitation policy. We hope to see you soon. 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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