



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

A Message from the Executive Director

August 7, 2020

Dear Residents, Family Members & Associates,

We have tried to be as exhaustive as possible in our updates for you since the beginning of the pandemic. In addition to critical and timely communications about community operations or testing, we've also committed to weekly or bi-weekly messages like this one that include a roundup of happenings, important reminders and stories that lift up and share some of the great things happening at our community.

Over the course of the past few months, we have heard plenty of feedback from associates, residents and family members about our approach to communication. We've made changes and enhancements along the way, and today we are happy to share that we have a new way to keep you informed about Asbury Place Kingsport. We've launched a dedicated section on our website that is updated regularly with community information. You can access this page directly at **[Asbury.org/asbury-place-kingsport/resources-events/family-friends](https://www.asbury.org/asbury-place-kingsport/resources-events/family-friends)**. This section includes information on topics such as:

- Campus visitation
- Community services & amenities
- Reopening plans & strategy
- Important phone numbers and who to contact

With community operations news now being posted on the [website](#), we will focus on timely and new updates only in these newsletters (such as what I've included in the next section of this communication). We think this approach will help cut down on the length of these messages, while still providing the new info you need to know right away. If you have feedback on this approach, please respond to this email to let us know.

General Community Information

Click/tap here to view info on our community operations

Updates and reminders

Please note that these updates and reminders are also included on our community operations site, [Asbury.org/asbury-place-kingsport/resources-events/family-friends](https://www.asbury.org/asbury-place-kingsport/resources-events/family-friends), in addition to other community info. The latest information is included here:

- **Leadership Update:** Aaron Roop, who began his role at Kingsport in September 2017, has accepted a leadership position with an organization in South Carolina. His last day at Kingsport is September 4th. We are thankful for his contributions to the Asbury family and wish him the very best! [Read the message that was sent to the Kingsport community here.](#)
- **If you receive an unscheduled call from a source that you are not familiar with, DO NOT provide any information and promptly hang up.** We have heard of instances of residents at other communities getting fraudulent phone calls from scammers attempting to gain personal financial and health information and we want you to remain aware.
- **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 page, you can find the daily status charts in the first blue button on the side bar.

Mission in Motion Campaign

MISSION IN MOTION

"...Doing all the good we can..."

ASBURY
FOUNDATION 

The Asbury Foundation is moved by the response to the Mission in Motion Campaign. During this critical time for our country, we have seen Asbury associates, residents, family members, board members and friends provide support for one another in incredible ways. From donations to the Asbury Support Fund to entrance fee refunds and parking space deposits, we've seen generous support across the Asbury family, and it brings us comfort as we continue to monitor the coronavirus situation. [See a recap of the campaign here.](#)

Kingsport Resident on Incredible Weight-Loss Journey!



We are happy to congratulate Doug White on his remarkable weight-loss journey. Over the past two years, Doug has worked tirelessly to lose weight. He sought an overall improvement to his health and when he retired, he wanted to find a routine that would keep him productive and healthy. With support from his wife, physician, neighbors and associates, Doug was given a social network to keep his weight loss journey fun and engaging. Every day, Doug walks two miles on Asbury's walking trails. In addition, he

participates in fitness classes and works out at the HUR gym.

On Doug's incredible weight loss, Kingsport Director of Wellness & Lifestyles **Lauren Huddleston** said:

"His dedication and work ethic has been such an inspiration for other residents and associates too! If an exercise class is offered, Doug White is signed up and giving 110% in that class. His positive attitude towards wellness and sense of humor is exactly the kind of resident that we are blessed to have in our Asbury fitness family."

We are so proud of Doug and applaud his commitment to health and wellness.

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 for **Nedra Griffin, Personal Care Aide**:

"Nedra began her shift and realized a fellow caregiver needed some help. Nedra made sure the client she was working with was comforted, and then directly went to help her teammate. Nedra demonstrated the core values of the organization by being fully committed to the residents (clients) and other associates (teammates)."

- Michelle Moffitt, Director of Home Care Services

Messages of appreciation

Nearly 200 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 am so thankful for the care given by the staff at Asbury Place in Kingsport. I am sure it is difficult to maintain all the precautions during this crazy time, but this virus is not going away anytime soon and I'd like to encourage continued vigilance. My dad and the rest of my family are deeply appreciative of all your efforts and the extra touches to add cheer to the lives of those you serve. You are indeed super heroes.

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!

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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