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

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 Maryville. 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-maryville/resources-events/family-friends](https://www.asbury.org/asbury-place-maryville/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-maryville/resources-events/family-friends](https://www.asbury.org/asbury-place-maryville/resources-events/family-friends), in addition to other community info. The latest information is included here:*

- **Leadership Update:** David Wildgen continued his long legacy of supporting and leading continuing care retirement communities when he began his role at Maryville last August. His last day was Thursday, August 6th. We are thankful for his contributions to the Asbury family and wish him the very best! [Read the message that was sent to the Maryville community here.](#)
- **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](mailto:mmoffitt@asbury.org), or online today. We look forward to serving you!
- **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.
- **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.

### Maryville Residents Become Social Media Savvy in New Workshop



Asbury Place Maryville residents can boost their social media knowledge in an online class! Each month the Wellness Team runs the class online via Zoom. Attendees are given tutorials on how to use common Apple and Android devices. While residents are physically distant, they love finding other ways to stay connected!

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.

**Meet Dr. Bob Richmond!**



This week, we want to lift up beloved resident Dr. Bob Richmond. He is a retired pathologist and everyday he wanders the campus searching for interesting local flora and fauna to photograph. After researching the flower, he sends an email to residents with information on the plant. Residents consistently find ways to be of service to others. Thank you, Dr. Bob!

## Mission in Motion Campaign



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.](#)

## 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 **Rachel Hopkins, Admissions Coordinator**.

**"We had 2 very unusual things happen because of the virus. Rachel worked with us -- even on her own time -- to solve our problems. Asbury is very fortunate to have her."- Residents Fred & Marie Ibbetson**

If you'd like to submit a GEM for one of our associates, please click [here](#) to do so!

## 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 would like to thank all of the individuals for the special care they have given my father during this time of COVID-19. I receive updates on him and realize that he could not have been placed with a greater group of people. Thank you so much for what you do, your hard work never goes unnoticed."**

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!