



This message is going to APK Residential Living residents.

September 22, 2020

Dear Residents,

We have worked so diligently to combat COVID-19 since the pandemic hit back in March, working non-stop to best protect the health and safety of those who live and work at Asbury Place Kingsport. We knew when we started this journey, however, that despite our best efforts, the day would likely come when COVID-19 would enter our community -- and that day came late last week when we learned of a number of positive COVID-19 cases in the Health Care Center. Rest assured that we were prepared to best care for those impacted, and each department executed on our response plan immediately. Any residents or associates who may have had any contact with these individuals have been contacted and all precautions have been taken. No additional residents or associates are symptomatic at this time.

In line with local or federal guidelines, there will be an increase in testing based on these recent positive cases. All Health Care residents were tested on Friday, Sept. 18. Kingsport associates who serve in the Health Care Center were also tested late last week. We expect results back early this week. Additionally, per our current protocols, weekly associate testing is being completed as scheduled this week. Later this week, all Health Care residents will be re-tested, per CDC requirements.

Please know that we continue to place the highest priority on making this a safe living and working environment. Associates have received multiple rounds of education on appropriate and proper use of personal protective equipment (PPE). Staffing assignments and workflows have been adjusted to limit exposure and any potential cross-contamination among staff. We also continue to follow our rigorous infection control and screening processes.

The Asbury Communities Clinical Team and Operations Team are also providing support to us and helping guide our response and appropriate next steps.

Our thoughts and prayers go out to all those who have been impacted by COVID-19, and I want to thank all the associates here at our community who are working so tremendously hard during this unprecedented situation to ensure residents' needs are being met. I also very much appreciate the patience and understanding that family members and residents have shown during this challenging time.

As a reminder, all COVID-19 data is updated daily on the Asbury COVID-19 Response and Communication webpage at Asbury.org/COVID19. You can find the daily status charts in the first blue button on the side bar. Additionally, any phased-in campus reopening or visitation opportunities will evolve based on the circumstances at our community and local, state and federal requirements. For updated campus information, please visit the Kingsport Friends & Family page [here](#).

Sincerely,

Robin Stern
VP of Operations



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