



---

[Questions](#)

[AsburyMethodistVillage.org](http://AsburyMethodistVillage.org)

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

## A Message from the Executive Director

September 4, 2020

Dear Residents, Family Members & Associates,

Labor Day is here, and usually our first thought is to think about the end of summer. This year we have an opportunity to think a little differently. On Monday, I'm suggesting that we take a moment to reflect on the incredible amount of "labor" we've all put in this year, particularly since the beginning of the pandemic.

We are more than seven months into combating COVID-19, and we've seen an incredible amount of time and effort put in by 770 associates at Asbury Methodist Village, ensuring our community is as safe as possible and that residents are served in unique and different ways. Many residents, family members and those from the greater community have also put in a fair share of work in recent months, whether that be making masks, volunteering in some form or fashion or by simply taking time to encourage others to follow the precautions and measures we have in place.

While Labor Day recognizes the efforts of workers, it does not necessarily mean a holiday off from work. As you know, we operate 24/7, 365 days a year. Many associates will be busy going about their sacred work this long weekend, serving residents, families, and each other. Please take a moment to say "Thank You" to those you see on Monday.

It is remarkable what can happen when we come together for a common cause. COVID-19 forced us to collaborate and work together – to embrace our "we're in this together" attitude. It's commitments like this that are at the heart of how we fulfill our mission to do all the good we can.

As our re-certification as a Great Place to Work® shows, we take pride in having the opportunity to serve you. On our recent associate survey, nearly 90% of associates said:

“My work has special meaning: this is not ‘just a job.’” It is a “labor” of love. Thank you for the opportunity to serve you. Have a wonderful holiday weekend.

## New screening process begins Tuesday, Sept. 8

The screening process is a critical component of our overall safety measures here at Asbury Methodist Village. Earlier this week we announced the transition and we've summarized below. *We appreciate your feedback and questions about the new screening process and have compiled a Frequently Asked Questions (FAQ) document.* [Please click here to view 16 FAQs.](#)

### **New screening process for residents**

Beginning Tuesday, Sept. 8, residents will no longer need to go through the screening process outside of Rosborough. Resident screening will be handled through the weekly wellness phone check (the "One Call Now" program) that was implemented last month. This weekly call gives us the opportunity to reach out to see how you're doing. Should our check-in flag an issue, we will address it in a compassionate, safe and cautious manner to ensure you have the support you need. [Please click here to read the original message with more details.](#)

### **New screening process for associates**

Beginning Tuesday, Sept. 8th, there is a new 2-step screening process featuring an updated online form and a new temperature kiosk to handle your screening before reporting to work. The screening locations are also being updated and will be at multiple locations throughout the community, but not outside Rosborough. [Please click here to reach the original message with more details specific to associates.](#)

### **New screening process for visitors**

Visitors will need to complete a screening form and temperature check before being able to enter the community. Beginning Tuesday, Sept. 8, visitors should go to this link, [bit.ly/AsburyEntryPass](https://bit.ly/AsburyEntryPass), or can click the link on the [AMV website \(Campus Visitation\)](#) to access and fill out before arriving at the AMV screening area (this webpage will be updated next week). For anyone who does not have a device, a concierge will complete a screening form on a tablet for the guest.

Once a visitor arrives, they will need to show that they have passed the screening form (by holding up their device with the MyEntryPass info), and then they will need to go through the temperature check at the screening station. Once the guest passes the temperature check, they can enter the community. Visitors do not need to screen out when they leave. Here are the screening locations:

- WHCC Lobby
- KAL Lobby
- Hefner Lobby
- Edwards Fisher Lobby
- Mund Lobby
- Trott Lobby
- Administration Lobby
- Parkview Lobby
- Gate House Security Area (*this kiosk is reserved for vendors and ad-hoc or off-hour visitor screening needs*)

### **Opening screening sites in Mund, Trott and Edwards-Fisher (Heritage Buildings)**

**allows us to now have associates stationed in each of those lobbies.** The Apartment Center Concierge desk is moving to Trott. The number to reach that Concierge will remain 4006, and for now they will continue to serve residents of the Heritage Buildings. Though the associates located in Mund and Edwards-Fisher will focus on screening initially, in time there will be trained concierges at those desks able to support residents and visitors to those buildings. We know that change is hard and please recognize that it takes time to train and mentor new associates. Our goal is to provide the best customer service possible.

## **Important & timely community updates**

***Please note that these updates and reminders are also included on our community operations site, [Asbury.org/asbury-methodist-village/resources-events/family-friends](https://www.asbury.org/asbury-methodist-village/resources-events/family-friends):***

### **COVID-19 Testing at Lake Forest Mall**

The testing site at Lakeforest Mall is open Wednesday, September 9, from 9 a.m. - 1 p.m. The testing location is on the parking lot near food court entrance, directly in front of the Ride On transfer station. Testing is free, and no appointment or doctor order is needed. If you choose to be tested, please let Stephanie Sabine know, and also share your test results to be counted in our reporting to the state. Stephanie can be reached by email at [ssabine@asbury.org](mailto:ssabine@asbury.org) or by phone at 301-216-4337.

### **Rehabilitation Services**

In order to expand the continuity of Rehabilitation Services on campus, AMV has partnered with Flagship to manage and staff the outpatient clinic located in the Administration building. We are requesting that if you require outpatient services that you contact the clinic at 301-987-6170. ***Prior to your first treatment, registration is***

**required at the Health Center.** Outpatient therapy can help with a variety of problems and is easy to schedule. Please contact them directly for more information.

### **Election Ballot Box on Campus!**

Great news! Montgomery County Board of Elections will supply our campus with a ballot box for the 2020 Elections. We should have a delivery in the next five to six weeks. We are thinking that Rosborough may be the ideal drop-off location. We are happy that the process of voting will be a lot smoother for AMV residents.

### **Window Washing**

AMV will be taking all necessary safety measures as we move ahead with a modified window-washing process. Annual window washing will begin Tuesday, Sept. 8th and continue through Oct. 2nd. For the safety of residents and associates, we will only be cleaning exterior windows, and contractors will not be entering resident homes. The team from Lean Building Services will only enter residential buildings for access to rooftops where the window washers will use a rope-descending system to perform exterior cleaning. The exterior windows of upper floors in Mund, Edward Fisher, Trott, and Wallace will not be cleaned because there is an overhang on the roof that prevents the window washers from utilizing the rope system. Balcony and patio windows will also be excluded from cleaning in 2020. We look forward to returning to full service window cleaning as soon as possible. [Click here for the schedule.](#) Please direct questions to Harold Jones, Director of Housekeeping, at [hjones@asbury.org](mailto:hjones@asbury.org), or by phone at 301-216-4146.

### **Farmers Market**

Many are enjoying the farmers market with produce, flowers, and sweet treats available. Reminder, orders can be picked up Thursdays 10 - 11 a.m. at Jones Chapel Lobby (Administration Building). Place your orders in advance. Sorry, no day-of shopping. [More details can be found here.](#)

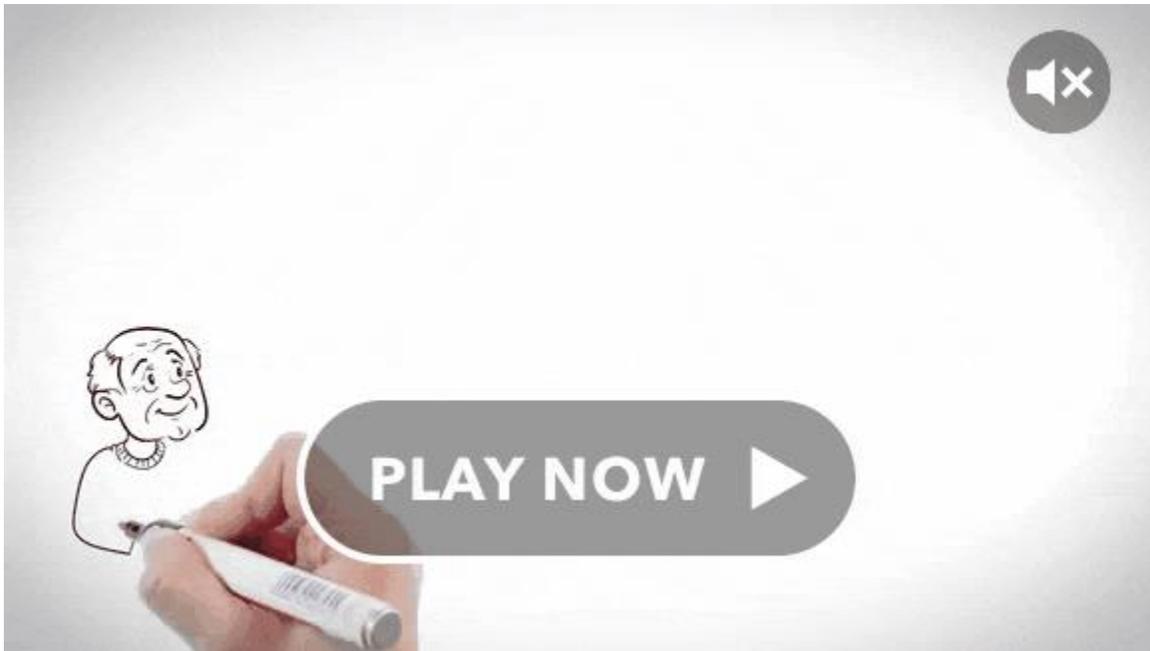
### **A Message from Transportation**

It is important that we continue the safety protocols aimed to protect us. Physical distancing is one of those protocols. Sanitation is another. Both of these important measures extend to transportation, and our team is frequently wiping down vehicles and limiting the number of people traveling in the AMV vehicles. You may notice delays in transport from time to time. Rest assured we are moving as fast as we can to make sure everyone is picked up and dropped off in a timely manner, but we must do so safely. Your patience and understanding as we follow guidelines are appreciated. Please direct questions to Rob Walker, Director of Protective Services and Transportation, at [rpwalker@asbury.org](mailto:rpwalker@asbury.org), or by phone at 301-215-4015. Thank you to all who continue to use AMV transportation and support the Transportation Department.

## Summit Hall Elementary School Supply Drive

Thank you to all who generously donated to the Summit Hall Elementary School supply drive. Because of you, 150 students will start their school year with backpacks full of the basics needed for a successful academic year.

## The value of trust



Higher purpose, trust, and accountability are the cornerstones of the sacred work we do at Asbury. We are pleased to share this short video, which explores what trust looks like across our system and why it is so fundamental for associates, those we serve, and all of our valued stakeholders. Trust is formed when we meet the commitments we make to one another; trust creates a healthy work environment, rewarding relationships, and exceptional services and experiences. As a Great Place to Work-certified organization, Asbury is grateful to everyone who plays a role in strengthening trust across our system and for placing your trust in us. Thank you for helping us to do all the good we can!

## Messages of appreciation

Nearly 225 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:

***"Thank you, thank you to all the associates at Kindley Assisted Living for your dedication and kindness to residents during this difficult time. You show up with a***

***smile under your mask. It means a lot to know that mom is being lovingly cared for when I cannot be there in person. God bless you all."***

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,

**Michele Potter**  
Executive Director



201 Russell Ave.  
Gaithersburg, MD 20877  
O: 301-216-4038  
[www.Asbury.org](http://www.Asbury.org)

[www.facebook.com/asburymethodistvillage](https://www.facebook.com/asburymethodistvillage)

[www.twitter.com/asburycomm](https://www.twitter.com/asburycomm)

