



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

September 4, 2020

Dear Residents, Family Members & Associates,

Labor Day is here, and usually our first thought as the holiday approaches is to think about a day off from work to mark the end of summer. This year we have an opportunity to think a little differently. On Monday, perhaps we all 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 the 250 associates here at Asbury Place Maryville to ensure 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 Maryville associates will be busy going about their sacred work this long weekend, serving residents, families, and each other. If you are one of those working on Monday -- thank you.

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:

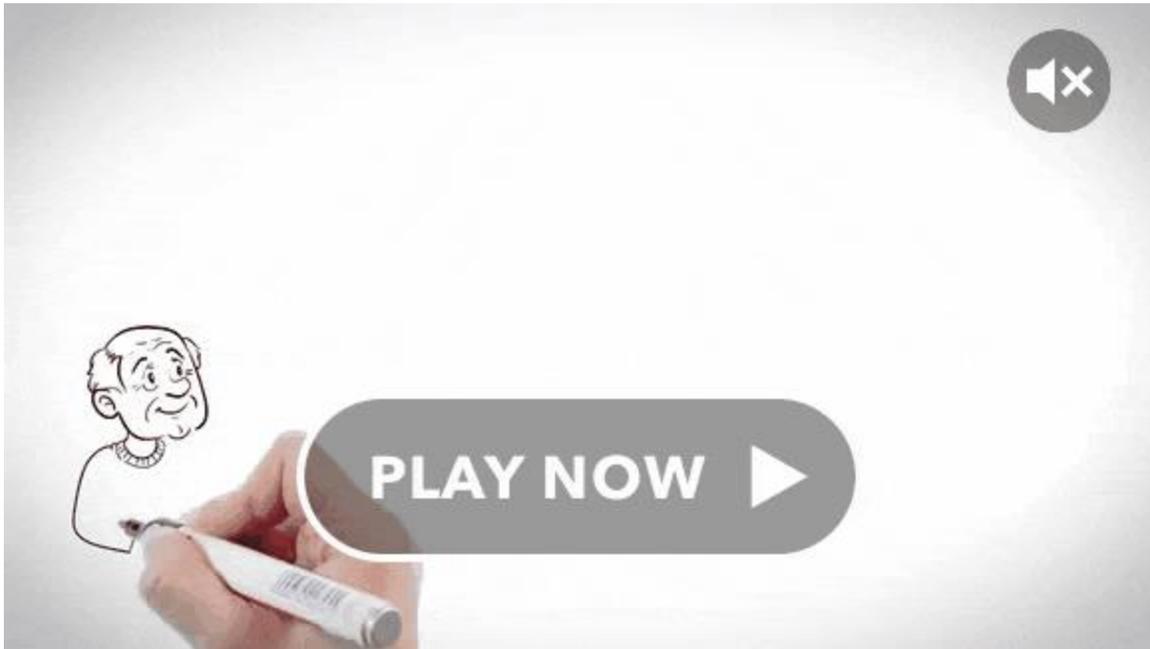
“My work has special meaning: this is not ‘just a job.’” It is a “labor” of love. Thank you for the opportunity to serve you. Have a wonderful holiday weekend.

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):

- **Leadership Update:** Over the past few weeks we have been diligently working on our path forward for leadership here at Asbury Place Maryville and also at our sister community, Asbury Place Kingsport. Earlier this week, we shared an updated on our progress. You can read the [original letter here](#).
- **Our campus visitation is being guided by public health and state and local guidelines.** These include Governor Lee’s thresholds for visitation to senior communities, which are set at no more than 10 new cases per 100,000 people in the county. See [Tennessee’s Epicurves page](#) for current county information. More details can be found in the Campus Reopening section on our [Friends & Family page](#).
- **Reminder About Screening & Safety Measures:** We all have a responsibility to support and protect each other. All persons entering our community will follow our screening procedures, which includes a temperature check and questionnaire. All residents, associates, and visitors are required to wear a mask on campus and to practice physical distancing.
- **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.

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!

Plenty of fun all around



COVID-19 has challenged us all when it comes to staying active, but here at Asbury Place Maryville residents are staying engaged with physically distanced events featuring plenty of fun, thanks to the creative thinking of associates!

A 'green' effort; literally -- it's 'green'!



Our new Ozzi reusable container program will eliminate the disposal (and purchase) of more than 3 million single-use food containers! This is another important step in our sustainability efforts! We're excited to see this program across all eight Asbury communities. We are thankful for Sodexo's partnership on this "green" effort.

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 we want to lift up a special one:

"We have lived at Asbury Place Maryville for almost 8 years and the maintenance on the campus is the best it has ever been since Mark Henry assumed the position of Director of Facilities. Mark has instituted procedures that provide timely and high-quality maintenance across the campus including that for Independent Residents. Under his leadership, the landscaping is being brought up to the standards expected by us. Most of all, Mark shows that he truly cares. He makes Asbury home for each one of us. We are very fortunate to have Mark as a member of the Asbury Team." -- Marie and Fred Ibbetson

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

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 resident:

"These months have brought so many changes: I miss my friends, my church, my volunteer work; all the things that filled my days and my life. I have felt secure here though. This is because of the physical, mental, emotional, and spiritual support of our kind, compassionate, and dedicated staff who have worked so hard to ensure our safety, comfort, and peace of mind. They truly are heroes! May their lives be filled with richest blessings -- as they have blessed ours."

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!