

April 3, 2020



AUBURN HILL
SENIOR LIVING

To Our Residents and Family Members:

We want to take a moment to provide an update on our efforts around COVID-19 at Auburn Hill Senior Living. We continue to follow recommendations set forth by the [CDC](#) regarding proper COVID-19 protocol. As the dynamics surrounding COVID-19 continue to change, what will not change is our commitment and dedication to the health and safety of our residents and team. Below you will find some essential updates which include a summary of our communication outlets that we have in place and their designated purpose.

NO VISITATION POLICY

At this time, we continue to request that family and friends do not visit the community. Out of an abundance of caution, we are limiting all visitors to our community unless necessary. We are posting signs on our entryway doors to notify visitors of this policy and actively screening individuals, including our team, who need to come into the building. As another measure of protecting our residents, we also ask that you not take your loved one out of the community unless medically necessary.

RESIDENT COMMUNICATION

We whole-heartedly understand that connecting with your loved one is incredibly important, and we have implemented a few communication outlets to do so. These may include telephone, email, text, or video chat. **If you would like to speak with your family members, please call the main number (804) 456-4455, and our concierge will be happy to schedule a resident video chat or call.**

FACEBOOK COMMUNITY PAGE

We will continue to use our community Facebook page as the best place to highlight our culture and residents. Please continue to follow this page for resident photos, videos and fun Facebook Live events in the time to come.

COMMUNITY EMERGENCY TEXT PLATFORM

We have implemented a community emergency text platform to be used as a direct communication tool to alert family and friends on significant updates. This platform will be used sparingly and only to provide important updates related to changes in protocol or important news related to COVID-19. This platform will **not** be used for routine updates about community life. If you have not joined this group, we urge you to join. You can do so by going to our designated COVID-19 community landing page that encompasses all of our updated policies and communication for resident families and friends. You can easily find it by going to www.AuburnHillLiving.com.

We are passionate about providing exceptional care and services to our residents and we will continue to do everything we can to keep them safe. As always, if you would like to speak with me please do not hesitate to call our community or email me to set up a time to speak.

Sincerely,

Kelly Carter
Executive Director
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