

February 26, 2020



AUBURN HILL
SENIOR LIVING

Hello Auburn Hill Residents, Families and Team!

As promised, I wanted to give you some further details on salon services and visits in our private dining room starting next week.

Salon services scheduling will look a little different for the next couple of weeks. Due to the volume of residents who are interested, and the limitation to one resident in the salon at a time, it will take a little longer to make sure everyone gets seen, and it will also limit the availability of salon services.

Mary, the beautician will be here for Assisted Living services next Wednesday 3/3 from 9a-3p and Thursday 3/4 from 9a-2p. The following week she will provide services on Wednesday 3/10 from 9am-3p and services for Memory Care on Thursday 3/11 from 9am-3pm. Any permanent changes to the schedule after these two weeks will be communicated. Services included at this time are Shampoo, Cut Blow Dry and curling iron or set.

Payments to the salon can be made by credit card or through a celebrations account. I have attached the information regarding the celebrations account. Please contact Tanita James, Business office manager with any questions.

Scheduled visits in our private dining room will begin on Monday 3/1! We have blocked out time in 30 minute increments every day for visitation. Please contact the concierge at 804-456-4455 to schedule your visit. When you come to visit, please come to the front entrance to be screened, and then park in the back of the building. Someone will let you in the entrance to our private dining room. We have table partitions in place and masks will be required as well as 6 feet of social distancing. Please arrive timely to your visit as we will need to stay on schedule for sanitizing in between visits. We know that everyone is excited to visit with their loved ones, and we want to accommodate this for everyone. However, we ask that you please be mindful in the frequency of visits you schedule during the week, as we have quite a few more residents to accommodate visits for now.

If you are experiencing any cold symptoms, fever, difficulty breathing, shortness of breath, cough, nausea, diarrhea, sore throat, headache, body aches, new loss of taste or smell, we ask that you do not attend your planned visit. We also ask that if you have been exposed to COVID-19 or live with someone who has been exposed that you do not attend your planned visit.

We are excited to be able to move things forward a little bit for everyone! Thanks to all of you and your kind words and support. We appreciate all of you! If you have any questions please let us know.

Thank You,

Kelly Carter, Executive Director



IT'S TIME TO CELEBRATE!

Gift giving and account pre-funding are quick and easy with a PS Salon & Spa Celebration Account!

Celebration Accounts allow residents, families and friends to easily manage payment options, prefund the account, and, for the first time, earn rewards in the salon!

Residents can easily add funds to their account either online or in the salon and earn exclusive rewards with each salon visit! And because our residents are extra special, we'll also add a special gift to your account to celebrate your birthday!

Family and friends can easily purchase salon and spa gifts in any dollar amount and every gift is immediately available in our salon at your community. Add additional funds any time for the peace of mind and joy of providing your loved one with the services they love!

Join the celebration today! Visit www.salonps.com/celebrate



CELEBRATE CONVENIENCE

Easily manage your account, prefund for added convenience and save information for future purchases



CELEBRATE BIRTHDAYS

PS will recognize the resident's birthday with a special gift from the salon



CELEBRATE MORE

Receive rewards and promotions available exclusively to PS Celebration Account holder

WELCOME TO YOUR CELEBRATION ACCOUNT

Your How To Guide

www.salonps.com/celebrate

FOR FAMILY AND FRIENDS

1

In the “Family/Friend” section, click on **Register**.

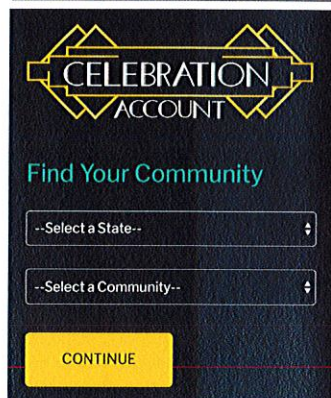
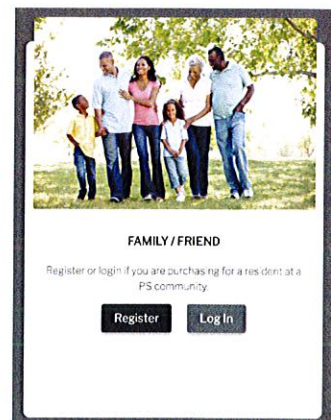
NOTE: If you have previously set up a PS Shop user name and password, you can click log in under “Family/Friend” and access Celebration Accounts using the same credentials

2

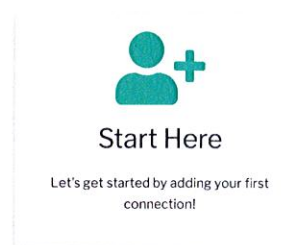
Select the **State** and **Community** you wish to set up an account in from the drop down. Complete the form with your contact details and create a password.

3

Select **Start Here** to connect with your loved one by supplying their contact details and add funds to an account.
Our PS Pro at the community will connect your purchase with your loved one’s Celebration Account.



ONCE THE CONNECTION IS MADE, ALL REFILLS WILL GO DIRECTLY INTO YOUR LOVED ONE’S ACCOUNT!



FOR RESIDENTS

1

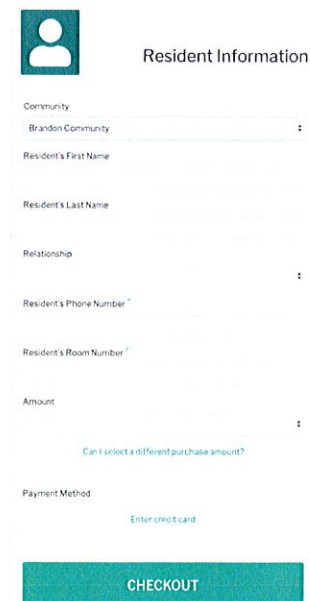
To set up your Celebration Account, stop by your PS Salon & Spa.

2

Once your account has been created in the salon, you can log in from anywhere! Click Log In under the “Community Resident” section.

3

Once logged in, you’ll be able to view all of your available funds, invite family and friends to connect with you, add funds yourself and manage your payment options!



HAPPY CELEBRATING!