

May 11, 2021



Hello Auburn Hill Residents, Families, and Team!

It has been great having scheduled visitation and seeing families and loved ones in our community! As a reminder, 2 visitors per resident visit and please continue to schedule your visits through the concierge. We look forward to a time where we can further lift restrictions regarding visitation. We will continue to provide updates as the community continues its' "moving forward" plan.

As we continue to move towards "normal", we are reviewing our systems here at Auburn Hill. A part of our focus is around laundry services. We are in the process of reviewing who is receiving laundry services currently, and who is being billed for laundry services. Once we have that established, we will be reaching out to you to confirm and make any changes at your request. As a reminder, for Assisted Living, laundry services is \$160/month. If you or a loved one is receiving laundry services here, you do not have to provide laundry detergent unless you want something specific outside of what we are using. Please let me know if you have any questions.

Today we will be having a film shoot here with Channel 6 "Virginia this Morning". There will be some "movie star" residents making their debut as well. The segment on Auburn Hill is scheduled to be aired on May 25th.

Lastly, I receive so many wonderful communications from everyone appreciating the team and the services we provide. We appreciate all of your kind words and support. With this being said, I wanted to take this time to reflect on our amazing team and see if you could please take a few minutes to leave a glowing Google review on their hard work and dedication to our residents. at hand. Every day I am so impressed and proud of our care team. Here is a direct link to leave a review: <https://g.page/auburn-hill-senior-living/review?rc>.

As always, thank you for all of the support! Should you have any questions please do not hesitate to reach out.

Thanks,

Kelly Carter, Executive Director

