

Dear Family Members and Loved Ones of Auburn Hill,

Thank you for your ongoing support and patience as we continue our journey through these challenging times with COVID-19. We hope that all of you are remaining healthy and safe in your homes.

I just wanted to take a moment to provide you a brief update. We continue to follow all [Centers for Disease Control \(CDC\)](#), [Centers for Medicare and Medicaid Services \(CMS\)](#), and [Virginia Department of Health](#) guidelines relating to COVID-19 to ensure the health and safety of our residents and team. We are thankful to report that we still have not had any positive cases of COVID-19 at our community and our efforts are focused on both continued prevention and preparation for when we do have our first case or cases.

ADMISSIONS

As you know these are unprecedented times for all of us and as a result we are all having to make some very difficult decisions. In an effort to remain focused on our current residents and team members we plan to extend our temporary hold on all admissions through Sunday, May 3rd. This continues to be precautionary in nature and underscores our commitment to reducing risk of COVID-19 exposure at our community. This is one area that we are going above and beyond CDC, CMS and VDH guidance. We simply believe it was the best thing to do during this critical time.

MASKS

One measure that recently went into effect was an update on the use of masks. Currently, every team member is required to wear a mask while in the community. This measure is intended to help minimize the risk of exposure with both of our residents and the team. We have also given cloth masks to the residents to wear when they are out of their apartments. As you already know, we have restricted group activities and dining until further notice.

RESIDENT VIDEO CHAT OR PATIO VISITS

Please continue to reserve appointments for video chats or socially distanced patio visits with your loved ones by calling the Concierge at our main number [\(804\) 456-4455](tel:8044564455). As a reminder, for the safety of all involved we do request that a facemask/covering is worn during patio visits.

We continue to refine our preparedness plan and remain focused on the safety and wellbeing of our residents and team members in these uncertain times. Our Director of Health & Wellness, Stevette Carter, and I participate in a daily call with Park Street Senior Living to review changes in guidance and to identify any additional opportunities to stay ahead of this pandemic. If you have any questions about what practices we have in place, please feel free to reach out to me. I am happy to answer any questions that you may have.

In the meantime, I will continue to provide important community updates via email as well as keeping our [COVID-19 landing page](#) updated for resident families and loved ones.

Stay healthy and safe!

Sincerely,

Kelly Carter
Executive Director, Auburn Hill Senior Living