



AUBURN HILL  
SENIOR LIVING

November 18, 2020

Hello Auburn Hill Residents, Families, and Friends! I hope this letter finds everyone safe and healthy!

With COVID rates increasing in our area, I know causes for ongoing concern for our residents here at Auburn Hill. I have reviewed our current process for inside visitation in our private dining room with the Department of Health. At this point, we have received guidance that we can continue what we have been doing. If there are any changes to this, we will send out communication to you. And we will continue to offer video chats and as option as well. Please contact the Concierge Desk at 804-456-4455 to schedule your visits and/or video chats.

In terms of outside appointments, we strongly encourage you to not make outside appointments unless it is of an urgent nature. Our goal is to minimize the exposure to COVID-19 and decreasing outside appointments will assist us with keeping our residents safe. If you have any questions about necessary appointments, please contact Tammy Carter, Director of Health and Wellness at 804-901-7807.

As you already know, PS Salon has started basic services here at Auburn Hill. Residents may pay by check, credit card, or a celebrations account. I have attached information regarding a Celebrations account. You will continue to see a credit on your billing statement for our Discovery Club salon benefits for the credited salon visits that you have been given. Payment will be required on day of salon services. For any billing questions please contact Tanita James, Business Office Manager at 804-456-4455 or 804-924-9501.

I am happy to announce that Melisa Whitesides, our Director of Innovations Memory Care has started with us! We are very excited to have her here with us. She is orienting with Tammy and the team and getting acclimated to her role here. She can be reached at [dimc.ahs@auburnhillliving.com](mailto:dimc.ahs@auburnhillliving.com) or at 804-456-4455.

Thank you again for your ongoing support. We appreciate all our residents, families, and friends. I wish everyone a very Happy Thanksgiving and as always if you need anything please feel free to contact us.

Take Care,

Kelly Carter, Executive Director