



AUBURN HILL

SENIOR LIVING

May 14th, 2020

Dear Residents, Families, and Loved Ones of Auburn Hill

First, on behalf of my team and myself, THANK YOU for the ongoing patience and support as we continue to keep everyone safe. I am proud of our team and maintain our words that we have the “best residents and families” here at Auburn Hill.

A special thanks to everyone that participated in the Mother’s Day parade. We had 30 cars of family and friends! Our Director of Activities, Ashley (and team), worked hard to make this happen, and I applaud her creativity and efforts. As you saw, we had a lot of happy residents.

As you might have heard, Governor Ralph Northam of Virginia signed an Executive Order Sixty-One that provides a detailed framework for the first phase of the “Forward Virginia” plan to safely and gradually ease public health restrictions while containing the spread of COVID-19. ([Full Guidelines- Safer At Home: Phase One](#))

We continue to follow guidance from the [Virginia Department of Health \(VDH\)](#) and [the Centers for Disease Control and Prevention \(CDC\)](#). The Chesterfield Department of Health has been here to ensure that our processes and protocol are current and in place. We want to thank them as well for their continued support.

MOVING FORWARD

I wanted to take a few minutes to explain what this means for Auburn Hill and our residents. We will continue to hold the safety of our residents as high priority as well as maintaining the understanding that our seniors remain as the most vulnerable population. At this point, we have to keep our restrictions and processes in place. We understand completely you are missing your loved ones, however, we feel keeping these essential measures in place will continue to keep our residents safe with the hope one day soon to ease back into our normal life.

We do recognize that family contact and involvement are essential during these times, and we will continue to do everything we can to keep our families and residents engaged.

In the meantime, we will continue video chats and patio visits. Please contact the concierge at 804-456-4455 to schedule time with your loved one.

I look forward to family visits and building on the great community we already have! Thank you so much for everything. Your support means so much to us.

If you have any concerns or questions, please feel free to reach out to me directly.

Stay safe and healthy!

Thanks

Kelly Carter

Executive Director, Auburn Hill Senior Living