



Havenwood Heritage Heights

A Continuing Care Retirement Community

July 16, 2020

Dear HSC Residents and Families:

We want to ensure that you are all aware of some changes that will be taking place beginning on Monday 7/20. Due to the implementation of a new mail delivery system for cottage residents, we are no longer able to accept deliveries Monday-Friday, between the hours of 2:30pm-4:00pm. This change is in effort to limit cross exposure within the community.

Deliveries for the Health Services Center will now be accepted Monday-Friday from 10:30am-2:30pm and 5:00pm-7:00pm. Perishable items may be delivered between 10:30am-2:30pm, which will be picked up by the Receptionist. During evening hours or on weekends, please call the floor directly to arrange for pick up. All nonperishable deliveries can continue to be left in the designated bin for your loved one's floor, which are located under the awning of the main entrance. An HHH staff member will retrieve these items for delivery.

We also have some exciting news to share, that we have a new Director of Nursing! Tabitha Dowd joined our team on 6/30 and has been busy learning all about HHH. She is a wonderful addition to our team and we are excited to have her with us! You will be receiving a letter from Tabitha, introducing herself in the near future and she can be reached via phone at (603) 227-1341 or by email at TDowd@hhhinfo.org.

Thank you all for your continued cooperation and understanding during this time. Our staff continues to be honored to have your trust in caring for your loved one. Please feel free to reach out with any questions.

Thank you

HSC Leadership Team