



**Havenwood Heritage Heights**  
*A Continuing Care Retirement Community*

July 6, 2020

Dear Cottage & Lodge Residents:

As you are all aware we have been working behind the scenes to prepare to reopen the salons. On Monday, July 13 the salon at Heritage Heights will be open to all Havenwood and Heritage Heights cottage residents. The salon at Havenwood will not be open until further notice as we are in the process of hiring a stylist. More to come regarding the Havenwood salon! Once the Havenwood salon is open the hair stylists will schedule all appointments with Lodge residents.

The Heritage Heights salon will be open Monday – Friday from 8:30 a.m. to 5:00 p.m. In between each appointment the hair stylist, Nancy DelloRusso, will disinfect the entire salon. Each scheduled appointment will be designed to allot the appropriate 20 minute cleaning time. Our great housekeeping team will disinfect the salon each morning prior to opening and wash all linens and facemasks each day. It is our goal to ensure the safety of our residents.

Residents will schedule an appointment by completing the Salon Appointment Request Form (attached) and place it in your outgoing mail to be sent to the Front Desk at the Barrows Activity Center. Nancy will call each resident with an appointment date and time. The salon will be opened every Monday and Friday for Heritage Heights residents and every Tuesday and Thursday for Havenwood cottage residents. Wednesday will alternate each week for each campus with the first Wednesday (July 15) being offered for Heritage Heights residents and the following Wednesday being offered to Havenwood cottage residents.

Walk-in appointments are not permitted at this time.

We will open the salon services in phases. The first phase includes a hair wash and haircut. Additional services such as styling, colors, and permanents will be phased in during the upcoming months.

Residents will be contacted by Nancy the day before their scheduled appointment and on Friday for all Monday appointments to complete the pre-screening questions. Residents are asked to arrive to the South Wing side door (near the laundry room) at the Barrows Activity Center five minutes before their scheduled appointment. Nancy will greet you at the door where you will be screened again, have your temperature taken, and given a new cloth mask to be worn at all times during your appointment.

HHH will be following the New Hampshire Guidelines regarding the reopening of the salons. This includes the screening of residents before their appointments, both the resident and staff will wear a cloth mask at all times during the appointment, the salon will be disinfected between each appointments, all waiting areas will be closed and the total appointment time cannot extend past one hour.

We are extremely excited to provide salon services again! We look forward to seeing all of your with new hair styles soon!

Sincerely,

Michael A. Palmieri  
President/CEO

Jane Poitras, VP  
HHH Housing Services

Felicia M. Gennetti  
HW Housing Administrator