



Havenwood Heritage Heights

A Continuing Care Retirement Community

August 6, 2020

Dear HSC Family Members and Residents,

As we reach August, I feel it is important to recognize that we have been fighting off COVID-19 for 5 months now and we continue to have a long road ahead of us. The staff and residents have remained resilient, even though there is a definite impact and some fatigue for all involved. We continue to try to mitigate this impact with activities, most recently painting projects, Fife and Drum concert and parade, virtual visits, outdoor visits, and theme events. I truly believe that we have grown stronger as a team and formed an even closer relationship with our residents, as we are fighting this battle together. There are a number of updates at this time, which I would like to share with you all.

The first three updates involve increased restrictions on visitation and food deliveries based on information from the Department of Health and Human Services.

- We are now able to have outdoor visitors from all of the New England states. However, any visitor from a state outside of New England AND any New England (including New Hampshire) resident, who has travelled outside of New England, must now quarantine for 14 days from the time they enter New Hampshire (or return to New Hampshire) before they are able to visit. We will be adding this to our visitor screening, so if you have traveled outside of New England, you will be unable to visit until after the 14 day quarantine period. Please share this with any of your family or friends who might be planning a trip to visit.
- We cannot allow eating or drinking during the visits. These are additional safety measure that the State has implemented to try and keep our Residents and staff COVID-19 free.
- Based on guidance from the state, we are unable to accept homemade food deliveries at this time, however we are still able to accept store bought or restaurant prepared items.

The next updates are internal changes within the Health Services Center, that we are hopeful will have a positive effect on residents.

- I am excited to introduce Christina Dunlop as the new Nurse Manager for the Second Floor. Christina started on 8/5 and will be spending time learning about the HHH

community. She can be reached by phone at (603) 224-5363 x1058 or email at CDunlop@hhhinfo.org . We are happy to have her as a part of the team!

- We have hired a Hair Dresser, who will start on August 14th; she will be available to start one day a week to serve HSC Residents. There are many rules and restrictions regarding hair care, but I am happy that we have a starting point.

- We have developed a plan to provide all residents time in our outdoor courtyard. Each floor has a designated day when residents will be offered the opportunity to spend time outside in the courtyard during the hours of 9:30am-11:30am and 1:30pm-3:30pm. This process began on Monday, 8/3 and will continue depending on staffing, the weather being agreeable and the community remaining COVID-19 free. Days are scheduled as follows:
 - Mondays: Sky View Terrace (3rd floor)
 - Tuesdays: Rainie Unit
 - Wednesdays: Light House Lane, A-Side (1st Floor, A-Side)
 - Thursdays: Melody Lane
 - Fridays: Light House Lane, B-Side (1st Floor, B-Side)

- We have also started some initial brainstorming on how to facilitate visits when the weather changes in the upcoming months; this is in the early phases of planning. I will update you as our plan comes together.

Thank you as always for trusting us to care for your loved one. Please reach out to me via email at Sweaver@hhhinfo.org or phone at (603)-229-1194 if you have any questions or concerns.

Suzanne Weaver, NHA

Health Services Center Nursing Home Administrator