



## Havenwood Heritage Heights

*A Continuing Care Retirement Community*

October 15, 2020

Dear HSC Residents and Families,

We were notified yesterday on our weekly call with New Hampshire Department of Public Health that all nursing homes in Merrimack County are being downgraded back to Phase 1 of the nursing home re-opening guidelines. This will stop all non-medically necessary appointments as well as only allows essential staff to enter the building. Due to this, the dermatologist and podiatrist will only visit for emergent needs. The visitation program currently in place is allowed to continue at this time. Communal resident meals and activities are allowed to continue in their limited capacity, utilizing social distancing. Our county as a whole has moved from the designation of minimal transmission of COVID-19 to now having a moderate transmission of COVID-19. With this increase in cases, having our residents remain COVID-19 free is the goal of all that we do each and every day!

This past Wednesday one of our HHH staff members tested positive for COVID-19. This staff member did not have direct contact with any of our Residents; however may have had indirect contact with some residents through another staff member. We have placed those residents who may have had indirect contact with this staff member on precautions until 10/22/20.

We will not be able to have our traditional Thanksgiving family meal, including families this year. We are working with our Dining and Programs Departments to have some limited social gatherings among residents, as well as serving a traditional Thanksgiving meal. Recently, the CDC put out guidelines for the upcoming holidays. In short, they are really pushing for limiting holiday gatherings. We are not recommending any resident to leave the facility for Thanksgiving or Christmas. We have worked so hard over the last 7 months to keep COVID-19 out of our Health Services Center. I respectfully ask that you help us keep the Health Services Center safe for every resident and staff member. If a resident does go out, they will need to be on quarantine upon return for 14 days. This will also apply to their roommate, even if the roommate did not leave the facility. Our current process entails any resident who leaves the HSC to return into our isolation unit for 14 days. This change in the process for residents, who

leave the building for holiday purposes, is due to our goal to have the isolation unit available for medical needs. The need for quarantine requires all staff to wear full Personal Protective Equipment (PPE) each time they enter the room, which uses supplies at high rate. These supplies are vital to combating COVID-19 and continue to be in high demand across the country.

We are working on planning a virtual experience for residents and their families for a holiday meal/dessert. I am looking for feedback from families/residents if you have any preference that we should gear these opportunities towards, such as breakfast, lunch, dinner or a late afternoon dessert? Please let me know if you would be interested in this, and what your time preference would be. I will then be sending out further information regarding the finalized plan.

Thank you all again for your continued support through these challenging times as we continue to strive for keeping our community safe. I welcome any other thoughts or ideas to try to give you all the best opportunities to connect during the holidays, with the restrictions that we have to work with. Please reach out to me via email at [Sweaver@hhhinfo.org](mailto: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