



## Havenwood Heritage Heights

*A Continuing Care Retirement Community*

October 16, 2020

Dear HSC Residents and Families,

I wanted to send some additional information, clarifying a couple points in my letter from yesterday.

- Virtual Holiday Visits: Unfortunately, we will not be able to accommodate all residents having this virtual visit on the actual holidays. The intention and I apologize if it wasn't that clear, was for opportunities throughout November/December to have a virtual experience to share a holiday meal or dessert. Please feel free to provide feedback if you would prefer breakfast, lunch, dinner or a late afternoon dessert. We all recognize that the continuing visitor restrictions are a huge challenge for everyone, and will be magnified through the holidays. Although it will not be the same as prior years and what we all wish could take place, we are still hoping to help facilitate a special experience that you can share with your loved one virtually.
- Isolation: Isolation is a challenge. Ideally, anyone who leaves the facility to go with family should come back into our designated isolation area on our 1<sup>st</sup> floor for 14 days. However, the number of beds in this area is limited, and are needed for medical purposes, such as for when residents return from a hospitalization and medically necessary admissions. Due to the unpredictability of hospitalizations for all residents, we cannot predict how many beds will be available in the isolation area around the holidays, or how many we will need for medical purposes. Furthermore, if your loved one was to go home with you for the holiday, we also may not be able predict when we would have a bed available in the isolation area for their return. This could cause the need for your loved one to stay with you longer than expected. If there are a number of residents/families who chose to go home for holidays, we simply will not have the availability to accommodate everyone returning into the isolation area at once, while still having availability for residents to return home to the HHH community after a hospitalization. Therefore, this presents the potential need for residents to return to their own room, which then causes their roommate to also be on precautions for 14 days, as discussed in the letter. If residents go with family over the holidays and we are able to accommodate a return into the designated isolation area for 14 days, this would be utilized as the first option, to avoid impacting, and exposing the roommate.

Thank you all again, please reach out to me via email at [Sweaver@hhinfo.org](mailto:Sweaver@hhinfo.org) or phone at (603)-229-1194 if you have any questions or concerns.

Suzanne Weaver, NHA

Health Services Center Nursing Home Administrator