



Havenwood Heritage Heights

A Continuing Care Retirement Community

October 2, 2020

Dear HSC Residents and Families,

As the seasons change and October begins, I wanted to reach out with some updates. The first update is that we have remained COVID-19 free in the Health Services Center. All of our staff will be tested again this coming Monday October 5th. We will also be offering and encouraging our staff to have flu shots that day as an additional protective measure for the residents and the staff. Residents have been offered flu shots this week, those that wanted these shots have all received them as of this morning.

The State of New Hampshire is changing the Surveillance Testing Program for COVID-19, which will begin in the middle of October. Residents will no longer be tested as part of the Surveillance Testing, unless they are symptomatic, or if we have a staff member who tests positive COVID-19. The State of New Hampshire is also changing how frequently they are requiring staff to be tested. Currently, all staff is tested every 10 days. The new program requires that all staff be tested every 28 days and 10 percent of staff be tested weekly, in between the 28 testing day cycles. We are exploring options with other labs that have COVID-19 testing abilities, to potentially increase the number of staff being tested in between the 28 day testing cycles.

Regarding visitation, the weather is changing and it has becoming harder to hold visits outside. We have been utilizing Scoops (one of our meeting rooms/ice cream shop) for visits over the past few weeks for indoor visits. We have heard some feedback that it is hard to hear in Scoops, so we are looking at alternative options and will update you with any changes.

I am excited to share that we have two new Nurse Managers who have joined our team this week! Kristine Swingle is our 1st floor Nurse Manager who can be reached via email at KSwingle@hhinfo.org or via phone at (603) 224-5363 x1057. Melissa Moody is our 3rd floor Nurse Manager who can be reached via email MMoody@hhinfo.org or via phone at (603) 224-5363 x1174. They are both busy learning about the HHH community and look forward to getting to know you.

As always, thank you all again for your continued support through these challenging times as we continue to strive for keeping our community safe. Please reach out to me via email at 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