



Havenwood Heritage Heights
A Continuing Care Retirement Community

November 12, 2020

Dear Residents and families:

The holidays are fast approaching and we know they will look a bit different this year at Havenwood Heritage Heights. As many of you are aware the COVID-19 cases are rising throughout the country and particularly in NH. Throughout the last nine months we at HHH have been vigilant in ensuring the health and safety of all residents. Especially now we cannot let our guard down and must continue to use best practices.

Following the guidance from the State of NH we will be following these holiday protocols:

- If residents chose to celebrate the holidays with their families, for any amount of time, they will need to be quarantined for 14 days upon their return. Quarantine includes – no family visits, activities, or hair appointments during that time.
- Family members may schedule visits with residents on Tuesday and Thursday by calling their Housing Departments – Rose Bournival, Havenwood Housing Specialist 229-1180, Terry Gray, Heritage Heights Housing Specialist 227-1396.
- Families may bring gifts as well during these visits for their loved ones. We still cannot accept homemade food, but store-bought goodies can be brought to residents!
- Havenwood Lodge family members may also bring gifts and put them in the bins outside the main building. Our team members check them regularly and will contact the resident when the gift arrives.

In the Havenwood Heritage Heights spirit, we continue to work creatively behind the scenes to provide the safest opportunities for residents during the holiday season. Our Programs team has some innovative ideas on holiday greetings, cards and special deliveries during the upcoming weeks. Also, Dining Services is offering a delicious Thanksgiving menu and brainstorming on new tradition opportunities over the holiday season. There will be more to come on these programs very soon.

Please reach out to your Housing Administrator with any specific questions on navigating through the holiday season. As always, we are here to support and protect you.

Sincerely,

Michael A. Palmieri
President/CEO

Jane Poitras
VP, HH Housing

Felicia M. Gennetti
HW Housing Administrator