



Havenwood Heritage Heights

A Continuing Care Retirement Community

December 9th 2020

Dear HSC Residents and Families,

I hope that you all had a safe and healthy Thanksgiving. I was fortunate and was able to spend part of the day here with the residents, who seemed to really enjoy the day. Staff continues to provide extra support and encouragement to all residents, as we know these are extra challenging times to be away from family throughout the holidays. We have developed a theme of the day for the month of December, hoping this helps spread holiday cheer. The nursing units are decorated for the holidays, as well as many of the residents' doors. Many families have signed up to participate in a Holiday Zoom Meeting with their loved one. Although it is not anyone's ideal holiday visit, families and residents have shared that they enjoyed this option. If you have not scheduled a Holiday Zoom Meeting and would like to, please reach out to Sue Pollock 224-5363 ext. 1443.

Families have asked about dropping off gifts for residents; Yes! Gifts can be either mailed to Havenwood or dropped off in the bins out front.

There are several updates that I would like to provide as well. At this point, our indoor social visits that were being held in Scoops need to be put on hold due to the positivity rate of COVID-19 in Merrimack County. We will update you all again when we are able to resume these visits.

We have selected CVS pharmacy to be our partner in the distribution of the COVID-19 vaccine. We do not have an exact date but there is a potential that this could happen before the end of the year. We are very hopeful that this is the case, but will update you as we have more information.

We received results from our surveillance testing this past Monday, which determined that one staff member tested positive who works on Melody Lane. This staff member has not been at work since Friday, 12/4. Melody Lane will be on quarantine, ending on 12/19/20. The staff on that floor will be wearing full PPE. We are still waiting for about 70 more staff members test results.

All residents in the HSC and all HHH staff will be tested this coming Monday, 12/14 as well as Monday 12/21. Please keep us in your thoughts throughout this process.

Thank you all for your continued support through these challenging times. Please reach out to me via email at Sweaver@hhinfo.org or by phone at (603)-229-1194 if you have any questions or concerns.

Suzanne Weaver, NHA

Health Services Center Nursing Home Administrator