



Havenwood Heritage Heights

A Continuing Care Retirement Community

February 17, 2021

Dear HSC Residents and Families,

We received news from our weekly call with the Department of New Hampshire Public Health, that the positivity rate in Merrimack County has gone above 10%, which indicates a substantial level of COVID-19 transmission in the county. Unfortunately, this means that we need to cancel the scheduled indoor visits, which we were so happy to be able to re-start this week. We are unable to schedule future visits at this time, and will send another update as soon as we are able to resume them again.

In this week's surveillance testing, we had one staff member test positive for COVID-19, this staff member does not work in the Health Services Center. However, as a result of this positive test within the greater HHH community, we will have to test all staff and all of the residents in the Health Services Center on the next two Mondays 2/22 and 3/1. We are still receiving test results and will update you all if there are any further positive cases.

Please know how disappointed we are for residents and their loved ones regarding the inability to hold visits at this point.

Thank you as always for allowing us to care for your loved ones and 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