



## Havenwood Heritage Heights

*A Continuing Care Retirement Community*

May 20, 2021

Dear HSC Residents and Families,

I have some updates that I would like to share with you all. First, all staff and residents tested negative for COVID-19 last week! This week was staff only testing and all tested negative again. Second, we are changing the PPE requirement for Designated Visitors, they will only need to wear a surgical mask, face shields are no longer required.

Can you believe that we are half way through May? Things are really beginning to feel a little bit closer to some sense of “normal”. We are trying to get to “normal” here but there are still some precautions that we have to take.

With the warmer weather, visitors can bring in bottled water/drinks, ask staff for drinks, and/or take a drink from the cooler that we will have available in the check in area. Please try to maintain social distancing when drinking.

Options for visiting at this point remain as the two Designated Visitors within the Health Service Center and Social Visits. Social Visits provide the opportunity for other family members to schedule a visit. For extenuating circumstances please reach out to the Care Management Team or myself so that we can further discuss.

A lot of new guidance has been rolled out by the CDC and CMS. Even with all of this new information, all visitors still need to adhere to the core principles of COVID-19 prevention/protection; wearing a surgical mask, frequent hand washing and maintain social distancing. We do understand that you may hug your loved one or hold their hand, please use hand sanitizer before/after and encourage them to use hand sanitizer as well.

Although the community level of COVID-19 is still substantial, we understand there may be events taking place outside of the facility that residents would like to be a part of. At this time, we are open to residents leaving to go out to family events, car rides and other such activities. We still need to screen family members/friends participating in these activities. For car rides screenings will occur during the Designated Visitor screening times which are 9AM and 2PM , 7 days a week. For other events, please call with as much advanced notice as possible, so we can work together to make a plan. We may ask lots of questions about the event as we have to analyze the risk. We ask that when residents leave, they adhere to the same core principles of COVID-19 prevention/protection that were discussed above; wearing a surgical mask, frequent

hand hygiene, and maintain social distancing. If residents are out of the facility for more than 24 hours, there will likely be a need for a quarantine, but this will be reviewed this on a case by case basis.

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

Suzanne Weaver, NHA  
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