



Havenwood Heritage Heights

A Continuing Care Retirement Community

July 29, 2021

Dear LAL Residents and Families,

Thank you all for your ongoing support and understanding during this pandemic. LAL has been very fortunate to be able to continue with our shared programs and for the past couple months dining without barriers. The court yard is a very popular gathering space on nice days, I'm so happy to see residents outside walking and enjoying the summer.

- The LAL visiting hours are 9-1130AM, 1- 430 PM and 545-800 PM Daily. We need to have staff check you in when you arrive once you are checked in, there is no limit to how long you can stay, but we are unable to have you stay during meals.
- Please call our visit line in advance to schedule a visit time 603-227-1385 staff will prescreen you. When you arrive for your visit call 603-229-1152 or ring the LAL doorbell.
- Visitors inside a resident's room are limited to two adults and one child.
- ALL visitors and residents must wear a mask, covering both their nose and mouth at ALL times during visits. Please do not take your mask off, even when you are in your loved one's room or outside. We are very concerned about the increasing cases of COVID-19 in the Community. Unfortunately, if visitors or residents are unable to maintain wearing a mask, the visit may need to end.
- Feel free to bring your loved one out of the facility for a ride or a visit please follow masking guidelines.
- Please stay in your loved one's room, the designated visitor space or outside (not in LAL court yard); to protect others do not co mingle with other residents. If you have a question or need anything, please call the desk 603-229-1152 to ask staff for help.

- Please avoid common community areas, including hallways, dining rooms, and meeting rooms. Avoid gathering at the LAL entry if others are at the entry being screened please wait outside to maintain social distancing.

Last week alone, there were 28 cases of COVID-19 in Long Term Care facilities in New Hampshire. We must maintain our precautions, mask wearing, frequent hand washing, and social distancing to help minimize risk of exposure. If you are not vaccinated and you are visiting your loved one, please consider getting vaccinated. According to the CMS- Center for Medicare and Medicaid Services, memo dated 4/28/21, if there is a positive case amongst the staff and /or Residents, a facility should immediately start outbreak testing and suspend all visitation.

Please help us keep COVID-19 out of our community. Our goal is to try to keep things open such as visits, activities and communal dining as well as minimize the need for quarantines or increasing restrictions, but this is all dependent on the status of COVID-19. Please share the information in this letter with other visitors for your loved one, so all are aware of the information.

Thank you for all of your support. Please reach out to me via email at pgray@hhhinfo.org or by phone at (603)-229-1276 if you have any questions or concerns.

Patricia Gray RN
Lodge Assisted Living Administrator