



## Havenwood Heritage Heights

*A Continuing Care Retirement Community*

September 1, 2021

Dear HSC Residents and Families,

As summer wraps up I hope you all remain steadfast and vigilant in your COVID-19 mitigation measures. I wanted to share that there is a staff member from our Lodge Assisted Living (LAL) Program that has tested positive for COVID-19. As a result of this positive case, the residents and staff of LAL will be quarantined for 14 days and tested for COVID-19. The impact of this case for the Health Services Center, is that we have to temporarily move our Social Visits from G Corridor to B Corridor. To enter B Corridor, you will drive around to the back of the Health Services Center, where residents are currently picked up for appointments. You will enter through the ramp located outside of the white fence, prior to entering the courtyard. There will be a banner outside of the building to identify the temporary entrance.

We have been working hard together over the past year and a half to help keep the HHH community safe during COVID-19. We are again enlisting your help in maintaining best practices in your home lives and during visits to our community, with our common goal of limiting the risk of COVID-19 within the HHH community. Please remember to maintain social distancing, wash hands/use hand sanitizer often and that masks/face shields need to be worn at all times, with no exceptions. Residents also need to be wearing a mask during your visit. I understand some of these measures may be difficult, but these actions help in our effort for the HSC to remain open for visits, which changes based on the status of COVID-19.

I also want to share that with the rise of COVID-19 cases and our college students returning to school, we are faced with staffing challenges. We meet monthly with residents in Resident Council and talk about this, I also felt like it was important to share this information with you. We still expect our staff to provide the same level and quality of care which is the Havenwood way however, there may be many new staff faces to the residents. We are always recruiting new staff members and working to retain them but felt like I should share that this is a real concern moving forward.

As always, thank you for all of your support. Please reach out to me via email at [Sweaver@hhhinfo.org](mailto:Sweaver@hhhinfo.org) or by phone at (603)-229-1194 if you have any questions or concerns.

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