



Havenwood Heritage Heights
A Continuing Care Retirement Community

September 1, 2021

Dear LAL family member,

I am writing to give you an update on some of the challenges we are experiencing during the pandemic. As you only can imagine, it's been quite an effort to keep everyone at HHH safe over the past 18 months. We are so pleased with all the efforts to have kept everyone in great shape during this uncertain time.

From time to time we see a situation that pops up that allows us to make an assessment and put in place the proper precautions to continue our safe practices. It is for that reason that we must let you know that we are keeping a watchful eye on a potential staff exposure to the virus in the LAL Program. As a result of that we will temporarily close all visits for the next 14 days as an abundance of caution given the information that we have. During this time, LAL Residents and staff members will be quarantined to the LAL Unit. We will also be testing all of the Residents and staff during this time period. This allows us the opportunity to keep a close eye on the progress of all of our residents in the program and the staff who work there.

We ask for your patience and your cooperation as we navigate through these next two weeks.

If you have any questions please do not hesitate to contact me and we can discuss them.

Thank you in advance.

Pat Gray, RN
Lodge Assisted-Living Administrator