



Havenwood Heritage Heights
A Continuing Care Retirement Community

Frequently Asked Questions – Coronavirus **Updated: August 3, 2020**

Over the last month as a team we evaluated what has worked during this time and what needs to be adjusted or changed. We hope that you understand every decision has been collaborative and thoughtful. Every day we continue to learn new information from the State and Federal Government on ways to protect our community from the virus. Every choice we make is thoughtful and time consuming as we go through every possible scenario that could put our community at risk. However, as we enter the fifth month of the new “normal” we are also looking at the mental well-being of every resident in the community. You will see that we are working hard to loosen the restrictions within our community but still need to hold the line with residents going outside of the community and visitors coming onto campus.

Building Access & Leaving Campus

Are visitors allowed into the Havenwood Administration Building, Health Services Center, Lodge Assisted Living, Lodge Building or Barrows Activity Center, Tad’s Place, HH Fitness Room and the HH Woodshop?

Answer: Visitors are not allowed in any of these areas. We are following CDC and CMS regulations.

Can Lodge Residents leave the Lodge?

Answer: We ask Lodge Residents to leave the building only for walks on campus or to sit outside when the weather is good or if it is medically necessary. If you leave the building for other reasons, by doing so, there is the potential exposure to this virus for you and then there is the potential of bringing it into the building which will put many Residents in various living areas and the staff at risk.

Should a Resident leave the Lodge Building we will evaluate the circumstance, and you may be required to self-isolate in your Lodge Room for 14 days.

If you need groceries or other necessities, let us know so we can help get them for you.

What are the guidelines for cottage residents in regards to visiting with residents and family?

Answer: Cottage residents can have conversations and gatherings with neighbors on the same campus. Please have them outside, especially as the weather is beautiful and follow the proper precautions. Food and drink should not be part of these visits as it causes the removal of masks.

We have added a fourth chair to each cottage meeting area and removed the “closed” signs – please keep chairs six feet apart while you use them.

Family members can continue to provide essential services including dropping off groceries and prescriptions. We ask that they park close to your home, wear a mask to and from their vehicle, do not visit with other residents and either drop off items outside of your cottage or stay inside your cottage for the entire drop off time frame. Be sure to follow the guidelines of wearing masks, social distancing and hand hygiene.

We are a community and our goal is to keep you safe and keep you alive. Please reach out to your Housing Team or Home Health if you are unsure how safe a specific activity might be for you. We are here to assist you navigate the safest options.

What happens if I leave Campus and go on vacation or visit other people overnight?

Answer: If you are planning a trip or some time away from campus, please contact your campus administrator to review your plans prior to leaving. Depending on the nature of the trip, how you are traveling, who you will see and your potential exposure to COVID-19 this will help us determine your need to quarantine when you return. In addition, you will need to telephone your Campus Housing Administrator prior to returning to review your trip and develop a plan to return. If we determine a need for quarantine, you will receive a letter about the 14-day self-isolation requirements and the HHH Infection Control Nurse and Home Health Nurses will be in touch with you to monitor coronavirus type symptoms.

Specifically, to be quarantined means you will not be permitted to visit with other HHH Residents, regardless of where they live, visit any of the community areas, or participate in HHH Programs for 14 days. Please remain in your home. Do not sit out on your porch, work in your garden, shop or leave campus. The Home Health nurse will be in touch with you for updates on how you are feeling and let you know when the Quarantine restrictions have been lifted. These restrictions need to be strictly observed otherwise, there is a potential of exposing residents and staff to the coronavirus.

If a Resident has more than one home, can they commute between them?

Answer: Pick one home and stay there until we get through this dangerous period. Should you decide to travel between homes, when you get back to your Havenwood or Heritage Heights Cottage, you will need to self-isolate for 14 days in your home and the HHH Infection Control Nurse and Home Health Nurses will be in touch with you to monitor coronavirus type symptoms. Depending upon the exposure potential, we may also report the activity to the New Hampshire DHHS.

Can Residents still go to a medical appointment?

Answer: Yes. However, we do encourage you to call ahead of time because physicians are limiting appointments and prioritizing by need. They may want you to reschedule the appointment.

For Lodge Residents, if you leave the building for an appointment, you will need to return through the Main Lobby Door and complete the screening process, which involves some questions about health and travel, and have your temperature taken.

HHH bus transportation services are currently available to residents. Please call 229-1163 to schedule your appointment. Weekly transportation hours are as follows:

Monday	1:00 – 3:00 p.m.
Tuesday	8:00-3:00 p.m.
Wednesday	8:00-1:00 p.m.
Thursday	8:00-3:00 p.m.
Friday	8:00-3:00 p.m.

Is there a special process for Residents, staff and essential vendors to enter the Havenwood Administration Building, Health Services Center, Lodge Assisted Living and Lodge Building?

Answer: Yes. There are specific entrances to be used by these people. There should be very minimal exiting of the Lodge Building, unless it is for a medical appointment or a breath of fresh air around the Lodge Building.

Lodge Residents may use the side corridor doors to exit. However, when returning to the Lodge, they must enter through the Havenwood Main Lobby doors and complete the screening process and get their temperature taken to re-enter the building.

Cottage Residents are only allowed in the building to go to the Home Health Office for medical services. These Residents will need to ring the doorbell at the Main Lobby and complete the screening process, which involves some questions about health and travel, and have their temperature taken. If a Resident passes the screening criteria, they will be allowed to go directly to the Home Health Office. There will be no stopping to use rest rooms or visit others along the way!

When an essential vendor needs to come into the building, they will use the staff entrance unless it is a large piece of medical equipment that needs to come through the front door. When they enter the building, they will be screened according to the protocol which involves questions about health and travel and their temperature is taken. If they pass the screening criteria, they will be allowed to go directly to the area where their service is needed.

All staff will enter through the HSC Basement near the commercial laundry. This entrance is across from the Maintenance Building and the generator. Once they enter there will be a screening process for them to participate in. Staff will also need to exit through this door at the end of their work shift.

Why are we asking about where you have traveled, how you are feeling, and taking your temperature?

Answer: These steps are preventative. Identifying if someone has been in a COVID19 affected location, has symptoms, or has an increase in body temperature are all potential indicators that others may have been exposed to the virus, and the goal is to limit exposure to additional individuals.

Communication Questions

How will Residents know the most recent information?

Answer: HHH Administration will keep in touch with Residents by letters, notices, posters and the use of the HHH television system – Channels 918 and 919. Channel 918 is for brief messaging. On Channel 919 the President/CEO is doing news broadcasts. These news broadcasts are also being posted on the Havenwood Heritage Heights web page so that you can see them as well as your family. We will distribute this information as often as we need to.

Medical Services

What will happen with the Blood draw program at Havenwood & Heritage Heights?

Answer: Blood Draws by the Concord Hospital phlebotomist are continuing through the Home Health Department. However, there is a process to access this service, which is outlined below. Once a Resident arrives in the Home Health waiting area, they need to stay in that area, following the 6-foot social distancing protocol. After the appointment, Residents are to directly leave the building.

Havenwood: Cottage Residents are to come to the Main Lobby Door and ring the doorbell. They will be greeted by a member of the Home Health Team to complete the screening process, which involves some questions about health and travel, and have their temperature taken. If they pass the

screening criteria, they will be allowed to go directly to the Home Health Office. This service is available M/W/F from 7 AM to 9 AM.

Heritage Heights: Cottage Residents are to come to the East Wing door near the Home Health Office. They will be greeted by a member of the Home Health Team to complete the screening process, which involves some questions about health and travel, and have their temperature taken. If a Resident passes the screening criteria, they will be allowed to go directly to the Home Health Office. This service is available Thursday mornings from 7:30 AM to 9 AM.

Is Home Health open?

Answer: Yes. The office is open the usual hours from 7a-7p. **Do not come to the Home Health Office if you are sick, telephone first.**

If you need to be assessed and are sick (fever, shortness of breath, cough) **please telephone** your PCP office or the Home Health Office to speak to one of the nurses for further instructions.

If a cottage Resident needs immediate help, use the Emergency Response System (pendant or pull cord) and the Home Health Nurse will call you to determine needs or make a house call.

If you need a nurse for a non-emergency, telephone the Home Health Office and arrange an appointment time for a visit. All Cottage Residents will need to enter through the Havenwood Main Lobby, complete the screening process, which involves some questions about health and travel, and have their temperature taken. If they pass the screening criteria, they will be allowed to go directly to the Home Health Office. Directly means not using rest rooms or stopping to visit with residents or staff along the way.

Will HSC Residents be allowed off their floors?

Answer: Residents are staying in the HSC on the floor where they live. Family visits are the only exception to this. Residents are escorted on a safe route to the family visit areas and back to their floor. Please know that a new program allowing residents to go to the outside courtyard weekly is in the works. More to come.

How do Residents get hair salon services?

Answer: The Heritage Heights salon is open Monday-Friday from 8:30 to 5:00 p.m. Cottage residents can schedule an appointment by completing the Salon Appointment Request Form. The Hair stylist will call you directly to set up your appointment. Please note the salon is opened Monday and Friday for Heritage Heights Residents and every Tuesday and Thursday for Havenwood cottage residents. Wednesdays alternate each week for each campus. Please note that all residents will be screened prior to entering the

salon. Transportation for Havenwood Cottage residents is available upon request and availability.

The Havenwood salon will open on August 11th. On Tuesdays and Wednesdays from 8:30 a.m. – 4:00 p.m. the salon will service Lodge and LAL residents and on Thursdays the hair dresser will go into the Health Services Center to provide in-house hair appointments. Residents are asked to complete the Salon Appointment Request Form and submit to the front desk. Hair dresser, Kate Alexander, will call each resident with an appointment date and time.

Transportation

Are we providing transportation?

Answer: HHH bus transportation services are currently available to residents. Please call 229-1163 to schedule your appointment. Weekly transportation hours are as follows:

Monday	1:00 – 3:00 p.m.
Tuesday	8:00-3:00 p.m.
Wednesday	8:00-1:00 p.m.
Thursday	8:00-3:00 p.m.
Friday	8:00-3:00 p.m.

Mail

How is mail being delivered in the HSC?

Answer: The Unit Coordinator passes out the HSC mail each day.

What are the changes to the Cottage Mail Delivery Program?

Answer: Heritage Heights: Mail is being delivered 2 times per week via a designated schedule.

<u>Monday</u>	<u>Tuesday</u>	<u>Thursday</u>	<u>Friday</u>
South end	North end/ Garden Suites	South end	North end/ Garden Suites
2:00-3:00 p.m.	2:00-3:00 p.m.	2:00-3:00 p.m.	2:00-3:00 p.m.

The mail clerks will also pick up mail from cottages and bring it back to the reception offices for sorting. Please place the outgoing mail between the doors just about the time we are slated for your campus pick up. Please do not wait for the mail to be placed in your hand or to give the outgoing mail to the mail clerk as this is not appropriate for social distancing – Simply leave it between the doors and we will take it away. Also, please do not put boxes or baskets outside your doors—we want the mail to be out of sight.

Havenwood: Residents pick up their mail under the awning at the front entrance and do not enter the lobby. **Masks are mandatory** for all mail pick up and package pick up. If you want to ask your neighbor to pick up your mail, you need to call the desk and let them know what day and who will pick it up. Residents will not be able to pick up mail outside your designated day and time. The mail pick up schedule is as follows:

<u>Monday</u>	<u>Tuesday</u>	<u>Thursday</u>	<u>Friday</u>
100 Area 3:00-3:20 p.m.	400 Area 3:00-3:20 p.m.	100 Area 3:00-3:20 p.m.	400 Area 3:00-3:20 p.m.
200 Area 3:20-3:40 p.m.	500 Area 3:20-3:40 p.m.	200 Area 3:20-3:40 p.m.	500 Area 3:20-3:40 p.m.
300 Area 3:40-4:00 p.m.	600 Area 3:40-4:00 p.m.	300 Area` 3:40-4:00 p.m.	600 area 3:40-4:00 p.m.

How do we send mail to other residents?

Answer: At Havenwood, residents can drop off mail at the front entrance when they pick up their own mail. At Heritage Heights, there is a mailbox in the Barrows Activity Center vestibule for this purpose.

Groceries & Dining

How do we get groceries?

Answer: If you have transportation and are able to grocery shop do so practicing social distancing.

If you have a family member or friend who can help pick up items for you, let them help you. When they deliver the groceries to you, they should practice social distancing.

Dining Services is offering a home delivery program for bagged lunches and re-heatable meals for delivery. Also, residents can order essential food items such as milk, juice, bread, soup, fruit, crackers, snacks, soda and cereal. Please call 227-1397 for delivery of meals or essential food items.

A Cottage & Lodge Resident Shopping Service has been developed for residents without personal transportation, or family support or with compromised health conditions. The service includes a 20 item maximum list of basic items. We will do our best to find items, but there are shortages of some products. A detailed flyer was distributed explaining the full shopping service.

Stamps

How can I buy stamps if I can't get to the Receptionist?

Answer: We will be happy to provide stamps for you. First you will need to contact the Accounting Assistant in the Financial Services Office at 227-1349, to authorize the stamps to be charged to your Resident Account. Once the payment is authorized, the stamps will be delivered on your next mail delivery day.

Laundry

How can more funds be placed on a Mac Gray/CSC Serviceworks laundry card?

Answer:

New laundry card: Call the Accounting Assistant in the Financial Services Office at 227-1349, to authorize the sum of money to be placed on a new laundry card. This amount will be charged to your Resident Account. Once the payment is authorized, the laundry card will be delivered on your next mail delivery day. If the need is urgent, same day delivery can be arranged with the Accounting Assistant.

Replenish funds on existing laundry card: Call the Accounting Assistant in the Financial Services office to authorize the amount of money to be added to your card, which will be charged to your Resident Account or to schedule a cash payment. Once payment is authorized or cash is received, the Accounting Assistant will work with you to determine the best way to reload your card – either by the weekly mail run or by same day drop off/pick up.

Where can a Cottage Resident do laundry if the Havenwood Administration Building or the Barrows Activity Center is closed?

Answer: At Havenwood, Lodge Residents can still use the laundry room in the basement of the Administration Building.

Havenwood Cottage Residents can use the laundry located in Unit #503. There is access from Christian Avenue and the campus walkway.

At Heritage Heights, South End Cottage Residents can use the laundries in Buildings 34, 36, 38 and 41. The laundries are between the D & E units in these buildings.

Maintenance

If toilet paper is not available, should we use flushable wipes or napkins?

Answer: Talk to programs, we have a supply of toilet paper. We will ration and give out 1 roll at a time. Please **do not** put those “flushable wipes” in the toilet, they will clog it. Also, **do not** put napkins or paper towels down either. With all that is going on, let’s not add to the workload with clogged plumbing that can be avoidable!

Personal Care & Household Preparations

Do germs stay on people’s clothing?

Answer: Yes. Germs can be present for up to 14 days. That is why is so important to practice good hygiene habits. Right now, clothing should be washed every time after it is worn.

Pets

Can I still walk my dog outdoors?

Answer: Yes. The dogs need to be walked. Practice social distancing – Keep 6 feet away from other people. We also suggest walking them on the interior sidewalks of HHH and not on the public sidewalks. The reason for this practice is because there is debris on the city walkways that is not being cleaned up at this time. As you know, it is a natural tendency for the dogs to sniff and touch and we don’t want you exposed to any potential germs, if they were transmitted and then you pet the animal.

As many of you know the dog park was located where our new Country Store will be. Therefore, we have relocated the dog park to Courtyard G. You may enter the dog park via the outside gate at parking lot 3 which is in between Courtyards E and G. Please use the designated bags and trash can to clean up after your pets. Also, be sure to wear your mask at all times when coming and going to the dog park and while you are in the park.

The dog park will be open each day from 8:00-9:30 a.m., 12:00-1:30 p.m. and 4:00-5:30 p.m. Two dogs and two owners are limited to the dog park at one time. Should a resident and their dog be waiting to get into the park, and two people are currently occupying the park, please limit your start to end time to 45 minutes maximum. We want to ensure that all dogs get to run and play.

Move Ins & Transitions

What is happening with New Resident Move Ins to Cottages and Resident transitions to the Lodge during this time?

Answer: There are no moves taking place into the Lodge or transferring between Lodge accommodations. The reason for this is the Lodge Building cannot have visitors at this time. Many of the Lodge moves are done with family support. If HHH team members can assist with the move without visitor, we can accommodate moves on a case by case basis. The CDC and CMS regulations have mandated no visitors at this time. We have also restricted vendor service to necessity visits to the Lodge due to its population and connectivity to the Lodge Assisted Living Program and the Health Services Center, which are under very strict regulatory requirements during the coronavirus period.

There is a protocol for new residents moving into cottage and garden suite accommodations as many of these people have sold their homes or need to leave their rental unit. To assist them, the Campus Administrators are in touch to determine needs.

So how do we welcome them into the HHH Community? We have to do it from a distance, but there is a plan!

- The Housing Coordinators will welcome them by telephone in advance and learn what time of day they are expected to arrive.
- They will have a move in day meal placed in their refrigerator prior to arrival.
- The Housing Coordinator will connect with the Area Representative and Resident Sponsors so they can also welcome them by telephone.
- The Housing Coordinator will keep in touch every few days should the 14 day self-isolation period be necessary to be sure they are doing well and their questions are being answered.

Programs

Can residents use the Fitness Center?

Answer: The Heritage Heights Fitness Center is open to cottage residents by appointment on both campuses. It is available on Wednesdays & Thursdays for Heritage Heights Residents and Fridays for Havenwood Residents.

All residents will be screened by staff prior to entering the Fitness Center. Each session will be 40 minutes and then a full clean will be completed by staff before the next resident can enter. Only one resident can use the fitness center at a time, and in the case of resident couples,

two at a time. Residents are allowed to exercise on their own, as long as they have completed the Medical Permission and Release From for Independent use of Fitness Rooms. Also, Residents must have previously been trained by staff in the Fitness Center. Please call Sue Edge at 229-1266 to set up an appointment.

Can Residents use the Klapproth Sports Complex?

Answer: We know we have many more months of summer and fall so let's get the most out of it! The new Sports Complex has a putting green, basketball court, shuffle board, and areas to play bocce. As it is located on the Havenwood campus, residents can enter it through the gate at parking lot number 4. Beginning August 10th the complex will be open Monday, Wednesday and Friday from 10:00 a.m. to 3:00 p.m. Every Monday, will be available to all Havenwood cottage residents, every Wednesday will be available to all Heritage Heights residents and we will alternate each Friday with the two campuses. The first Friday, August 14th will be designated to Havenwood. Also, the Sports Complex will be open Tuesday and Thursday from 10:00 to 12:00 p.m. to all Lodge residents.

All residents must make an appointment to use the facility through the Programs Department at 229-1200 extension 1443. When you call to schedule a time please indicate what activity you would like to participate in and your designated campus. Only two activities can be played at one time. Pickle ball, bocce, basketball and shuffle board are limited to four players per game. The putting green is limited to two players per game. Each activity is limited to 45 minute increments, which allows for 15 minutes of cleaning. Each resident will be screened prior to entering the Sports Complex.

Can Residents play Table Tennis?

Answer: We are excited to bring back Table Tennis! We've temporarily relocated the Table Tennis table to the Great Room. Table Tennis will be open the same times as the Sports Complex: open Monday, Wednesday, and Friday from 10:00 a.m. to 3:00 p.m. Every Monday, will be available to all Havenwood cottage residents, every Wednesday will be available to all Heritage Heights residents and we will alternate each Friday with the two campuses. The first Friday, August 14th will be designated to Havenwood.

All residents must make an appointment to use the facility through the Programs Department 229-1200 extension 1443. Each table Tennis game is limited to 45 minute increments, which allows for 15 minutes of cleaning and a maximum of four players.

Cottage residents will enter through the Sports Complex gate located at parking lot 4 and Lodge residents will enter the Great Room through the main hallway. Please not residents will be asked to follow cleaning instructions and to wear masks.

Can Residents use the Ruth Somes House Swimming Pool?

Answer: We are awaiting the final approval from the State but our plan is the pool will be open Mondays, Wednesdays and Fridays from 12:30 – 4:00 p.m. Residents will be allowed in 2 at a time for ½ hour time slots. There will be 4 time slots each day, to allow for cleaning in between residents. Residents need to call Sue Pollock to sign up for a time slot. Please be courteous to your fellow residents and only sign up once a week so we can assure that the opportunity is shared. We are hopeful that the State will approve the plan given all our cleaning and distancing procedures in place. Please stay tuned for an opening date.

Are the Dakim machines being discontinued?

Answer: No. All shared Dakim Brain Fitness Machines will be closed until further notice. If you have your own PC, Mac or iPad we can work with you to use Dakim Brain Fitness on your own personal device. Just let Sue Pollock (229-1200 X 1443) know and she will work in a proactive fashion for you.