



## Havenwood Heritage Heights

*A Continuing Care Retirement Community*

August 24, 2020

Dear HSC Residents and Families,

With guidance from the State we are excited to share that we will begin limited indoor visitation. The guidance is very specific; each resident can have one designated visitor. We are asking that you reach out to your Care Management contact to identify who this person will be for your loved one. If a resident's Durable Power of Attorney for Healthcare is activated, that is who we will need to hear from, identifying the designated visitor. If you are unsure who to contact, please call (603) 229-1286.

We are planning to start these visits slowly and incorporate them with our already existing outdoor visit schedule. We will have one indoor visit and one outdoor visit occurring during each 20 minute time slot. The indoor visitor needs to remain the one designated visitor, the outdoor visits can continue with multiple family members, still with a maximum of two visitors per car and no one under 12 years old. We are transitioning the outdoor visit set up, which allows visitors to sit in chairs, instead of staying in their car; the Plexiglas barrier will remain. Visits will continue to be scheduled by calling (603) 229-1286.

Indoor visits are only available during the morning and afternoon time slots listed below:

Health Service Center:

- Mondays: 9:30 AM to 11:30 AM and 1:30 PM to 2:30 PM      1<sup>st</sup> Floor
- Wednesdays: 9:30 AM to 11:30 AM and 1:30 PM to 2:30 PM      2<sup>nd</sup> Floor
- Fridays: 9:30 AM to 11:30 AM and 1:30 PM to 2:30 PM      3<sup>rd</sup> Floor

When the visit is scheduled, there will be a pre-screening conducted at that time as well as upon your arrival, the day of the visit. Both the resident and visitor will need to wear a surgical mask, which we will provide visitors if needed. Unfortunately, neither the resident nor visitor can eat or drink during the visit. Lastly, though I know that this will be hard, there can still be no physical contact.

Another important announcement, Beth Ripaldi, Nurse Manager for the third floor has accepted a school nurse position close to her home, her last day here will be August 28, 2020. We wish her well!! Brenda Desrochers, a long term nurse here at Havenwood will temporarily serve in this role until a new Nurse Manager is hired. Brenda's contact number will be (603) 229-1174.

Thank you all for your understanding and support through these challenging times as we continue to strive for keeping our community safe. Please reach out to me via email at [Sweaver@hhinfo.org](mailto:Sweaver@hhinfo.org) or phone at (603)-229-1194 if you have any questions or concerns.

Suzanne Weaver, NHA

Health Services Center Nursing Home Administrator