



## Havenwood Heritage Heights

*A Continuing Care Retirement Community*

September 17, 2020

Dear Health Services Center Residents and Families,

We so appreciate all your patience and support with the mirage of changes that occurs with our managing of COVID-19, the restrictions that come with it, and our attempts to safely return some sense of normalcy back to our community. Today, I think the news that we have is more good news!

We have a number of changes that will be coming to our visiting process beginning on Monday, 9/21.

- Location: The location for indoor social visits will be changing to Scoops, which is our ice cream shop (unfortunately no ice cream will be served), located on Main Street of the Main Havenwood Building. Outdoor visits will also be changed to the deck located directly outside of scoops.
- Directions: Both of these changes will require visitors to drive around to the back of the Health Services Center and enter through the white fence, walk through the courtyard and enter through the sliding door that leads directly into Scoops. There will be signs directing you to the screening area. See the attached map.
- Parking: A designated parking area for visitors will be identified across from the white fence where you will enter to the courtyard.
- Visitors: Residents are now able to have more than the original one designated visitor come for an indoor social visit. There remains a maximum of two visitors at a time; however they do not need to be the same two people from visit to visit. I also wanted to clarify that the visitors for indoor and outdoor visits do not have to be the same people. This is a question that came up after the last letter that I sent, so I am hoping that I am providing the needed clarification.

All other restrictions for visits will remain the same at this time. Visits are scheduled for 20 minutes. They will only take place in designated areas, no visitation in resident rooms. All visitors will continue to need a pre-screening at a minimum of one day, maximum of seven days prior to the scheduled visit. Visitors will need to wear a mask (surgical for indoor visits, which we will provide if you do not have your own). There can still be no pets, eating or drinking during the visit and no contact with residents. There will no longer be the Plexiglas separation for outdoor visits, but will instead be separated by tables, to remain six feet apart. Unfortunately, we are still unable to allow visitors for either indoor or outdoor social visits to those traveling from outside of the New England States, without first having a 14 day period of quarantine within NH. Visit times will remain the same, outlined below:

- **1<sup>st</sup> Floor Residents: Mondays-** 9:30am-11:30am and 1:30pm-2:30pm
- **2<sup>nd</sup> Floor Residents: Wednesdays** - 9:30am-11:30am and 1:30pm-2:30pm
- **3<sup>rd</sup> Floor Residents: Fridays-** 9:30am-11:30am and 1:30pm-2:30pm
- **All Floors: Wednesday-** 6:00pm-8:00pm

With the change in location for social visits, scheduled times for residents spending time outside in the courtyard will also be changing. I want to clarify that these are times when residents are able to spend time in the courtyard with staff; they are not available as visit times. Times for each floor are outlined below:

- **3<sup>rd</sup> Floor Residents:** Tuesdays 10:00am-11:30am
- **1<sup>st</sup> Floor Residents:** Tuesdays 1:30pm-3:30pm
- **Rainie Unit Residents:** Thursdays 10:00am-11:30am
- **Melody Lane Residents:** Thursdays 1:30pm-3:30pm

I also wanted to let you know that we will be working over the next 2 weeks to offer our Health Service Center Residents flu shots.

As always, thank you all again for your continued 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