



Havenwood Heritage Heights

A Continuing Care Retirement Community

February 11, 2021

Dear Health Services Center Residents and Families,

I have some good news to share! All of the COVID-19 test results for residents and staff from the past two weeks have come back negative! These negative test results as well as a significant decrease in the COVID-19 positivity rate in Merrimack County, allows us to restart social visits starting next Monday 2/15/21. See below for more details.

I have received several questions about any changes to our visitations/rules/restrictions post vaccine. CMS, who is the governing body over nursing homes, has not changed any guidance or rules/restrictions for post-vaccination. I will continue to watch for any updates and will share any new information as it becomes available. Keeping residents safe and COVID-19 free is always our top goal.

Thank you all for the pictures of your loved one when they were younger; we hung up the pictures on each unit, with current pictures of residents. Both staff and residents are enjoying trying to make a match.

Details about visits:

To ensure all residents have the opportunity for a visit, visits can only be requested on a weekly basis, with a maximum of one visit per week, based on availability. To schedule a visit, please call 229-1191 and note that this is a new phone number to use for scheduling visits.

- **Location:** The location for indoor social visits will be changing to a 2 room Lodge apartment in G Corridor, G-9. This is located off of Main Street of the Main Havenwood Building.
- **Directions/Parking:** There is a parking lot located directly outside of G corridor, which you will access from Christian Avenue directly. There will be designated parking spots labeled for visitors. There is a ramp that leads up to the door of G corridor, where you

will enter to be screened. There will be signs directing you to the screening area. See the attached map.

All other restrictions for visits will remain the same as were previously in place. 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. We can have no visitors under the age of 12 years old. Visits are scheduled for 20 minutes. They will only take place in designated areas, no visitation in resident rooms. All visitors will 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. We can also not have items exchanged during visits, if you have items needing to be dropped off, please continue to use the bins located outside of our main entrance. Unfortunately, we are still unable to allow visitors who are traveling from outside of the New England States (New Hampshire, Maine, Vermont, Massachusetts, Connecticut and Rhode Island), without first having a 14 day period of quarantine within NH. Visit times will remain the same, outlined below:

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

The exception to this schedule is for this first week of visits. We are only able to offer visits on Monday 2/15 and Friday 2/19 due to a scheduled vaccination clinic for independent residents. For next week only, 2nd floor residents can have visits scheduled on either Monday 2/15 or Friday 2/19.

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 or by phone at (603)-229-1194 if you have any questions or concerns.

Suzanne Weaver, NHA

Health Services Center Nursing Home Administrator