



Havenwood Heritage Heights
A Continuing Care Retirement Community

Post Vaccination for Cottage & Lodge Residents Frequently Asked Questions – Coronavirus March 15, 2021

What is the outcome from the vaccinations offered to residents and staff?

The organization is pleased to report vaccinations have been offered to all residents and staff beginning on January 7, 2021. To date the breakdown is as follows:

Heritage Heights Residents Vaccinated = 97%
 Havenwood Residents vaccinated = 92%
 HSC & LAL Residents = 100%
 Staff Vaccinated = 80%

DEFINITION: Fully vaccinated means that individuals are two weeks past their final dose. Pfizer and Moderna is two weeks past the second dose and Johnson & Johnson is two weeks past the single dose.

This document does not apply to Residents in the Health Services Center.

How will life change at HHH as a result of vaccinations?

The virus and now the variants are present in New Hampshire, New England and all over the world. HHH will remain vigilant in protecting our residents. We continue to work closely with the US Center of Disease Control, “CDC”, and Center for Medicare and Medicaid Services, “CMS” and other professional organizations such as Maine and New Hampshire Leading Age, The American Health Care Association and the NH Health Care Association to follow the latest regulations and recommendations to care for ALL of our residents.

At this time, we are beginning to open our campuses. We have to take this slow and steady to open the community in a safe and successful manner. Individuals over the age of 65 are the most vulnerable population in the world. Please continue to wear your mask, wash your hands and keep 6-foot spacing when encountering a resident outside, in the dining room or anywhere for that matter.

I am more than two weeks out from my vaccine, can I have guests?

Fully vaccinated cottage residents from the same campus can visit with one another both outside on campus and in each other’s homes. We ask our residents to use their best practices by wearing masks, social distancing, and using hand sanitizer.

In addition, fully vaccinated residents can host fully vaccinated family and friends from New England and outside New England. Non-vaccinated family and friends from outside New England will need to quarantine for 14 days in New Hampshire prior to visiting with residents in their homes or on campus. Please use best practices with all guests.

I am fully vaccinated and live in the Lodge; can I have visitors?

Yes, all fully vaccinated Lodge residents may have visitors. Visitors, at this time, may only travel from inside New England.

All visitors that are fully vaccinated must enter through the Main Entrance at Havenwood. For the visitors first visit they must provide a copy of their CDC vaccinated card to the Receptionist. All visitors will be screened; Screening sheets are available on the HHH website and copies are available at the reception desk. All residents and visitors must be masked at all times. Visits may take place in common areas and/or resident units. Visitors under the age of 18 may visit, even if they are unvaccinated, as long as they are accompanied by a fully vaccinated visitor. Visits may occur any time during the following hours: 8:00 – 10:00 a.m. and 3:30 – 7:00 p.m. (Sunday – Saturday (holiday hours will vary).

Visitors who are not fully vaccinated must schedule a visit with Lodge residents through the Housing Department. Visitors will enter through the Ginko Corridor entrance. Visitations are on Tuesdays and Thursdays only and each visit is 45 minutes long. Visit times are 9:00 a.m., 10:00 a.m., 11:00 a.m., 1:30 p.m., and 2:30 p.m. All visitors will be screened upon arrival. There are no age restrictions for visitors.

Quarantine

What if I have to stay overnight in the Hospital?

If you are a fully vaccinated resident and experience an emergency or have a planned overnight stay in the hospital you will not need to quarantine. Non-vaccinated residents will still need to quarantine for 14 days.

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

Residents may travel between homes and not be required to quarantine upon return. Residents must let the Housing Administrator know prior to an overnight stay that they are leaving campus.

Can cottage residents from Havenwood visit with cottage residents from Heritage Heights?

Not yet, we are not able to have cottage residents visit between campuses at this time. Stay tuned as this opportunity is coming soon. However, cottage residents from Havenwood may visit with cottage residents from Havenwood. Cottage residents from

Heritage Heights may visit with cottage residents from Heritage Heights. This situation is still under review with the Public Health Department.

Can residents travel outside of New Hampshire?

Fully vaccinated Residents can travel outside of New Hampshire and not have to quarantine. If you travel domestically outside New England please see the chart below. Please review all travel plans with your campus administrator. Non vaccinated residents do not have the same freedom and will need to work individually with their campus administrator on any travel plans to determine quarantine requirements. Any international travel needs to be reviewed with your campus administrator whether or not you have been vaccinated. See chart below:

Resident Vaccine Status / Symptom	Travel Within New England CT, ME, MA, NH, RI, VT	Domestic Travel Outside New England	Travel Internationally or by Cruise Ship
Fully Vaccinated & No Symptoms	No Quarantine	Quarantine 7 days, Test Negative 3-5 Days after travel	14-day Quarantine
Fully Vaccinated & With Symptoms	Quarantine until Cleared	Quarantine until Cleared	Quarantine until Cleared
Not Fully Vaccinated & No Symptoms	Quarantine 7 days, Test Negative 3-5 Days after travel	14-day Quarantine	14-day Quarantine
Not Fully Vaccinated & With Symptoms	Quarantine until Cleared	Quarantine until Cleared	Quarantine until Cleared

Can my family and friends visit me from out of State or New England?

Vaccinated family and friends traveling from inside New England can visit residents upon arrival. However, visits from guests outside of New England are not allowed at this time. We do anticipate this opening up soon but are not there just yet.

Can I visit my family in New England, in the United States or internationally?

Fully vaccinated residents can visit family in New England and not quarantine upon return, however, visits to family throughout the rest of the United States will need to quarantine. Please see chart above. Non-vaccinated residents, who travel to visit with family, will be required to quarantine upon return. All international travel needs to be reviewed in advance prior to traveling as testing and quarantine may be required upon return.

Now that I am vaccinated, how will the Programs open up on both campuses?

Yes, the Programs department has been hard at work planning for the slow reopening of our campuses. Residents will still need to screen upon entry. The number of residents allowed to participate will increase depending on the size of the room to allow

for safe social distancing. ***A Programs flyer will be distributed to residents for specific information.***

Will the meeting rooms/common areas open up to more participants?

Staff members on both campuses have reviewed all of the meeting spaces to identify the safe number of residents who can participate in each meeting room. Remember, we will continue to use our best practices by screening in, social distancing, wearing masks and using hand sanitizer in each meeting space.

How do I access Home Health Services on both campuses?

The Havenwood Home Health office is open the usual hours from 7a-7p. The Heritage Heights Home Health office at Barrows will open on Tuesdays from 10:00-11:00 a.m. and on Thursdays for a blood pressure clinic from 9:00-9:30 a.m. Visits to the Home Health office are by appointment only. Please call 229-1275 and speak with Carol Roberge to schedule an appointment. Please enter through the Home Health door at Beech Corridor. **Do not come to the Home Health Office if you are sick, telephone first.**

What are my options for Hair Salon Services?

The Heritage Heights salon is open Monday-Friday from 8:30 to 5:00 p.m. Cottage residents can schedule an appointment by contacting Hair stylist, Nancy DelloRusso at 227-1393. Lodge residents can call 229-1160 and speak with Carol Roberge to schedule an appointment. Using best practices, residents can return to hairdressers in the community.

Are Transportation Services available to Residents?

HHH bus transportation services currently available to residents for appointments. Please call 229-1163 to schedule. Coming soon bus service to church and shopping will be offered.

Will the mail pick-up hours increase now that I am vaccinated?

We are still required to screen all residents coming in to our common areas. Therefore, for staffing reasons the mail pick up hours will remain the same on both campuses at this time. Please note that residents can also pick up mail when they come in for lunch or dinner to the Barrows Activity Center.

Will there be a change in the front desk area for safety reasons?

In an effort to keep safety protocols in place, each HHH Reception desk will have plexi glass installed at each desk. We have a thoughtful, tasteful plan and we appreciate your support in keeping HHH Staff safe.

Now that I am vaccinated, how will Spiritual Care activities open on both campuses?

The Spiritual Care Department will also plan a slow reopening of our events for both campuses. Residents will still need to screen upon entry and the number of residents allow to participate will depend on size of the room to allow for safe social distancing. A Spiritual Care flyer will be distributed to residents for specific information.

Will the CPE Interns return to campus for in-person visits?

Yes, CPE Interns returned on March 9th. Many residents have been in contact with CPE interns through phone conversations and if you would like to meet in person, please give the Spiritual Care Department and leave a message with Lisa. They are very excited to be returning to see you in person.

What Dining Service options are available at HHH?

1. Havenwood Dining in the Four Seasons Dining Room:

- Lunch and Dinner dine-in service to all Lodge residents 7 days a week (noon and 5pm)
- Breakfast will continue to be delivered to the Lodge residents' rooms 7 days a week (7:30am)

2. Barrows Dining Room:

- Dine-in service for lunch Monday through Friday (11:30 a.m. to 12:30 p.m.) for HH Residents. Meal take-out is also an option for residents.
- Dine-in Service for Dinner Monday, Wednesday & Friday (5:00-6:00 p.m.) for HH Residents. Meal take-out is also an option for residents.

3. Meal Delivery

- Dining Services is offering a home delivery program for bagged lunches and re-heatable meals for delivery on Saturday, Sunday, Tuesday and Thursday (between 10:00 -11:30 a.m.) for all cottage residents on both campuses. 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.

Will the weekly Grocery Deliver Service continue?

A Cottage & Lodge Resident Shopping Service has been developed by the Housing team for residents. This is a temporary program created for resident safety during the pandemic. This program will end when the complimentary shopping bus opens for

residents in the near future. The service includes a 20 item maximum list of basic items. Please call 225-6999 to learn more about this shopping service.

Can residents go to restaurants and dine-in?

HHH recommends residents take advantage of the home delivery and curbside pickup with local restaurants.

Can fully vaccinated residents attend church services in the community?

Yes, fully vaccinated residents are able to attend local church services in the community. Be sure to wear a mask, social distance and use hand sanitizer.

If an unvaccinated staff member provides service in my home, how will I be protected?

In an abundance of precaution, staff are required to wear a mask and either goggles or a shield when working in resident homes.

What if I need to have an outside service person come to my home?

If you are experiencing issues within your home that require an outside service person to enter your home please contact the housing department. We will handle this request on a case by case basis to be sure the safety precautions are in place and we can screen the service workers. This is currently happening with Comcast and various other services such as CPAP machines, wheelchair repairs, etc. We work individually with the service provider on the process to minimize resident contact and still meet the resident needs. At Havenwood, please contact Rose Bournival at 229-1180 and at Heritage Heights you can reach Terry Gray at 227-1396.

COVID-19 affects different people in different ways. Infected people have had a wide range of symptoms reported – from mild symptoms to severe illness. **If you are experiencing symptoms, please contact the Home Health office at 229-1275.**

Symptoms may appear 2-14 days after exposure to the virus. People with these symptoms may have COVID-19:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

