



Havenwood Heritage Heights

A Continuing Care Retirement Community

March 16, 2021

Dear HSC Residents and Families,

In the past couple of weeks we received multiple updates from the State of New Hampshire Public Health Office, CMS and the CDC regarding restrictions and visitations. We have been working through these updates, which contain some conflicting information between these regulatory agencies.

One major change is for residents who have been fully vaccinated, will no longer require 14 day quarantine after a hospital stay, as long as they have no signs or symptoms of COVID-19.

At this time, the State of New Hampshire is asking facilities to continue using their phased re-opening guidelines. Based on this, we are in Phase 1 of re-opening which allows for our current visitation process, utilizing social visits and compassionate/essential visits. I am including some information from my previous letter, as well as additional information that outlines that the differences for social visits vs. compassionate/essential visits. While we cannot prohibit visitors who have not been vaccinated, we do encourage those who are able to become vaccinated when possible, to help keep our community safer.

Social 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. Further visit information is below.

- **Location:** Indoor social visits will continue to be held in a 2 room Lodge apartment in G Corridor, G-9.
- **Directions/Parking:** There is a parking lot located directly outside of G corridor, which you will access from directly from Christian Avenue. 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.

All other restrictions for Social Visits will remain the same as were previously in place, with the exception of now having no age limitation. 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. 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. If visitors are hoping to come from outside of New England, please reach out and we will review each request individually. 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

Compassionate/Essential Visits:

As reviewed last week, The State of New Hampshire has broadened the definition of Compassionate Visitors to include an Essential Visitor. Previously, Compassionate Visits were utilized when residents were nearing the end of life or had a significant change. At this time, we are able to consider an Essential Visitor for a resident who is struggling or declining physically or emotionally. If one of these visits is to occur, it would be limited to one consistent person per resident. CMS, which is the governing body that oversees Nursing Homes does not acknowledge the Essential Visitors, so we would continue to call them Compassionate Visitors. The requirement to wear PPE during these visits remains in place. Compassionate Visitors and Essential Visitors will take the place of scheduling a Social Visit.

The Essential Visitor will be identified by the resident or DPOAH (if activated). If you are the activated DPOAH for your loved one and have not identified an essential visitor, please call (603) 229-1191 to make this designation. Each Essential Visitor will be required to review and sign the attached agreement. Once the plan for Essential Visitors is finalized, I will reach back out with that information.

Thank you again for your support. As always, please reach out to me via email at Sweaver@hnhinfo.org or by phone at (603)-229-1194 if you have any questions or concerns.

Suzanne Weaver, NHA

Health Services Center Nursing Home Administrator