



Havenwood Heritage Heights

A Continuing Care Retirement Community

March 26, 2021

Dear HSC Residents and Families,

I wanted to start by sharing with you all that for past five weeks of our surveillance testing, all tests have been negative for COVID-19!

Over the past few of weeks we have 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.

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 the differences between social visits vs. compassionate/essential visits.

Social Visits: To ensure all residents have the opportunity for a visit, we are requesting visits to be scheduled on a weekly basis, with a maximum of one visit per week, based on availability. Please note that there is a change on how to schedule visits, which will be outlined further 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.

Social Visits now have no age limitation. We are asking that if visitors are coming from outside of New England, please call to talk to us on a case by case about the situation. 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 the

time of booking. 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. 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

We are transitioning to using the online “Calendly” scheduling tool to schedule visits. If more than one person is coming for the visit, please indicate both names of who will be coming, where it asks for your name. You will now complete the pre-screening questions at the time you are booking your visit online. If there are two people coming for the visit, the second person will need to complete the screening form that can be found on our HHH website, as shown in the picture below and return to myself or a member of the Care Management team a minimum of one day prior to your scheduled visit.

The links below will bring you to the Calendly scheduling system. Please note there is a different link for each floor, as well as for the Wednesday evening visits. Please make sure you are scheduling a time on the floor your loved one lives on, to ensure you are able to have your visit. If you have already scheduled a visit via phone prior to this update, those visits have already been added into Calendly, so your visit will go on as scheduled. If you are scheduling to visit with a couple, please make sure that you are scheduling for a time that has 2 time slots available and book both time slots for your visit (you will need to book it twice, to fill both time slots).

- 1st floor: <https://calendly.com/hscvisits/1stfloorsocialvisits>
- 2nd floor: <https://calendly.com/hscvisits/2ndfloorsocialvisitor>
- 3rd floor: <https://calendly.com/hscvisits/3rdfloorsocialvisitor>
- Wednesday nights: <https://calendly.com/hscvisits/wednesdayeveningsocialvisitoranyfloor>

If you run into any problems or challenges with scheduling, please reach out to myself or a member of the Care Management Team.

Compassionate/Essential Visits:

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 a

compassionate/essential visitor for each HSC resident. 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/Essential Visits will take the place of scheduling a Social Visit for that individual, however other family members who are not the designated Essential Visitor, may schedule 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. Time slots for Essential Visitors will be 9am-11am and 2pm-4pm, 7 days a week. Essential Visits will have a 2-hour time frame and visits will be held in a designated location. PPE will be worn during the visit; social distancing needs to be maintained and there can still be no eating or drinking during the visit. To enter the building for an Essential Visit, you will come through the back slider of the Health Services Center (located inside to courtyard gate). You will go through our screening process at that time and will receive your PPE.

To schedule an Essential Visit as discussed above, please call (603) 229-1213. Essential Visitors need to complete and return the Essential Visitor Agreement, which is attached, prior to scheduling their first visit. They will also be asked the pre-screening questions at the time their visit is scheduled. Essential Visits must be scheduled at least 48 hours prior to the visit. This voicemail box is not monitored over the weekend, so Monday/Tuesday visits will need to be scheduled by the Friday before. Essential Visits will begin this coming Monday 3/29/21.

Throughout COVID-19, we have been utilizing our internal TV channel as a primary way to provide activities, due to restrictions on in person gatherings. We have begun a transition back to more in person Programs. The Programs Department has also had the Duet Bike out taking residents for bike rides on some of these beautiful days. We are planning to have incubators with both chicken and duck eggs in early April. When the weather has been nice, the floor staff have been offering the residents the chance to get out into the fresh air. Residents have begun going back to the Fitness Room as well as having the chance to go see our newly renovated and opened Country Store on Main Street here at Havenwood.

The Dining Department is working on an Easter menu and the Pastoral Care Department is providing individual and some group services to commemorate this time of year, that is special to so many.

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

Suzanne Weaver, NHA
Health Services Center Nursing Home Administrator