



## Havenwood Heritage Heights

*A Continuing Care Retirement Community*

March 4, 2021

Hello HSC Residents and Families,

We have some great news!! All of the resident and staff test results from this past Monday have come back negative!!

I also wanted to share some changes in the guidance from the State of New Hampshire regarding restrictions, which are below.

- There is no longer a restriction on the number of people that can be in the HSC dining rooms at one time as long as social distancing is possible. This may require scheduling meals, to allow everyone who would like to eat in the HSC dining room, the opportunity to do so.
- There is now no restriction on age for visitation; previously children under 12 were not able to visit.
- 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. Please reach out to myself or the Social Workers to talk more about this option. Compassionate Visitors and Essential Visitors will take the place of scheduling a Social Visit. We will review each request while balancing the schedule needs of each Resident. The requirement to wear PPE during these visits remains in place.

The COVID-19 positivity rate in Merrimack County has dropped to a point where we are able to start scheduling Social Indoor Visits starting this coming Monday, 3/8/21. 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. See the attached map.

All other restrictions for visits will remain the same as were previously in place, with the exception of now having no age limitation as discussed above. 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 schedule 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 to 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:

- **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

This past week was the one-year anniversary of the 1<sup>st</sup> identified COVID-19 case in NH. I am hoping that this trend in case reduction continues and we can look to reduce restrictions even further.

Thank you for all the support and trust that you have given to me and our staff this past year. As always, please reach out to me via email at [Sweaver@hhhinfo.org](mailto: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