



Havenwood Heritage Heights
A Continuing Care Retirement Community

**Post Vaccination for Cottage & Lodge Residents
 Frequently Asked Questions – Coronavirus
 April 7, 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 = 95%
 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 and unvaccinated family and friends from New England. Please use best practices with all guests.

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.

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 Monday Through Friday: 8:00 a.m. – 10:00 a.m. and 12:00 p.m. – 7:00 p.m. Saturday and Sunday hours: 8:00 a.m. – 1:00 p.m. and 2:00 p.m. – 7:00 p.m.

Visitors who are unvaccinated 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. Unvaccinated 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 residents travel outside of New England?

Fully vaccinated Residents can travel outside of New England but do have to quarantine upon return. If you travel domestically outside New England please see the chart below. Please review all travel plans with your campus administrator. Unvaccinated 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 or 14-day quarantine no testing needed	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?

Fully vaccinated and unvaccinated 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. Unvaccinated 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.

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.

Will more than one resident be allowed in the fitness center at a time?

Yes, we will allow up to three residents at a time in the fitness center. Havenwood cottage residents may call Sue Pollock to schedule a time in the gym. Lodge residents may use the gym whenever cottage residents are not scheduled. Health Service residents are scheduled in the gym from 11:00 a.m. – 12:00 p.m. each day. There is no schedule required at Heritage Heights but residents will need to follow the three person limit. The Heritage Heights Fitness Center is open Monday – Friday from 8:00 a.m. to 8:00 p.m. Be sure to fully complete the screening sheets. Please ensure you practice social distancing and clean all the equipment used when you are finished. If you are within six feet of someone please wear you mask.

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 to speak with someone from Home Health. 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 the hours for the blood draw program at Havenwood & Heritage Heights?

Answer: Blood draws by the Concord Hospital phlebotomist are continuing through the Home Health Department. However, there is a process to access this service, which is outlined below. Once a resident arrives in the Home Health waiting area, they need to stay in that area, following the 6-foot social distancing protocol wear a mask at all times. After the appointment, residents are to immediately leave the building.

Havenwood: Cottage residents are to come to the Home Health Door at the rear of the building and ring the doorbell. They will be greeted by a member of the Home Health Team to complete the screening process and have temperature taken. If they pass the screening criteria, they will be able to have their blood drawn. This service is available M/W/F from 7:15 AM to 9 AM.

Heritage Heights: Cottage residents are to come to the East Wing door near the Home Health Office. They will be greeted by a member of the Home Health Team to complete the screening process and have their temperature taken. If a resident passes the screening criteria, they will be allowed to go directly to the Home Health Office. This service is available Thursday mornings from 7:30 AM to 9 AM.

What are my options for Hair Salon Services?

The Heritage Heights salon is open Monday-Friday from 8:30 a.m. to 5:00 p.m. Cottage residents on both campuses 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.

HHH bus transportation services currently available to residents for appointments. Please call 229-1163 to schedule.

Am I able to receive a manicure at the Hair Salons?

We are excited to bring back manicures to both salons. Havenwood and Heritage Heights cottage residents can make an appointment with Nancy at 227-1393. We will now open the Havenwood Hair Salon on Fridays. Every other Friday will be designated for Lodge and LAL residents while the other Fridays will be designated for Health Service residents. Lodge and LAL residents may call Carol at 229-1160 to schedule a manicure appointment.

Can Havenwood cottage residents bring dogs into the lobby during mail time?

We welcome dogs back into the lobby! Your dog must be on a leash and with you at all times. Please be respectful of other residents.

Are dogs allowed in Lodge units with vaccinated visitors?

Dogs are allowed in Lodge units during vaccinated visitors visiting hours. The vaccinated visitor must enter through the Main Entrance, without the dog, to be screened. The visitor must exit through the Main Entrance and bring the dog to the closest corridor exterior door of the resident they are visiting. All dogs must be: free from apparent infectious diseases, never have resided in a household of a confirmed case, on a leash, prevented from any face-licking and residents must perform hand hygiene after contact.

Will the mail time pick-up hours increase?

Yes, **effective April 8th**, mail time will change at both campuses. Residents will be able to come to the Havenwood Main Entrance between the hours of 10:00 a.m. and 5:00 p.m. to pick up their mail. Residents will enter through the Main Entrance and go directly to the sign-in table. Residents must bring a completed screening sheet (copies are available on the Reception desk or available on the HHH website), take their temperature, record it on the screening sheet and hand it to the front desk.

Residents will be able to come to the Barrows Activity Center Main Entrance between the hours of 10:00 a.m. to 12:30 p.m. and 1:00 p.m. to 5:00 p.m. to pick up their mail. Residents will enter through the Main Entrance and go directly to the front desk. Residents must bring a completed screening sheet (copies are available on the Reception desk or available on the HHH website), take their temperature, record it on the screening sheet and hand it to the front desk.

Do I have to complete a screening sheet every time I enter the Havenwood Main Building and the Barrows Activity Building?

No, screening sheets only need to be completed the first time you enter each building each day. Once you complete your screening sheet and take your temperature the Receptionist will provide you with a dated sticker to wear on your name tag. Every time you re-enter the buildings that day you must take your temperatures and show the Receptionist your sticker.

Should residents wear nametags?

With the slow reopening process happening and the new screening process beginning, we want to make sure everyone starts to wear their nametag. Plus, many new residents have moved in. It's a good habit to have.

Effective April 8th, when you enter the main buildings on your campus you will screen in, then you will get a dated sticker which needs to be displayed on your nametag. Once you have the sticker, you will not have to screen in again that day, so dust off that nametag and start to wear it!

Misplaced or damaged? You can request a new one. Havenwood residents may contact Amanda Warren at 229-1185 and Heritage Heights residents may contact Sue Edge at 229-1266. We will gladly make you a new one!

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.

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.

Can Havenwood cottage residents receive meals in the Café?

We are excited to announce that Havenwood cottage residents finally have the opportunity to enjoy communal dining in the Havenwood building effective **April 8th**. Havenwood cottage residents may receive dinner at the Café on Tuesdays and Thursdays from 4:30 – 6:00 p.m. Residents will enter through the Main Entrance, bring their screening sheets and take their temperature. Residents will place their order through the café and may eat in the Café or Café Extension.

Please maintain social distancing while eating and in the hallways. We ask that residents only go to the Café and Café Extension. Residents may retrieve their mail as they exit through the Main Entrance. This is the first step of a phased approach to provide more dining opportunities for all residents.

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.

Will the bus begin to provide shopping services? Like the grocery store, Target etc.?

Not Yet. The State of New Hampshire is reporting an increase in community cases. For safety reasons, we are going to hold off on the transporting residents into the community until the level of COVID 19 cases decrease to a safe level.

Can my family member stay overnight in my home?

We will take this on a case by case basis. We want residents to be able to visit with family members but want to remain cautious. If you would like a family member to stay overnight, please reach out to your campus administrator to discuss specific details.

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