



## Havenwood Heritage Heights

*A Continuing Care Retirement Community*

May 12, 2021

Dear HSC Residents and Families,

We would like to share some great news regarding our test results from last week's COVID-19 testing, all staff and residents have come back with negative tests! All staff and residents were tested again this week, and we are still waiting for those results.

After review of the most recent guidance from CMS and the State of NH, we are making some changes to our visiting programs. Each resident can now have two Designated Visitors. If you are already the Essential Visitor you will now become one of the two Designated Visitors and are able to add another family member/friend as the second Designated Visitor. The Designated Visitors will remain the same two consistent people. These two Designated Visitors will be able to schedule visits within the Health Services Center, in the designated visiting location on each unit, using the same process used for the Essential Visits, including the PPE requirement. The number to call to schedule these visits is still 229-1213. These continue to be 2 hour time blocks, 9am-11am and 2pm-4pm, 7 days a week. We would also like to encourage families to take their loved ones outside during these visits in the nicer weather. If you are the activated Durable Power of Attorney for Healthcare for your loved one, please let us know who the second Designated Visitor will be. All new Designated Visitors will need to complete the attached Designated Visitor Agreement. If you previously completed the Essential Visitor Agreement, you do not need to complete this form again.

We will continue with our current process of using Social Visits for other family members or friends, these can be rotating visitors. These are still a 20 minute time slot with a maximum of 2 visitors at a time and will continue to be scheduled using the Calendly online scheduling system. One change for these visits is that they will no longer be monitored, however residents and visitors are still required to wear masks during these visits.

We are asking that all visitors continue to adhere to the core principles to help minimize the spread of COVID 19:

- Hand Hygiene (use of alcohol- based hand rub is preferred)
- Face covering (mask) and social distancing at least six feet between persons, in accordance with CDC guidance.

We are excited that things are opening up a bit, but we also need to continue to remain cautious in our approach, in an effort to keep everyone safe. Please reach out to me directly to talk about exceptions to our visiting programs, I do listen and evaluate situations on a case by case basis.

We have had a lot of fun this week celebrating Nursing Home Week. Some highlights have included making tie dye t-shirts, root beer floats and having a live concert outside. There is a horse parade today, a mini horse visiting tomorrow and barnyard animals visiting on Friday.

Thank you again and 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