



Havenwood Heritage Heights
A Continuing Care Retirement Community

Post Vaccination for Cottage & Lodge Residents Frequently Asked Questions – Coronavirus April 30, 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 = 99%
 Havenwood Residents vaccinated = 99%
 HSC & LAL Residents = 100%
 Staff Vaccinated = 80%

DEFINITIONS:

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.

Screening Process: All residents will be screened daily the first time they enter the Havenwood Building or the Barrows Activity Building. When entering the building for the first time residents must bring, or complete, a screening sheet. Residents will record their temperature on the screening sheet and provide the Receptionist with the sheet. The Receptionist will provide a sticker each day for the residents. Should the resident return to either building that day they must show the Receptionist their daily sticker and take their temperature.

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.

We are advancing the opening of our campuses. We are taking this slow and steady to open the community in a safe and successful manner. 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.

Do residents still need to wear masks?

On Thursday, April 15, 2021 Governor Sununu announced that the NH State Mask Mandate is lifted. In his announcement, Governor Sununu explained that towns, cities and businesses may implement their own masking policy. Here at Havenwood Heritage Heights, residents and staff have been very cooperative and proactive in wearing their mask throughout the entire community and following best practices.

Given the latest update from the CDC, Havenwood Heritage Heights is now allowing vaccinated residents not to wear a mask when they are outside on campus alone or with a small group of vaccinated residents. This includes when walking throughout the community with neighbors or vaccinated family members, playing in the Sports Complex, or participating in small outdoor group gatherings with other vaccinated residents (no larger than 12 people). Any outdoor gathering over 12 people all residents need to be masked.

We ask that residents continue to wear a mask when entering all Havenwood Heritage Heights buildings. The NH COVID positive case rates are still elevated and masking protects you and others around you. Masks should be worn indoors when visiting with your neighbors or loved ones, in all indoor activities, and throughout the buildings. We will always have masks available at the reception desk should you need one when entering the Havenwood or Barrows Activity building.

If you go into the outside community do not forget your best practices! Always wear a mask, practice good hand washing, avoid crowded areas and maintain social distancing.

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.

Where can residents travel?

Fully vaccinated residents can travel inside of New England and not have to quarantine. If you travel domestically outside of New England you will need to quarantine upon return. Please see the chart below. Unvaccinated residents will need to quarantine if traveling outside of New Hampshire. 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 any state in the United States?

Fully vaccinated and unvaccinated family and friends traveling from inside and outside New England can visit residents upon arrival. Cottage resident guests can go directly to the resident cottage. Lodge visitors need to follow the guidelines below.

I am fully vaccinated and live in the Lodge; can I have visitors?

Yes, all fully vaccinated Lodge residents may have visitors.

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. **Visitors will be provided a face shield at their first visit. This face shield must be worn each time they enter the building and any time they are in the hallways or common area. Face shields may not be left in resident rooms.** Visits may occur any time during the following

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

CO-MINGLING

Can cottage residents from Havenwood visit with cottage residents from Heritage Heights?

We are very excited to announce that we have formally vetted the opportunity for campus visitations between all residents in Havenwood cottages, Heritage Heights cottages, the Lodge and LAL. **Yes, co-mingling is back!** The Health Services Center remains a scheduled visitation program at this moment in time.

On the DHHS Zoom call April 21, 2021 the entire group took on this question. We are very grateful to our Epidemiologists who have carefully guided us around the science of all of this. They are just great assets to the state of New Hampshire and of course our team.

Residents can visit from campus to campus. All formal screenings are still in place as an abundance of caution as are masking and all of our “best practices” as we continue to navigate through the pandemic.

Now, given that the state mandated screening process can be tricky based on when our staff is readily available to provide screening, please be aware that if you are a resident from either the Heritage Heights campus or the Havenwood cottages and you would like to visit someone in the LAL or Lodge the following times are the best times to do so:

- Monday – Friday 10:00 a.m. – 7:00 p.m.
- Saturday and Sundays: 8:00 a.m. – 1:00 p.m. and 2:00 – 7:00 p.m.

Does this mean residents can co-mingle in Dining Services?

Yes, residents are able to co-mingle in the dining venues on both campuses. It should also be noted that due to social distancing, seating is limited in all venues and very limited in the Main Street Café. Main Street Café and Barrows Dining Room offer items “to go”. We ask residents to continue with best practices.

Can Havenwood cottage residents receive meals in the Café?

Havenwood cottage and Lodge residents have the opportunity to enjoy communal dining 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.

What Dining Service options are available at HHH?

1. Havenwood Dining in the Four Seasons Dining Room:

- Lunch and Dinner dine-in service is available to all Havenwood cottage and Lodge residents 7 days a week (noon and 5pm). Havenwood cottage residents must make a reservation for lunch and dinner in advance.
- 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 all cottage and Lodge 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 all cottage and Lodge residents. Meal take-out is also an option for residents.

3. Main Street Café

- Dine in service for dinner for all Havenwood cottage and Lodge residents on Tuesday and Thursday evenings (4:30-6:30 p.m.). Meal take-out is also an option for residents.

4. 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 residents co-mingle in Programs on both campuses?

Yes, the Programs department has been hard at work planning for the co-mingling options on both campuses. Residents from Havenwood, Heritage Heights, Lodge, and Lodge Assisted Living may now co-mingle in small groups. The number of residents allowed to participate will increase depending on the size of the room to allow for safe social distancing. Everyone still needs to mask, hand sanitize, and remain social distanced. All residents must be screened in at the Front Entrance with the exception of self-screening at the Sports Complex, Tad's Place, HH Fitness Center and HH Woodshop. In addition to screening, each room has a log book that you must put your

name in to show you were in that room on that day for contact tracing purposes. News and Previews will specify when sign-up is required.

The H Sports Complex will be open to all with no designated days but needs to be scheduled through the Programs department to avoid overlapping. Contact Sue Pollock or Amanda McIntosh to schedule your play time and court space.

You will need to self-screen upon entry and clean equipment when finished with the activity. Fobs will work at the Sports Complex gate Sunday - Saturday from 8:00 a.m. to 7:00 p.m. For all Great Room Activities please enter through the Main Entrance.

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.

All rooms need to be booked for specific activities, using the same procedure as before COVID. Contact the Programs Office on your campus to make sure the activity space is booked appropriately before beginning an activity.

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

The **Havenwood Fitness Room** will now be open 7 days a week (8:00 – 11:00 a.m. and 1:30 -7:00 p.m. and Saturdays and Sundays 8:00 a.m. – 1:00 p.m. and 2:00 – 7:00 p.m.) for cottage residents as they need to be screened in by front desk) but still no more than 4 people from lodge or cottage at a time. All residents may arrive unscheduled during the allotted time. Please remember if there are four people occupying the fitness center you will need to return at a separate time.

The **Heritage Heights Fitness Center** is open 7 days a week from 8:00 a.m. to 8:00 p.m. Like the Havenwood Fitness Room there can be no more than 4 people in there at a time. Residents are asked to self-screen and self-clean in this area.

Heritage Heights Woodshop expanded hours

The Heritage Heights woodshop is now open to residents to use anytime. If you have completed the orientation with Mark Jenks and have a key, you may enter at your convenience. There should be no more than 2 residents in this space at one time and you are required to screen yourself in and self-clean your work area. Any resident wanting to use the shop that hasn't had an orientation with Mark is required to so in order to receive a key. Contact him at mark@hhinfo.org to schedule your orientation.

Havenwood Woodshop Hours

Lodge residents may use the Havenwood woodshop at any time. Cottage residents may use it during the following hours: Monday – Friday 10:00 a.m. – 7:00 p.m. and Saturdays and Sundays from 8:00 a.m. -1:00 p.m. and 2:00 – 7:00 p.m. Please enter through the Main Entrance to get screened. There should be no more than 2 residents

in this space at one time and you are required to screen yourself in and self-clean your work area.

Tad's Place

Is Tad's Place open for both campus residents?

Yes, Tad's Place is open for bookings and cross campus activities. This means Havenwood residents can attend the movies, tootlers rehearsal, university classes, and other activities advertised in N&P with a maximum of 30 participants. If a current activity exceeds 30 participants it will continue to be offered in the Zoom format. There are guidelines that need to be followed, like self-screening and the use of the log book.

If you are an activity leader and you want the past activity you led to start up again in Tad's Place, please make the request through the HH Programs office.

Can I book Tad's Place for an area meeting or other activity?

Yes, Tad's is available for booking, however when full capacity becomes available, we will go back to that schedule. Your booking will be temporary. Examples are Area meetings or small group gatherings. All activities will need to be booked through the HH Programs office. Set up requirements must be taken into consideration. The current set up of chairs is the expectation to allow for 30 people.

Can we have food available for our Tad's Place activity?

Currently we are not allowing food to be offered for Tad's Place activities.

How about outside speakers?

When we can increase the numbers at Tad's Place and we are given the word that entertainers and speakers can come back, we will start to book the Thursday programs and other activities that have outside guests.

Can I go into the Libraries on both campuses and check out my own book?

Yes, we are opening up the **Heritage Heights Library** for you to browse the selection and check out your own book. The hours available to go into the Heritage Heights library are Monday thru Friday 10:00 a.m. to 4:00 p.m. You must come in the front door and screen in, receive your daily sticker and proceed to the library.

The procedure to check out a book will be the same as it has been. There will be hours that volunteers are there to help you review the check-out and return procedure.

There will be a 3-person limit in the library. At this time, the library is NOT open for sitting and reading the papers.

If you are more comfortable requesting a book through the HH Programs office, you may continue to do that for the time being.

The **Havenwood Library** will open Monday – Friday 10:00 a.m. – 7:00 p.m. and Saturdays and Sundays from 8:00 a.m. – 1:00 p.m. and 2:00 p.m. – 7:00 p.m. All residents must enter through the front door to be screened.

How do I access Home Health Services on both campuses?

The Havenwood Home Health office is open the usual hours from 7:00 a.m.-7:00 p.m. The Heritage Heights Home Health office at Barrows will be 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. All visits to both Home Health offices are by appointment only. Cottage residents can make an appointment on either campus. Please call 229-1275 to speak with someone from the Home Health Office to discuss and book your appointment. Cottage residents are to come to the Home Health door at the rear of the building and ring the doorbell. You will be greeted by a member of the Home Health Team to complete the screening process and have temperature taken. Reminder: **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?

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 from both campuses 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 to 9:00 a.m.

Heritage Heights: Cottage residents from both campuses 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 to 9:00 a.m.

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 service is 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 COVID case, on a leash, prevented from any face-licking and residents must perform hand hygiene after contact.

What are the mail time pick-up hours?

Residents may pick up their mail anytime that the Havenwood building is open. Mondays-Fridays 10:00 a.m. – 7:00 p.m. and Saturdays and Sundays 8:00 a.m. – 1:00 p.m. and 2:00 – 7:00 p.m. 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 are 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 now in place, 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.

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.

You can request a new nametag. Havenwood residents may contact Amanda McIntosh at 229-1185 and Heritage Heights residents may contact Sue Edge at 229-1266.

Now that I am vaccinated, how will Spiritual Care activities open on both campuses?

The Spiritual Care Department will plan a slow reopening of our events for both campuses, reprioritizing some of our offerings and moving some events to in-person meetings. Residents will still need to screen in upon entry and the number of residents allowed to participate will depend on size of the room to allow for safe social distancing. We are hoping to have in-person denominationally specific worship provided for independent residents, Lodge residents and LAL beginning in mid-May or June. Sunday Worship will continue to be virtual until the residents in the Health Services Center can join us in in-person worship services. Watch for N&P for changing schedules as we firm up the changes over the coming weeks.

Will the weekly Grocery Delivery Service continue?

No. This program will discontinue on Monday, May 10th. Beginning on Tuesday, May 11th Transportation Services will offer complimentary bus transportation on Tuesdays, Thursdays and Fridays to Concord retail and grocery stores. This means residents will be able to travel on the HHH buses in a safe manner and individually shop for groceries in the same fashion as before the pandemic. Residents are asked to use best practices by wearing a mask, using hand sanitizer and social distancing both on the bus and inside the stores. Please know that the buses have been set up and safe seating distances are clearly marked. Be sure to contact Transportation Coordinator, Mike Bartlett, at 229-1163 with any questions.

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 attend church services in the community?

Yes, residents are able to attend local church services in the community. **Beginning on Sunday, May 9th the HHH bus will provide complimentary transportation to select Concord churches.** Residents are asked to use best practices by wearing a mask, using hand sanitizer and social distancing both on the bus and inside church. Please know that the buses have been set up and safe seating distances are clearly marked. Be sure to contact Transportation Coordinator, Mike Bartlett, at 229-1163 with any questions.

Singing is thought to be higher risk activity for COVID-19 spread due to the aggressive expelling of respiratory droplets. This can result in aerosols that can hang in the air for hours. Much attention has been given to the risks of singing because of “super-spreading” events documented during this pandemic. It is important to take extra precautions when participating in musical activities, especially if they involve vocalists and wind instrument musicians. Please wear your mask in church.

Can residents go to restaurants and dine-in?

HHH recommends residents take advantage of the home delivery and curbside pickup with local restaurants.

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