



Havenwood Heritage Heights

A Continuing Care Retirement Community

May 20, 2021

Dear residents,

It is so refreshing to begin to experience some great New England weather! We are all excited about the upcoming summer season, a summer that we hope is a radically different from 2020. Let's all find the time to make up for some lost time this summer and enjoy our lives, as safely as possible of course!

We are pleased to attach to this letter an addendum to the ongoing FAQs that have proved helpful to so many during the pandemic. Yes, we are still in the pandemic but making good progress.

One of the recent news worthy topics of late last week was a move toward de-masking on the part of the CDC. While that sounds like a great idea we want to give you our exact stance on this as we move forward in our progressive and safe reopening. During this time, we have been so fortunate and done extraordinarily well and would love to continue enjoying such a strong track record.

HHH has a high percentage of its residents who are fully vaccinated. In fact, it would be impossible to name a couple of people who have not been vaccinated. At the same time, we still remain at 80% vaccination with our staff. And, as you might imagine that can offer a host of challenges as we try to keep all of our residents and each other safe.

So, a very simple guideline for everyone to follow at this point in the pandemic is:

- When anyone enters either the Barrows Building or the Havenwood Administration Building which includes our Lodge program, Lodge Assisted Living (LAL) program and the Health Services Center (HCS) facility, we will require masking when inside of the buildings.
- When anyone leaves these designated buildings, they may choose to take their mask off. For a long time, the staff have been incredible moving from an indoor mask and disposing of them as they leave to then putting on their outdoor masks for travel to home. They have served as great role models to so many. It's very possible you may see staff removing their masks at the end of the day when they go outside and it's even possible that some staff may choose to continue to wear their masks outdoors. In fact, we may see some residents do the very same thing. And, as the supportive organization that we are both staff and residents we respect those decisions.

Please read the attached addendum very carefully as there are some new items that have been added related to singing outdoors and the like. They truly represent an organization that is safely on the move and ready for the next steps!

Thank you for your continued incredible support as it has made a major difference in the work we have done throughout the pandemic!

Best wishes,

Michael Palmieri
President/CEO



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Addendum A
Post Vaccination for Cottage & Lodge Residents
Frequently Asked Questions – Coronavirus
May 20, 2021

What regulatory guidance does HHH Administration use when making decisions?

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, the NH Health Care Association and DHHS – Department of Health and Human Services to follow the latest regulations and recommendations to care for ALL of our residents.

Effective May 8, 2021, the State of New Hampshire Governor’s Economic Reopening Taskforce issued the Universal Best Practices. This document replaces all existing “Safer at Home 2.0” business operations guidance in place since March 2020. This includes 12 Best Practices preventing the spread of COVID-19:

1. Planning and Communication
2. Vaccination against COVID-19
3. Identifying and excluding people with COVID-19, Symptom of COVID-19, or Risk Factors for Exposure to COVID-19
4. Testing for COVID-19
5. Social/Physical Distancing
6. Face Mask Use
7. Cohorting and Limiting Group Sizes
8. Modifying Layouts and Processes
9. Hand Hygiene
10. Cleaning and Disinfection and Avoiding Shared Objects
11. Improving Building, Room and Space Ventilation
12. Public Health Contact Tracing, Isolation and Quarantine

Do residents have access to Podiatry Services?

Podiatry services will soon return to the Havenwood campus and are open to residents from both campuses. Services will be provided by HealthDrive. If you are interested in setting up an appointment please call the Home Health office at 229-1275

Can residents sing together?

The Saturday Singers, who have been singing on Zoom, will be able to meet outside. Residents will meet on the Heritage Heights campus between buildings 50 & 51 on Saturdays at 4:00 p.m. Residents are asked to bring their own chairs, sit 8 feet apart and wear masks. On bad weather days, the group will continue on Zoom. Please contact Sue Edge at 229-1266 with any questions.

How should residents manage masks with exercise?

The guidelines state that indoor, unmasked physical, aerobic activity needs to have participants 8-10 feet apart. Given that, the following indoor physical activities will not require a mask, due to the aerobic nature and participants will need to be 10 feet apart; Tai Chi in the Auditorium, Table Tennis in the Great Room - when you are actively playing, Armchair Exercise in Auditorium and Qi Gong Video at Tad's Place.

I live in a cottage, can my family members stay overnight in my cottage?

Yes, fully-vaccinated and unvaccinated family members may stay overnight in your cottage. Fully-vaccinated family members may enter the Havenwood building. However, they may not participate in meals in the dining rooms. Guest must be masked at all times when in either building. Unvaccinated visitors may not come into the Havenwood Building. For all overnight guests, resident must contact your Housing Administrator to provide them with the guest names and the dates they will be staying in your home.

When can residents have reusable service wares at Barrows Activity Center?

We are pleased to announce that very soon we will be reinstating reusable service wares in the Barrows Dining Room including but not limited to silverware, plates, bowls, mugs, trays and glassware. The timing of this change will be coordinated with the completed installation of the new conveyor style dish washing machine. Please be aware as we continue to follow the guidance of several regulatory agencies regarding universal best practices, "self-service" stations will remain closed. All reusable service items (including silverware) will be handled and distributed by Dining personnel. Silverware will be distributed by the cashier at the checkout area.

When will the Ice Cream shop open at Heritage Heights?

Resident volunteers will sell ice cream novelties similar to the ones sold at the L&B Country Store on Tuesdays and Thursdays from 2 to 4 beginning June 1st. Residents can visit with one another in the dining room at the seats already in place. The ice cream shop will run similar to what it did before where residents could charge to their account.

Past volunteers will be contacted so a volunteer schedule can be set up by Sue Edge.

Can my family stay in the Heritage Heights Guest Cottage?

The Guest Cottage will open on June 15th to full-vaccinated visitors. Reservations for the guest cottage may be made by calling Mike Bartlett at 225-6999. Guests must bring their CMS Vaccination card upon arrival. Guest may enter the Havenwood Main Building with their loved ones, but may not participate in the dining rooms. Visitors must be masked whenever in the buildings. The Havenwood Guest Room will remain closed at this time.

What if I learn that a resident or staff member is not vaccinated?

Although vaccination is a key component to protection from COVID 19, there are people who are unable to get vaccinated for various reasons. Vaccination is not the only mitigating strategy to protect yourself and others. Please respect others and their choices and use the Universal Best Practices below:



Personal Responsibilities:

Physical distance/stay home if sick
Masks
Hand Hygiene/cough etiquette
Avoid touching your face
If crowded limit your time

Shared Responsibilities:

Vaccines
Quarantine & Isolation
Government Assistance/financial support
Testing
Ventilation outdoors/air filtration