



Havenwood Heritage Heights

A Continuing Care Retirement Community

July 26, 2021

Dear HSC Residents and Families,

I hope you are all enjoying your Summer. We are two weeks into the Unscheduled Designated Visitor Program, which we are happy it gives some more flexibility and opportunity for visits. Although this is a more liberal process, there are a couple of areas that I need to reinforce;

- The visiting hours for Designated Visitors are 9-11AM and 2-6PM Daily. We can only have you arrive during these times, as we need to have a staff member present to check you in. Once you are checked in, there is no limit to how long you can stay, but we are unable to have you stay during meals.
- Only the two Designated Visitors for each resident are able to enter through the front door and visit in the Health Services Center. All other visits need to be scheduled as a Social Visit using the Calendly online scheduling system, a reminder of the scheduling links are below. Please reach out with any requests for exceptions, which can be considered for Compassionate Visit purposes.
- ALL visitors and residents must wear a mask, covering both their nose and mouth at ALL times during ALL types of visits. Please do not take your mask off, even when you are in your loved one's room or outside. We are very concerned about the increasing cases of COVID-19 in the Community. Unfortunately, if visitors or residents are unable to maintain wearing a mask, the visit may need to end. If you arrive and your loved one is not wearing a mask, please ring the call bell and ask the staff to provide one.
- If you bring in food for your loved one, please do not eat during the visit as this would require you and/or your loved one to taking a mask off, which is not permitted at this time.
- Please stay in your loved one's room, the designated visitor space or outside; if you have a question or need anything, please use the call bell or tap bell to ask for help.
- Please stay out of the common community areas, including hallways, dining rooms, meeting rooms. As you are aware, we needed to get consent for visits to take place in rooms and there are some who were not comfortable with this taking place. Therefore, we cannot have visits taking place where you may be in contact with a resident who did not give consent to be in close contact with other resident's visitors. The resident population

in the Health Services Center is also vulnerable and at risk if exposed to COVID-19, so we ask that you help us in trying to keep everyone safe.

Last week alone, there were 28 cases of COVID-19 in Long Term Care facilities in New Hampshire. We must maintain our precautions, mask wearing, frequent hand washing, and social distancing to help minimize risk of exposure. If you are not vaccinated and you are visiting your loved one, please consider getting vaccinated. According to the CMS- Center for Medicare and Medicaid Services, memo dates 4/28/21, if there is a positive case amongst the staff and Residents, a facility should immediately start outbreak testing and suspend all visitation.

Please help us keep COVID-19 out of our community. Our goal is to try to keep things open such as visits, activities and communal dining as well as minimize the need for quarantines or increasing restrictions, but this is all dependent on the status of COVID-19. Please share the information in this letter with other visitors for your loved one, so all are aware of the information.

The links for scheduling Social Visits are below:

- 1st floor: <https://calendly.com/hscvisits/1stfloorsocialvisits>
- 2nd floor: <https://calendly.com/hscvisits/2ndfloorsocialvisitor>
- 3rd floor: <https://calendly.com/hscvisits/3rdfloorsocialvisitor>
- Wednesday nights: <https://calendly.com/hscvisits/wednesdayeveningsocialvisitoranyfloor>

As always, thank you for all of your support. Please reach out to me via email at 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