



Havenwood Heritage Heights

A Continuing Care Retirement Community

August 12, 2021

Dear HSC Residents and Families,

Due to the substantial increase in cases of COVID-19 within Merrimack County, New Hampshire and across the country, we are implementing a change to our PPE requirement for visitors as a precautionary measure. During indoor visits, all visitors will now need to wear a face shield in addition to their surgical masks. At this time, face shields do not need to be worn during outdoor visits, or Social Visits but masks need to remain on at all times.

If you are a Designated Visitor and you would like to have a visit outdoors, without having the need to wear a face shield inside, please call your loved one's unit directly to ask they be brought to you outside. This may take some extra time, so please be patient. If you are able to call ahead with what time you are planning to arrive, this can help staff plan. Direct phone numbers to the nursing units in the Health Services Center are listed below:

- 1st Floor: (603) 227-1333
- 2nd Floor: (603) 227-1334
- 3rd Floor: (603) 227-1316

We do understand this is a hardship, however we are trying to be proactive to help protect all residents and staff, as there have been new outbreaks in New Hampshire facilities. We do continue to test a portion of our staff weekly and would notify you of positive results.

If you or any family members living in your house test positive, please update us with that information

As a reminder, below is some information from my previous letter regarding the visiting process:

- 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 is 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. As stated above, face shields also need to be worn at all times during indoor visits but are not needed for outdoor visits or Social Visits.
- 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/face shelf, 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.

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. Jessica Barto is our Infection Control Nurse who is also happy to help answer any questions regarding restrictions. She can be reached at (603) 229-1178

Suzanne Weaver, NHA
Health Services Center Nursing Home Administrator