



Frequently Asked Questions – Coronavirus August 26, 2022

DEFINITIONS:

Up to Date on Vaccines means a person has received all recommended COVID-19 vaccines, including any booster dose(s) when eligible.

Not Fully Vaccinated means a person has received less than their primary series of COVID-19 vaccines and both booster shots.

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.

This document does not apply to Residents in the Health Services Center.

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.

Do residents still need to wear masks?

Havenwood Heritage Heights is now allowing vaccinated residents not to wear a mask when they are outside on campus alone or with a 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 outdoor group gatherings with other vaccinated residents.

We ask that residents continue to wear a mask when entering all Havenwood Heritage Heights buildings. Masks should be worn indoors and throughout the community 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.

How does HHH manage the prevention and control of COVID-19 as it relates to close contact, identification in contact tracing, travel restrictions and all of the variables?

The organization works individually with each resident to identify the safest route for protection for both the resident and organization. There are two options for the Home Health team to select from:

Isolation means you have tested positive for COVID-19, with or without symptoms, and must restrict your campus activities and access to community areas for at least 10 days. You need to stay at home or sit out on your porch. Please do not engage with other residents.

Quarantine means you have been in close contact with a COVID-19 positive individual, have been identified in contact tracing, or have symptoms of COVID-19 and have not tested positive for COVID-19. Your Quarantine will depend upon the situation at hand, please call the home health department to discuss your situation. The Home Health Nurse will be in touch with you for updates on how you are feeling and to let you know when the quarantine restrictions have been lifted. This means you are not permitted to visit with other HHH Residents, regardless of where they live, visit any of the community areas, or participate in HHH Programs for 10 days. This applies to both the Havenwood and Heritage Heights campuses. Use of Skype, Facetime and Zoom are safe ways to keep in touch with family, neighbors and friends. Also, you are not permitted to have contact with HHH Staff unless there is a medical necessity, and no use of HHH Transportation Services. You can sit outside on your porch or take a walk throughout campus as long as no other residents are with you.

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.

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 the United States & internationally and not have to quarantine upon return. Not fully vaccinated residents can travel inside the United States and not have to quarantine. However, they must quarantine for 5 days when traveling internationally. Please note if returning residents are experiencing symptoms, a quarantine is required. Please review all travel plans with your campus administrator. See chart below:

Resident Vaccine Status / Symptom	Domestic Travel Outside New England	Travel Internationally or by Cruise Ship
Fully Vaccinated & No Symptoms	No Quarantine	No Quarantine -Recommend test in 5-7
Fully Vaccinated & With Symptoms	Quarantine until cleared	Quarantine until cleared
Not Fully Vaccinated & No Symptoms	No Quarantine	Quarantine for a full 5 days - Recommend test in 5-7 days
Not Fully Vaccinated & With Symptoms	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 live in the Lodge; can I have visitors?

Yes, all Lodge residents may have visitors.

All visitors must enter through the Main Entrance at Havenwood. 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, 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 a.m.– 7:00 p.m. Saturday and Sunday hours: 8:00 a.m. – 1:00 p.m. and 2:00 – 7:00 p.m.

CO-MINGLING

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

Campus visitations between all residents in Havenwood cottages, Heritage Heights cottages, the Lodge and LAL are open. The Health Services Center remains a scheduled visitation program at this moment in time.

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

What are the procedures on visiting residents in the Health Services Center?

We encourage visitors to come between the hours of 9:00 a.m.- 5:00 p.m.

1. All visitors must enter through the Main Entrance and follow the screening procedures.
2. All visitors must complete the visitor check-in log including temperature prior to entering the Health Services Center.
3. Residents may have up to 3 visitors at one time; this number is based on the size and space of our Resident rooms.
4. Visitors are required to wear a surgical mask, provided by the facility, at all times during the visit, as well as maintaining social distancing with the resident. Visitors are also required to wear a face shield or eye goggles during their visit due to the County positivity rate.
5. No food or drink shall be shared/consumed during a visit.

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 in the Main Street Café during all hours of operation. Residents will enter through the Main Entrance, complete a screening sheet and have their temperature taken. 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.

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 cottage and Lodge residents 7 days a week (noon and 5pm). Cottage residents must make a reservation for lunch and dinner in advance.

2. Barrows Dining Room:

- Dine-in service for lunch Monday through Saturday (11:30 a.m. to 12:30 p.m.) for all cottage and Lodge residents. Meal take-out is also an option for residents.
- Sunday Brunch is available from 11:30 a.m. to 1:00 p.m.
- Returning 9/7/22, 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 during all hours of operation for all cottage and Lodge residents. Meal take-out is also an option for residents.

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 Scott Hatfield 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.

What is the status on Resident Volunteering on both campuses?

Resident volunteering is currently happening in the library, L & B Country Store, HH Ice Cream Shop and other areas. See Programs if interested in volunteering.

Can I enter the Barrows Activity Center through all doors and what are the hours?

Effective 8/27/22, the Barrows Activity Center all door access is available to residents 24 hours a day/ 7 days a week. Heritage Heights residents currently have fob access. Havenwood residents may also have fob access by seeing the Housing Specialist on campus. Please note all residents can enter through any door to screen in and can leave through any door. Please pick up your stickers at the front desk.

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 but still no more than 4 people from Lodge or cottage at a 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. If you have already screened in at Barrows then simply write your name in the log book.

What are the Havenwood Woodshop hours?

Lodge residents may use the Havenwood woodshop at any time. Cottage residents may use it during the following hours: Monday – Friday 8:00 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 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, Thursday programs, wellness programs, Silver Sneakers, and other activities advertised in N&P. There are guidelines that need to be followed, like self-screening and the use of the log book.

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.

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 except for wrapped grab and go items.

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 24/7. 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.

The **Havenwood Library** will open Monday – Friday 8:00 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 603-229-1275 to speak with someone from the Home Health Office to discuss and book your appointment. Prior to your appointment, please ensure you are screened at either reception desk or you may be screened at the back entrance where the Home Health Office is located on the Havenwood Campus and be screened by a member of the Home Health Team if you have not already been screened for the day.

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?

Havenwood: Cottage residents from both campuses may be screened at the front lobby reception areas or at the home health door at the rear of the building. (Upon arrival, ring the doorbell to alert Home Health staff you have arrived to be screened). If

you pass the screening criteria, you will be able to have your blood drawn. This service is available the first, second and third Tuesday of the month from 1:30 to 3:30 p.m. Please do not arrive prior to 1:30 p.m. as there is very limited waiting room space in the home health area.

Heritage Heights: Cottage residents from both campuses are to come to Barrows Activity Building main entrance and be screened prior to proceeding to the Home Health Office for your lab draw. This service is available on the fourth Tuesday of the month from 1:30 – 3:30 p.m.

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 603-229-1275.

What are my options for Hair Salon Services?

The Heritage Heights salon is open Wednesdays & Thursdays from 8:30 a.m. to 5:00 p.m. Cottage residents on both campuses can schedule an appointment by contacting Hair Stylist, Carole Roberge at 603-227-1393.

The Havenwood Salon is open Monday – Friday 8:30 a.m. to 5:00 p.m. Lodge and cottage residents can call 603-229-1160 and speak with Nancy DelloRusso to schedule an appointment.

HHH bus transportation service is currently available to residents for appointments. Please call 603-229-1163 to schedule.

Are dogs allowed in Lodge units with vaccinated visitors?

Dogs are allowed in Lodge units. The 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, 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 8:00 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 24/7 to pick up their mail seven days a week. 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.

Please be sure to only Fob yourself or another resident into the building and not an outsider. We still have strict protocols in place for visitors and want to be sure we can monitor all guests.

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. Please do not re-enter if you develop symptoms during the day.

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. Family members may not enter the Havenwood building or Heritage Heights common areas.

Can residents attend church services in the community?

Yes, residents are able to attend local church services in the community. **the HHH bus provides 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, Tracey Andosca, at 603-229-1163 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?

Yes, using best practices. HHH recommends residents take advantage of the home delivery and curbside pickup with local restaurants.

What if I need to have an outside service person come to my cottage?

If you are experiencing issues within your cottage that require an outside service person to enter your home (service person), it is considered a visit to your cottage. Please continue to use best practices when anyone enters your cottage.

Will HHH host political candidates for the upcoming election?

HHH has a long history of welcoming political candidates onto our campuses and will continue to do so this upcoming season. Please contact Sue Pollock or Sue Edge directly to request an advance booking in either Tad's Place (maximum seating 50) or the HW auditorium (maximum seating 30). Each candidate will be allowed 3 additional staff members to join them during the visit. Events will be placed in News & Previews and residents will be asked to sign up, in advance.

Using best practices, we will screen candidates and their staff, offer rapid testing, provide goggles and a mask, avoid close contact, hand shaking, limit seating but provide an opportunity for candidates to share their story.

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 603-229-1275.**

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