

## COVID-19 Precautions and Updates

*Updated March 12, 2020*

### **Committed to Everyone's Health & Well-Being**

We take our commitment to resident and employee health very seriously, especially when it comes to the public health concern regarding the Covid-19 virus. With that in mind, this document reviews the steps we are taking in the face of this evolving public health issue. We will update this page regularly.

### **Updates & Protocols**

We are in regular contact with the New Hampshire Department of Public Health, as well as the Centers for Disease Control (CDC) and The Centers for Medicare and Medicaid (CMS) to ensure we have the latest information and are using those facts to inform our actions. We are communicating regularly with all members of our community, including residents, staff, contractors, local hospitals, medical directors, business partners and visitors.

### **New CMS Guidelines: March 12, 2020**

Based on guidance from CMS we are enacting a strict limitation on visitation in our Assisted Living, Memory Support and Nursing care units.

We are adhering to this guideline to protect our residents and are asking independent residents and outside visitors to refrain from entering our health centers. Again, this is for the safety, health and protection of those within our health centers. We will do everything we can to provide alternative ways to connect with your loved one. Please contact us if you have any questions or concerns.

- For Birch Hill , contact Kelly Spiak at [Kspiak@birchhill.org](mailto:Kspiak@birchhill.org) (603) 836-2304 or Amy Reynolds at [areynolds@birchhill.org](mailto:areynolds@birchhill.org) (603) 836-2280.
- For RiverWoods Exeter, contact Kate Bolduc at [kbolduc@riverwoodsexeter.org](mailto:kbolduc@riverwoodsexeter.org) or (603) 658-1555.
- For RiverWoods Durham, contact Jen Merriam at [jmerriam@riverwoodsdurham.org](mailto:jmerriam@riverwoodsdurham.org) or (603) 590-4066.

### **What to Expect if You Visit: Updated March 12, 2020**

While we are not restricting visitation in our Independent Living residences, please note that all visitors, vendors and business partners will be actively screened at our reception desks before entering the community.

**We will ask you the following questions:**

- Have you traveled in the past 14 days to a location identified as a Travel Level 1- 3 advisory by the CDC, US states with a high number of confirmed COVID 19 cases, or a cruise ship?
- Have you have been exposed to someone with a confirmed case of COVID-19 or under investigation for COVID-19, or ill with a respiratory illness in the past 14 days?
- Are you experiencing respiratory or flu-like symptoms (fever, cough, shortness of breath, sore throat)?

**If the answer to any of these questions is “yes” you will need to postpone your visit.**

During your visit, you can expect to see signs posted throughout our buildings. These signs serve as reminders to everyone of the steps we can all take to prevent the spread of COVID-19 as well as other viruses such as influenza.

**Several other infection precaution measures are also in place:**

**Stay Healthy Tips**

In any situation, the best way to prevent infection is to take measures to avoid being exposed.

We can all practice precaution with these basic tips:

- Wash hands frequently with soap and water for a minimum of 20 seconds.
- Avoid close contact with people who are sick
- Find alternatives to handshakes
- Do not touch your face, especially eyes, nose and mouth, with unwashed hands
- Use alcohol-based hand sanitizer (at least 60% alcohol) to supplement frequent handwashing
- Stay home if you are sick
- Call ahead before visiting medical professionals
- Cover your coughs and sneezes
- Clean and disinfect frequently touched objects and surfaces
- If you have any questions regarding our process, feel free to submit a question [here](#).

**Additional Resources**

We recommend the following resources for the latest, trustworthy information regarding COVID-19:

- The [Centers for Disease Control](#) (CDC)
- The [New Hampshire Department of Public Health](#)
- [Travel Advisories from the U.S. State Department](#)