

COVID-19 UPDATE

The Power to Redefine Aging.



Hebrew
SeniorLife



HARVARD MEDICAL SCHOOL
AFFILIATE

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NOW IS THE TIME...

Now is the time to band together in a common cause—to battle the most horrific pandemic in our lifetimes. Now is the time to care for yourself and your family. Stay in if you can. Wash your hands. Wear a mask. Now is also a great time to extend a helping hand if you can.

As we all work together to prevent the spread of an extremely deadly virus, we want you to know all the steps Hebrew SeniorLife has taken to protect our staff and our seniors, the most vulnerable population for COVID-19. The continuing rise in the number of cases among older adults, particularly those who are frail and have other medical issues, is alarming. While we are deeply saddened by this, it is not deterring us in our fight.

At Hebrew SeniorLife, we are continuing to work 24/7 to keep our patients, residents, and staff safe and healthy while confronting the many challenges of COVID-19. At

Hebrew Rehabilitation Center, we have increased our use of testing to include asymptomatic patients, which we know will help deter the spread of the virus. At our senior living communities, all 1,700 residents have been urged to self-shelter at home, and we have implemented significant supports and services to ensure their safety and well-being.

The entire HSL community has rallied around this huge effort. Employees and volunteers deliver meals, make daily wellness calls, organize programs by phone, package and deliver groceries, sort mail, coordinate laundry, and provide help with communication and technology. Our staff continues to go above and beyond every day to make sure all of our patients and residents are safe and cared for in the best possible way. You can read more about our work inside.



May 2020

Dear Friend of Hebrew SeniorLife,

As we continue to fight the COVID-19 outbreak together, I sincerely hope that you and your loved ones are in good health.

During this critical time, our number one priority continues to be protecting our patients, residents, and staff. In addition to restricting visitors to all of our communities and bolstering our already strict infection protocols, we screen every employee every day. Everyone entering one of our campuses is required to wear a mask, and staff have all the clinically required personal protective equipment required to safely do their jobs.

As we do everything in our power to reduce the risk of COVID-19 for the seniors we serve, our need for funds to help us through this crisis continues to grow. We have established **HSL's COVID-19 Senior Response Fund** to help us purchase critical personal protective equipment, provide hotel rooms for clinical staff needing safe lodging closer to work, and replace quarantined staff, to name just a few of our additional, yet vital, expenses.

Our actions right now are focused on the unique needs of the patients and residents in our care. Please consider helping us through this incredibly difficult period.

Sincerely,



Louis J. Woolf
President and CEO



GOING ABOVE AND BEYOND

As residents at Jack Satter House in Revere have been ordered to quarantine in their apartments and not enter common areas of the building, Hebrew SeniorLife employees have come together in unprecedented ways to ensure that residents' physical and emotional needs will continue to be met. Residents are getting a call every day to make sure they have their meals, medications, groceries, clean laundry, and to find out how they are coping. During these calls, we were touched to receive overwhelmingly positive feedback from residents:

"I am a resident of Jack Satter House and I want you to know that I am so impressed with the wonderful care we are receiving during these difficult times. The entire staff is going above and beyond to assure we have everything we need. I thank God I am living here!"

"I feel so safe. We get calls every day asking if there is anything else we need. I wish every place could have the type of people we have here at Jack Satter House."



Hebrew SeniorLife staff performed an impromptu concert for Satter House residents outside, providing encouragement and support for residents quarantined in their apartments. Many stood in their windows waving signs expressing their gratitude.

GRATEFUL RESIDENTS AND FAMILIES

On April 3, Hebrew SeniorLife took a bold, precautionary move to thwart the spread of COVID-19 by implementing a self-shelter at home directive across all of our five senior living campuses. These include NewBridge on the Charles, Dedham; Orchard Cove, Canton; Simon C. Fireman Community, Randolph; Center Communities of Brookline; and Jack Satter House, Revere.

As the entire Hebrew SeniorLife community rallied to ensure residents' safety and well-being at all five campuses, we began receiving notes of appreciation and gratitude, including:

"We are so very grateful as a family to have our mom get the level of care and protection you and the entire staff have shown in this recent crisis. It is truly above and beyond expectations, but not out of line with the ongoing excellent care and service HSL has provided her and my dad since the very start of their membership. Thank you all."
– daughter of Orchard Cove resident

"Management is imposing a series of strategies to maximize social distancing on the campus, limit the potential spread of virus internally, and effectively constrain people to their apartments or cottages. These tactics add complexity to our lives, but they are essential to protect us. The entire staff here at NewBridge on the Charles are working incredibly hard to achieve these goals. The commitment at all levels is extraordinary."
– NewBridge on the Charles resident

"The words are not adequate to express our appreciation for all that you are doing. We're so grateful that because of you and the efforts of your staff we feel safe and protected. You've been given an extraordinary task and you're doing it beautifully. Thank you again!"
– Orchard Cove residents

"I wanted to reiterate to you and everyone here our admiration for your efforts during this trying time—the phrase, 'above and beyond' doesn't begin to cover it. Thank you so much!"
– Center Communities of Brookline resident



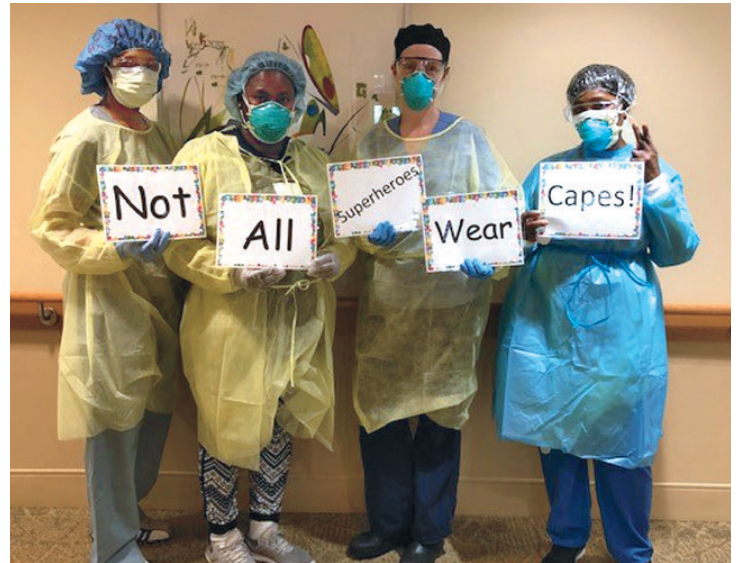
LEADING THE WAY

Massachusetts Secretary of Health and Human Services Marylou Sudders and Assistant Secretary for MassHealth Dan Tsai recently reached out to Hebrew SeniorLife to partner with the Commonwealth and the Massachusetts Senior Care Association to help the long-term care industry protect residents, patients, and staff during this pandemic. The objective of the partnership is to provide support in

four areas: infection control, workforce, personal protective equipment, and testing. Our job will be to establish systems to help every nursing home across the state meet a list of standard infection control criteria to provide better care for the older adults of Massachusetts, and to protect the staff who care for them.

CARING FOR OUR STAFF

We have so many amazing employees who have done everything from learning a new job to help where needed to working long shifts to make sure our patients and residents get the help they need. Hebrew SeniorLife is providing personal protection equipment, transportation, food, and emotional support, as well as additional housing support. We have reserved a block of rooms at a hotel in Dedham where front-line staff can stay free of charge to be close to work or if they prefer staying apart from their family members or loved ones at home. We can't thank them enough for all that they do!



COVID-19 SENIOR RESPONSE FUND

If you are wondering how you can help during this health care crisis that is putting seniors at risk, please consider a gift today to HSL's **COVID-19 Senior Response Fund**. Some of the urgent things the fund will help us with include staffing our dedicated COVID-19 units; purchasing critical personal protective equipment

for our staff; providing hotel rooms for clinical staff needing safe lodging closer to work; providing paid time off for sick or quarantined medical staff; and replenishing supplies used for activities to promote the emotional wellbeing of our patients and residents. We are all in this together—please help us with a gift today!

Please use the enclosed envelope for your gift or give online at hebrewseniorlife.org/covid19fund. Thank you!

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