

To Date... Our Covid-19 Response

As of May 22, 2020



As we were set to go to print with the 2019–2020 Donor’s Report, COVID-19 hit very close to home. While no one is immune, the elderly are the most vulnerable. Immediately, we were on the forefront. We took action to ensure uninterrupted care and resources to our community.

We have focused on the care and safety of our residents 24/7.



Arlene Ramsudh with resident
NURSING



Augusto Montenegro Jr. with resident
REHABILITATION



Avriel Smikle-Kelly with resident Gloria
RIVERSPRING ASSISTED LIVING

Our residents’ strength and spirit continue to be the driving force and an inspiration to us all.

SAFETY

- As of mid-May, in partnership with the New York State Department of Health, we instituted the following health and safety policies:
 - All residents have been tested for COVID.
 - All staff are tested twice weekly, which began on Wednesday, May 20th.
 - All residents are having their temperature, pulse and respiration levels measured at every shift.
 - All residents are having their blood pressure taken daily.
 - COVID positive residents are isolated and remain in their rooms.
 - We are continuing to secure ample PPE for staff pursuant to all current protocols.
 - Residents who test positive are moved, if necessary. Likewise, we group residents who test negative together on other floors. We evaluate all moves and neighborhoods to ensure the ongoing safety of our residents and staff.
- We significantly ramped up our cleaning and sanitizing protocols.
- To care for our larger community, we partnered with NYPresbyterian (NYP) to create a COVID-19 recovery building for people recovering from the virus who have been discharged from the hospital. All equipment is provided by NYP.

RESIDENT/FAMILY CARE

- We established weekly Family Information Webinars—opportunities for the sharing of information and conversations with our medical and nursing staffs, social services, and our therapeutic arts and enrichment staffs.
- We helped our families stay current in real time with updates on our Sagely App. Updates go directly to family members' phones.
- To assist connecting families with residents, we created **Send a Card** program (These cards are hand delivered to residents and read out loud by a staff member) and a Mother's Day video campaign.

QUALITY OF LIFE

- We enacted social distancing, engaging our residents in their neighborhoods, redesigning mealtime—so there would still be semblance of family, but a family practicing current COVID social protocols.
- In the world of social distancing, our Therapeutic Arts and Enrichment therapists devised creative programs including televised arts programming, concerts, information, and news programs including 'Good Morning Hebrew Home' to bring life and discussion, activity, and intellectual engagement to all of our residents on all neighborhoods.

TECHNOLOGY

- We made the difficult decision to immediately suspend all visitors and volunteers to the Hebrew Home.
 - To keep our residents connected to their families, we arranged "visits" using technology like Skype and FaceTime. Over 100 families per week participate in visits with their family members.
- Always innovative, we swiftly made arrangements to acquire state-of-the-art automated dispensing medication systems. AP PassPort frees our nursing staff to spend more time giving personal attention to our residents while maintaining a fully secure and reliable medication management and disbursement capability.

APPRECIATION

- We created a Thank You campaign to our Healthcare Heroes, collaborating with our local community for food and personal care items. The response was overwhelming.
- In an effort to continuously honor our residents and our Hebrew Home Healthcare Heroes, we started the **#seniorsmile** where celebrities and other people send well wishes and happy thoughts videos to bring smiles to our residents and staff.

Heroes of the Hebrew Home

Our community, always strong and cohesive, has once again come together in remarkable ways to provide safety, care, and comfort to our residents.

Each staff member from every department at the Hebrew Home is a **healthcare hero**.

Please join us and the many families who have called in to say **THANK YOU TO OUR HEROES**.



Resident Sal with Leadenne Hall | NURSING

“Hope you are well. I realize that you all in the Hebrew Home are extremely busy being the miracle workers and so “essential” at all times, but especially now, taking care of my mom and all residents. My words cannot even describe how much my family and I appreciate that.

This is why instead of calling to check on my mom (totally trust you all and don't want to disturb) I just wanted to check on you and all staff.

Best and kind regards,”

Ludmila



Cynthia Grimes | NURSING



“Dear JR 1 team, and everyone else who gives so selflessly at Hebrew Home, Thank you for taking such good care of my husband, Henry, not only during this crisis but every single night and day. The weekly FaceTime calls are only one example of your creativity and strength. You are each an example of love and compassion to Henry and to all the other residents.

Thank you, thank you, thank you.

I pray for your health and safety,”

Madeline S.

Jack Hernandez | MATERIALS MANAGEMENT

“To all of the heroes at Hebrew Home, We have been struggling to send this note because there are few words to express the gratitude we have for your going to work each day, putting your lives on the line to care for our family members who you feed, bathe, give physical and occupational therapy, clean up after, give medical attention, medications, and even simply keep company when we can't be there to visit. You even go the extra mile and make sure that our seniors can call and FaceTime relatives.

Then you go home and take care of your own selves and families, knowing the risks. You are all wonderful; We love you so much and pray for all of you to be healthy. We will come out of this, and we will never forget you all.

You are on our minds and in our thoughts every morning that we wake up and when we go to sleep. You are heroes.

We love you.”

Family of Beatrice B.



Kwaku Boateng | FOOD SERVICES



John Jackson | ENGINEERING



Anne Weisbrod | DIRECTOR, SOCIAL SERVICES

“In this terrible and frightening time I am so grateful for everyone at Hebrew Home—including the housekeepers, dietary staff, CNAs, social services, recreation, nurses and everyone else for your courage and commitment to caring for my dad, and everyone in your care.

Thank you angels!”

Anne M.



Larry Applewhite | THERAPEUTIC ARTS ENRICHMENT

“If I could name you all each by name I would yet I won’t single out any one person right now for it would not make my point that I appreciate ALL that you ALL are doing collectively to keep the HH running and for caring for our loved ones every day, moment to moment!”

Thea B. M., LAc, MSTOM



Olivia Cohen and Larry Applewhite

GOOD MORNING HEBREW HOME

(LEFT) To bring activity and arts to the floors, our Therapeutic Arts and Enrichment Program televised a robust series of programming including wellness, religious affairs, the arts, musical programs and concerts as well as “Good Morning Hebrew Home,” a new morning program of information, humor, and interviews.



Emily Ottinger with resident | SPEECH THERAPY

“Thank you...

From Mervin the House keeper, to all the nurses and everyone in between, from the bottom of my heart, thank you. I can't see my mom, but I know she's well taken care of. I look forward to the day when this is all over, Amen.”

Gerena

“Heroes at HH,

I have previously sent Hebrew Home emails of deep gratitude for everyone who works there.

My mother has lived at HH for over 3 1/2 years. You have been taking great care of her all this time. Now you are extending that great care under such dire circumstances.

You all are working such long, very hard hours...away from your homes and families. You are exposed to a part of the population that is most at risk. And you are having to think about, worry about, handle and juggle hundreds of big and small details—to make sure you all stay safe. The toll this is taking on you physically and emotionally must be immense. Your reservoirs of strength, caring, determination, compassion are truly immeasurable.

All I and my family have are reservoirs of gratitude. Nothing more tangible or helpful than that. However, gratitude that is so profoundly heartfelt and soulful.

Humbly and respectfully,”

Jan A. K.



Brenda Barbee | SWITCHBOARD



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