



March 26, 2020

Dear family member,

Every week at the Jewish Home Family is an eventful week and, under the current circumstances, that is an understatement. I just wanted to write and give you some updates. As always, feel free to reach out with any questions.

HEALTH PROTOCOLS

As we have been doing, we continue to monitor the respiratory status and temperature of every elder, on both campuses, on every shift—so that is three times each day. We are also continuing to monitor our staff every day and no one is allowed to work if they have not had the daily health screening.

If we have an admission, our protocol is to have that person in isolation for additional monitoring. That means that we have isolation gear available at the door (mask, gown, gloves) to ensure that no one enters the room or apartment who is not fully covered. We also are limiting those who can enter the room to keep volume to a minimum. Once the person has received sufficient monitoring, that isolation can be discontinued.

We are also working very hard to keep our elders in our buildings and not send them to the hospital. We know that hospitals are very full right now and that they are dealing with a lot of the virus. So we are making every effort to keep people with us and safe. Our medical director will be involved in hospitalization discussions as appropriate.

Some of you have asked about testing, whether it is testing a specific elder or testing everyone. I will tell you that test kits are just not widely available. We have an extraordinarily limited supply and are not at all certain if and when more will be available. To that end, any COVID-19 test that is requested is being reviewed by our medical director, Dr. Harvey Gross. This will ensure that we are using these tests in the most appropriate manner. If anyone has any symptoms, we are immediately doing a full isolation protocol and treating the symptoms and should someone have a need to go to the hospital, that transfer will take place. Our goal is to keep our elders here and not expose them to the hospital environment if it is not medically necessary.

Some of the recent changes we have made include closing the dining rooms at Jewish Home Assisted Living. Everyone is now being served every meal in their apartment. Group activities have been completely eliminated on the Rockleigh campus and in River Vale we have a limited number of very small group programs (under 10 people), with spacing more than 6 feet between them. We have also instituted a face mask protocol for every staff member. Face masks are being worn 100% of the time in resident care areas.

We are continuing to receive ongoing updates from a number of sources including our State and national associations, CMS, CDC and the State and County Health Departments. Our policies are being updated on an ongoing and regular basis and our staff are being educated constantly. We have one aim—to keep everyone safe and well.

VISITING

We continue to limit visitors to end-of-life circumstances and are maintaining accurate lists on both campuses. If an elder is on that list, visitors are limited to two people and both are subject to health screening. Regardless of the situation, if a visitor is exhibiting any symptoms or has been exposed to COVID-19, we cannot allow them into the building. All visitors are required to wear face masks at all time.

We are doing ongoing virtual visits with Skype and FaceTime. Some of our Assisted Living elders have Amazon's Alexa, which we can help them set up to enable visiting as well. Should you wish to schedule a virtual visit, please reach out to the Activities staff:

Rockleigh: JHRecards@jewishhomefamily.org

JHAL: JHALecards@jewishhomefamily.org

ENGAGEMENT AND MORALE

With elders confined to their rooms and apartments, our team is working hard to help them feel engaged and connected. We're doing strolling programs in the halls, using our closed circuit channels and doing one on one visits. We continue to work on providing lots of programming and entertainment for the elders.

We're keeping a close eye on staff morale as well. We're doing special days and events. As an example, today is "Opening Day" for baseball. Even though the baseball season is postponed, we are having events here. We're serving our elders hot dogs and burgers, along with apple pie for dessert. Staff are dressed in "team" gear and we're going around with some staff treats this afternoon.

On the Rockleigh campus we are piloting a "convenience store" on Friday afternoon. We're offering staff the chance to buy eggs, milk, bread or toilet paper to take home, keeping them out of the stores and making life easier for them. We've ordered from our regular suppliers and will adjust the quantities and selection as we move forward.

COMMUNICATION

We are working hard to ensure that everyone has the information that they need. We did a Zoom meeting with family members and others this week and had close to 60 people participate. We will schedule another session in a week or so to provide updates and an opportunity to ask questions. We also have a phone number you can use to check for updates. I'm trying to update that frequently as well. That number is [551-444-3190](tel:551-444-3190).

At the Jewish Home at Rockleigh we held our Community Council meeting via Zoom and it worked out very well. We got questions in advance and we sent it live to every television in an elder's room. Feedback was great!

We are also communicating with our management team, medical staff and staff nonstop. We want everyone to be informed and connected.

CONSTRUCTION

The construction at Rockleigh continues daily. Last week we were not sure what would happen with the State restrictions but construction has been deemed an essential business. We have spoken to the contractors about monitoring the health of their team as well but please be aware that none of the construction workers come into the building at any time. The current work is all on storm and sanitation piping so there's lots of earth moving around outside. Without the restrictions, I am sure we would have a line of elders on the sidewalk watching the action—let's hope that we are able to do that someday soon.

WHAT YOU CAN DO

One of the questions that came up on Zoom was how you can help. As a family member, reaching out to your loved one via phone or virtual visit does matter. Please bear with us as we try to accommodate everyone's requests. You can also go onto our website and send an e-card ([Click here for Rockleigh](#) and [click here for JHAL](#)). They are free and you can personalize them any way you like. We will deliver them within one business day directly to the elder.

If you know someone who would like to work at the Jewish Home, we are hiring. I know there are many people out of work right now. Some of them may have the skills we need. Please direct them to call or [email](#) our Human Resources Department.

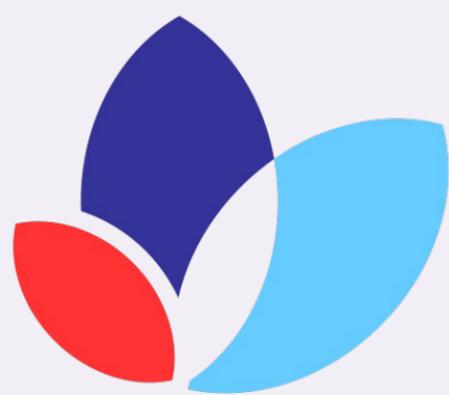
Finally, we've been fortunate to have some donors step forward to help defray the additional costs we are incurring because of COVID-19. We have had major expenses for personal protective equipment, sanitation supplies and staffing. If you have a desire to help, the Jewish Home Foundation would happily accept your donation of any amount. Here's a link that you can use: <https://www.jewishhomefamily.org/jhfoundation/opportunity-for-giving/>

We hope that you are staying home, keeping safe and taking care of your own health.

Be well,



Carol Silver Elliott
President and CEO
The Jewish Home Family



The Jewish
Home Family

Advancing the Art of Living.

