



April 17, 2020

Dear family member,

We all truly feel that we are fighting a war here, fighting to keep our elders and staff safe and fighting to help heal those who are ill. It is not a war any of us wanted to fight but this is where we are. One thing that we can say with certainty is that our staff is fully committed and that they are bringing their all to this battle every day.

At present, we have 23 active cases of COVID-19 at the Jewish Home at Rockleigh. Of that 23, nine elders are recovering and two elders have fully recovered. At Jewish Home Assisted Living, we have 15 active cases. Of those, four are recovering and one is fully recovered.

On the Rockleigh campus we have continued to move elders as necessary to ensure that we have those with a COVID diagnosis in an isolation area. There is an isolation area on each of the three units that are currently open. Those areas have heavy plastic tarps that are installed floor to ceiling and only designated nurses and aides work in those sections to prevent any cross-contamination. At Jewish Home Assisted Living, we are in the process of creating an isolation area as well. We have also transferred some elders from Jewish Home Assisted Living whom we thought would benefit from the higher level of nursing care available at Rockleigh.

Our medical staff is working closely with us to ensure that we are doing everything we can for those who are ill. As indicated, elders have received Zithromax as well as Plaquenil, the brand name for hydroxychloroquine, which is increasingly being used for COVID treatment. The Rehab staff have added protocols for repositioning and turning and they are helping to make sure that everyone is being moved frequently and properly, as well as encouraged to sit up as much as possible, which we know is important in treatment of this virus. On the Rockleigh campus our Respiratory Therapy consultants are providing oxygen services and we have asked them to make high flow oxygen available as ordered. This high flow oxygen protocol is one that hospitals have been implementing and we want to do the same for our elders as necessary. We are in daily communication with our physicians, constantly looking for ways to improve care. Because these are uncharted waters, we, like our hospital partners, are learning while we do it, making changes as often as indicated.

Each of our elders continues to be monitored on every shift, checked for respiratory symptoms and temperature as well as having their vital signs taken. We are working very hard to encourage people to eat and drink. Despite our efforts to entertain and engage, having to be in your room or apartment all the time is difficult. We know that elders are not just feeling boredom and restlessness, they are also missing family visits, activities and social interaction. Appetites tend to flag at those times and not eating, or being properly hydrated, weakens people. The Rehab staff are helping with hydration as are the Activities team when they do virtual visits. And, on both campuses, when elders receive medications the liquid that they are offered with those medications is Ensure. We are now offering special high calorie "treats" at least once, and often twice, every day to encourage people to take in more calories and all areas are stocked with high calorie snacks that can be offered at any time. When you speak with your loved one, please remind them to eat and to drink. It is so important. Some of you have asked if you can send in food for your loved one. The CDC guidelines specifically prohibit this so we really cannot accept it. That being said, if there is

some special food or treat that you think might tempt your loved one, let us know and we will do our best to make that happen.

When staff come to either building to work, they are having their badges checked and temperatures taken and recorded. They are then given the personal protective equipment (PPE) that they need. All of us are wearing surgical face masks at all times. For clinical staff and those who are in resident areas, each person is outfitted with a disposable coverall or gown, N95 mask as appropriate, face shield or goggles as appropriate and hair covering. Any elder who is symptomatic wears a surgical face mask, as tolerated, when staff are in their room or apartment. Any elder who is well wears a fabric face mask when staff are present or if they are outside of their room or apartment for any reason.

We are grateful to the many people who have dropped off or mailed face masks to us. The elders have enjoyed choosing from the many fabrics available. We've had face shields and face shield kits given to us and a local man even brought us 150 isolation gowns. Obtaining PPE is a major undertaking and we have been very focused on making sure that we have what we need and as much as we need. Isolation gowns have been the biggest challenge and we continue to work to increase our supply.

Please know that we have assigned nurses on each campus to help answer any specific questions you have about your loved one. For elders at the Jewish Home at Rockleigh, please reach out to JoAnne Herzog at 201-906-1946, jherzog@jewishhomefamily.org. For Jewish Home Assisted Living, reach out to Jackie Wells at either 201-694-1401 or jwells@jewishhomefamily.org. We will also be holding a Zoom meeting for families on Monday, April 20 at noon. Here is a link you can use to log in: <https://zoom.us/j/91668896964> (Audio-only dial-in: 1-312-626-6799,,916 6889 6964)

How can you help? If you would like, you can send cards and messages for the elders that we can post on our closed circuit system. If you have a talent that you would like to share, you can send us a video and we will post that as well. Send all of those items to our Director of Communications & Technology, Ezra HaLevi at ehalevi@jewishhomefamily.org. As well, we are continuing to hire in a number of departments. If you know someone who would like to work at the Jewish Home, have them reach out to Lauren Levant, VP Human Resources, llevant@jewishhomefamily.org.

We appreciate all the messages of support we have received from families and our community. Our commitment remains unwavering, knowing that we exist for the elders that we serve and believing that is the highest calling.

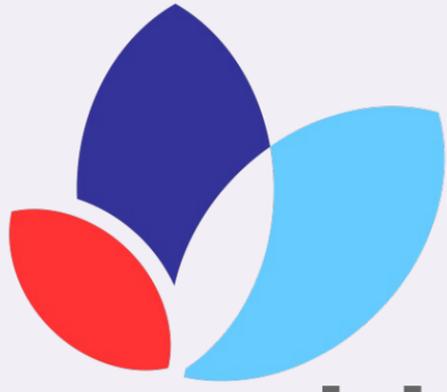
Be well,



Carol Silver Elliott
President and CEO
The Jewish Home Family



Dr. Harvey Gross
Medical Director
The Jewish Home Family



The Jewish Home Family

Advancing the Art of Living.

