



Relatively Speaking

NEWBRIDGE
ON THE CHARLES

 Hebrew SeniorLife

Special Edition Your COVID-19 Questions Answered

In this special issue of “Relatively Speaking,” we have compiled a summary of the policy changes that we thought you might find helpful to know. Thank you for putting your trust and faith in all of the “boots on the ground” staff who continue to come on campus every day. Please know that they are working around the clock to keep your parents safe and supported to the very best of their abilities.

We appreciate how difficult it is to be separated from your loved one(s) at this time. Since you can't be here in person, we've assembled some photos for you to see what NewBridge looks like in your absence!

[View photos](#)



Please Join Us For A Zoom Update On COVID-19 And Our Response

Steve Colwell and Matt Hollingshead, Executive Directors, will join Lou Woolf, HSL President and CEO, and Kim Brooks, HSL Chief Operating Officer, Senior Living, for a third Zoom chat this **Friday, April 17 from noon to 1 p.m., EST**. As with previous chats, staff will give updates on policies and restrictions as related to COVID-19.

If you would like to send a question in advance, please send to [Tara Fleming Caruso](#) by **Thursday, April 16**.

Join from PC, Mac, Linux, iOS or Android:

<https://hebrewseniorlife.zoom.us/j/520530749>

Or iPhone one-tap (US Toll):

+16468769923,,520530749#

or

+13126266799,,520530749#

Or Telephone:

Dial:

+1 646 876 9923 (US Toll)

+1 312 626 6799 (US Toll)
+1 669 900 6833 (US Toll)
+1 253 215 8782 (US Toll)
+1 301 715 8592 (US Toll)
+1 346 248 7799 (US Toll)

Meeting ID: 520 530 749

International numbers available:

<https://hebrewseniorlife.zoom.us/j/abFqLXmxyR>

Frequently Asked Questions About Our Response to COVID-19

Below are some of the Frequently Asked Questions that we've received over the past few weeks. Because we are in a rapidly changing situation, this information is subject to change.

Thank you for your patience and understanding.

When did the self-shelter at home take place and what does it mean?

As of April 1, leadership made the decision to have residents self-shelter at home. We ask residents not to leave their apartments or cottages unless they have an essential offsite medical appointment. While we are strongly urging residents to avoid going outside, if they do, we are asking that they walk alone, wear a mask, and that they do not socialize within 10 feet of one another.

What is the procedure if a resident has symptoms of the virus?

Residents who are showing mild symptoms should first contact their primary care physician for guidance. The PCP will decide if the resident should self-isolate at NewBridge or if they should be transferred to the hospital for care.

Any resident who becomes seriously ill may also be temporarily transferred, if space allows, to the dedicated COVID-19 units at either Hebrew Rehabilitation Center-Dedham or Hebrew Rehabilitation Center-Boston. These units can support the health care needs of the patients while isolating them from others. A dedicated clinical team is assembled (medical providers, nurses, respiratory therapists, and PCAs) for the units in order to minimize exposure of staff and other patients. Clinicians staffing the unit have all the personal protective equipment required to safely provide care.

Are there any cases of COVID-19 on the NewBridge campus?

Yes, there are patients in our long-term chronic care hospital and residents in our memory assisted living who have tested positive for COVID-19. We are reporting the number of cases on our [website](#) and are committed to being as transparent as possible, while still maintaining patient and resident privacy.

Are visitors allowed on campus?

Unfortunately, no. The only people who are allowed into the building are those who are providing direct, hands-on care. Every visitor brings the risk that they are an asymptomatic carrier of the virus, and we are doing our very best to minimize the number of people who walk into our building in order to mitigate this risk. For cottage residents, we are asking that any caregivers coming to assist are cleared at the community center before they begin their shift. Private caregivers must come to work equipped with their own PPE. If a caregiver does not have PPE, they will be sent home.

How are meals and groceries being handled?

Meals are being delivered to residents. Dinners are ordered a week at a time. Residents receive menu order forms on Wednesday and completed forms are picked up by staff on Friday.

The onsite market is closed but we have started an in-house grocery delivery service. As with menus, residents receive order forms on Wednesday and completed forms are picked up on Fridays. Groceries are delivered the following week. Residents can still order groceries and other necessities online or family and friends can drop them off at the community center front desk. Staff will disinfect the bags (not the contents) and deliver them to the resident.

What is the system for medications?

All medications should be delivered to the front desk either by family or by the pharmacy. If you have questions about your loved one's medication system, please email [Christina Rice](#).

How are staff communicating changes to residents?

Independent living residents receive information about COVID-19 policy changes through three main sources: 1) VoiceFriend, 2) weekly newsletters, and 3) "as needed" updates from Steve Colwell, Executive Director:

- **VoiceFriend** is an internal system that allows us to send prerecorded messages to all resident phones.
- The weekly newsletters arrive via hard copy as well as by email on **Friday afternoons**. They include a weekly letter from Steve as well as menus and programming information.
- **Updates from Steve** arrive via hard copy and email – whenever there is new information that he wants to share in real time.

If you would like to receive the **weekly newsletters** and **updates from Steve**, please contact [David Raider](#), Director of Community Life.

How geographically separate are Long-Term Chronic Care, Independent Living, and Assisted Living?

All three areas are very separate from each other. And while we philosophically have tried to avoid a "siloed" feel on our campus, currently each community is operating independently in order to minimize staff cross-over and an unintentional spread of the virus. Despite our physical separation, we share a commitment to transparency about the number of COVID-19 cases – wherever they are on campus – through our own individual modes of communication with residents, patients, and families.

Is there any in-person programming taking place? How much stimulation is my parent receiving?

All programming, live, recorded and streamed, is provided via our closed circuit television channel, 918. Every day residents receive a flyer listing the day's programs. The daily lineup is also broadcast on 918 throughout the day. The daily programming includes lectures, courses, concerts, religious programs, fitness classes, and movies.

If you would like to provide any content for our programs, we would love your help and your talent! For more information please contact [Larisa Levich](#), Director of Programs.

The Community Life Team and the Food and Beverage Team have both created weekly activity packets for residents to enjoy, as well. So in addition to your outreach, and weekly phone calls from staff/peers, they are receiving something in their "mailbox" (now a paper

bag hanging on their door!) at least four days per week.

How are you helping residents to feel less lonely and isolated?

Community Life members are reaching out to all residents to check in, ask if there are any needs, answer questions, and say just say “hello!” If you would like to know which staff member is making weekly outreach calls to your parent, please call the front desk and the receptionist will inform you. Our internal hospitality committee, as well as resident floor representatives, are also making “neighbor to neighbor” outreach calls.

Can you help the residents with FaceTime, Skype, and Zoom?

We are really struggling with this one. Without the ability to be 1:1 in person with our residents, we are finding that it is very difficult to try to explain technology over the phone. Interestingly, as well, when we’ve asked residents during our calls if they would like to use technology to connect with others, many have said “no.” It seems that, for most, their preferred mode of communication is the telephone.

For those who would like to try new technology, we’ve found that there are two common issues: 1) Residents are having trouble either setting up their Apple ID accounts to sign into their phones for FaceTime, or 2) Residents have forgotten their Apple ID password. Some things we can talk them through over the phone (changing the camera view for FaceTime, for example) but without the passwords and setup, it is difficult to do much more. If your parents have shared passwords with you, this might be a way that you can help us from afar. Thank you!

Is the outpatient medical practice still operating?

Yes, our medical team is doing telehealth visits with residents who are part of our in-house practice. If there is an urgent medical issue, the team will see a resident in their apartment.

What if my parent needs more care?

Residents can access several supportive services during this time, including Hebrew SeniorLife’s [home health](#) (nursing and therapies – requires a doctor’s order), [private care](#), as well as dementia care management through the [Center for Memory Health](#) (requires a doctor’s order).

Explore the Center for Memory Health

If you’re concerned about your loved one’s cognitive health, it can be especially anxiety-provoking to be physically separated right now. Hebrew SeniorLife’s [Center for Memory Health](#) has a newsletter to keep family members informed about upcoming activities and there are many resources still available, including virtual support groups, webinars, and tips to prevent isolation. [Check out the newsletter.](#)

Our children are looking for ways to help. What can they do?

Many parents have been looking for meaningful activities for their children to do while they are homeschooling. Hebrew SeniorLife is inviting children of all ages to create a note or picture that can be shared with residents and patients who live at our communities. If your children are looking for an activity that allows them to “give back” while they are home, please have them send a self-made creation addressed to Lynda Bussgang at 5000 Great Meadow Road, Dedham, MA 02026.

Sharing an Uplifting Song

As part of the music therapy program at Memory Support Assisted Living at NewBridge, Leticia Prieto Alvarez, Therapeutic Program Manager, and the residents co-wrote and recorded a very special song, “This Shall Pass.” [Listen to the song.](#)

Are you accepting monetary donations to support HSL's COVID-19 efforts during this time?

Yes, we have created [HSL's COVID-19 Senior Response Fund](#) to address some of our needs including: purchasing personal protective equipment, providing supports like meals and housing for frontline workers, increased staffing needs to support residents who are staying in their apartments or to replace employees who may be ill, and many other costs associated with providing the best possible care for seniors during a pandemic. [Please consider a gift today](#). Thank you!

**DONATE
NOW**

Numbers to Know

Independent Living front desk	781-234-9500
Assisted Living front desk	781-234-9400
Long-Term Chronic Care Hospital front desk	781-234-9700
Outpatient medical practice	781-234-9600
Food and Beverage hotline (5-7:30 p.m.)	781-234-9207
Rabbi Judi Ehrlich	781-234-9213
David Raider, Director of Community Life	781-234-9212
Shana Sklar, Community Care Advisor	781-234-9214
Tara Fleming Caruso, Collaborative Care Advisor	781-234-9404
Security	781-234-9260

Is there a topic you'd like to see in a future edition? Email your suggestions to TFlemingCaruso@hsl.harvard.edu. Know another family member who might like to get this newsletter? Send along their email address to MinaKuraoka@hsl.harvard.edu.

www.newbridgeonthecharles.org

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