

Hebrew SeniorLife

COVID-19

Caring for Jack Satter House Residents during Quarantine

Jack Satter House (JSH) is a HUD-subsidized independent living supportive housing community with 266 units and home to approximately 280 residents. On March 25, in reaction to an increase in confirmed cases of COVID-19 among residents at JSH as well as rapidly escalating COVID-19 cases across Revere, the City of Revere ordered all residents of Jack Satter House to quarantine in their apartments and not enter common areas of the building or leave the building.

This quarantine was designed to protect the residents, their neighbors, and the Revere community at large. Following outlines key steps taken by HSL to optimally protect the residents and our staff prior to March 26 and steps taken after March 26 to support the quarantine and provide for the needs of isolated and quarantined seniors who could not leave their apartments.

Limits and Preparations Prior to March 26:

March 6:

- Sent special communication from Hebrew SeniorLife Chief Medical Officer detailing COVID-19 risk and announcing increased screening of employees and members of public
- Instituted screening of all visitors to HSL campuses based on CDC guidelines
- Began limiting external visitors to HSL sites
- Increased common area cleaning and disinfecting
- Conducted needs analysis of all residents through individual calls and tracking

March 13:

- Discontinued communal dining program and converted to delivered meals
- Suspended all Volunteer and Multigenerational programs
- Suspended special events that bring in community from the outside
- Extended visitor restrictions to include all visitors (including family), with exceptions only for private duty caregivers, end of life, immediate risk, and essential situations as approved case-by-case by campus leadership
- At JSH, essential care further defined as pre-registered and approved private aides, filling medication, dropping off supplies, and medical personnel i.e. occupational or physical therapy
- Implemented drop and deliver system for items brought from outside (delivered to apts by staff)
- Discontinued all programming and common area gathering
- Created virtual remote programming
- Reduced onsite staffing and increased remote workers

March 23:

- Added onsite grocery system (residents ordered via form) and sort/deliver to door
- Created infection control in-service for private duty aides upon arrival

March 24:

- HSL reports on notification from the City of Revere Public Health that two Jack Satter House residents tested positive for COVID-19 and are hospitalized

Providing for Resident Needs: After March 26

Daily Wellness Check Ins

- Phone Bank staffed by Hebrew SeniorLife to call all residents every day, 7 days a week.
 - o General health, any symptoms, mental health
 - o Specific needs about food, laundry, cleaning, maintenance, medications
 - o Resident services team does follow up based on call
 - o Respond to incoming family calls/inquiries

Medications

- Ensuring residents have immediate medications on hand. Coordinating pharmacy pickups as needed. Implementing longer term system for pharmacy delivery and cassette fills

Home Care / Clinical

- Many residents have private aides. Onsite team has worked with agencies and ASAPs to ensure coverage and consolidate services
- Added an on-site personal care aide to fill in as needed
- Added an RN who remotely follows up with residents who have clinical or health related needs, and those who have symptoms to ensure they are connecting with their physician

Resident Services

- Resident services coordinating follow up on all needs identified from wellness checks
- Coordinating dialysis and dialysis transportation
- Managing personal care service needs and follow up with providers / ASAP
- Securing service providers to meet all residents' individual needs
- Following up with Department of Public Health regarding individual COVID-19 related situations
- Following up on any ED trips / hospitalizations, discharges, and tracking

Programming / Engagement

- Meditation, spiritual care, fitness by phone
- Group calls with residents being facilitated
- Volunteers will be making additional calls daily to those who want connection
- Working on additional technology to reach residents via video
- Working on additional engagement opportunities through programming and multigenerational program team

Meal Delivery / Groceries

- One hot meal delivered Monday-Thursday and one hot and two colds delivered Friday
- Working to add additional frozen meals from outside provider for those who want it
- Many families dropping off items – team delivers to door
- Grocery ordering system in place (orders taken via form on Mondays with scheduled delivery to site, and packaging and distribution by staff on Thursday/Friday)

Housekeeping / Maintenance

- Onsite team handling maintenance needs
- Added increased housekeeping onsite
- Added contracted company who has completed building wide multiple day complete surface disinfecting with ongoing maintenance to be continued

Laundry

- Surveyed every resident to determine needs related to laundry. Contracted with an outside provider who picks up and delivers (staff do inside pickup and delivery, vendor comes to exterior door)

Trash Removal

- Staff remove trash from outside residents' doors 6 times per week

Package Delivery

- Daily and constantly: onsite team accepts, disinfects, and delivers

Mail

- Agreed with Post Office that it will deliver mail in bulk to the JSH door only (USPS did not deliver mail until Monday 3/30/20)
- Staff sort and deliver to resident door

Dog Walking

- Established system and schedule to walk dogs multiple times per day for 6 residents