

Parker Jewish Institute Elevates Senior Care Amid Pandemic

New Hyde Park, New York, September 15 - Parker Jewish Institute for Health Care and Rehabilitation continues to enhance its level of care for residents and patients while also protecting the health of staff amid the unrelenting challenges brought forth by the COVID-19 pandemic.

At Parker Jewish Institute, this means a continuous roll-out of strategies and technology to safeguard against the virus, while also remaining true to the Institute's commitment to provide both excellent care as well as comfort to older adults and offering support to their families. These strategies are conducted through a multi-prong approach. The approach includes high-tech infection control measures, ongoing mentorship to Parker's staff as well as empathy expressed by Parker's dedicated workers. In addition, Parker has enhanced its communication methods with stakeholders - families, workers, donors, vendors, partners and the public - so that they are always informed about the latest protocols at the Institute.

Welcome back, families In conjunction with various regulatory agencies, and with an abundance of caution, Parker Jewish Institute was delighted to resume family visits on Monday, September 14, 2020. The facility is strictly adhering to all regulatory guidelines. These guidelines enable Parker to ensure appropriate infection control practices continue in order to minimize any safety risk to Parker's residents, staff and visitors during these heartwarming family visits. In addition, family members are now welcome to drop off any laundry items at the Parker Switchboard, where the Institute's Safety/Security officers will then deliver the package to a resident's room.

"We are thrilled to offer this opportunity for families so that they may reconnect in person, all the while maintaining a safe distance," said Michael N. Rosenblut, Parker's President and CEO.

"Our mission goes beyond caring for residents, but doing whatever we can to meet the needs of Parker's extended family, and we are so delighted to welcome them back."

The resuming of in-person visits and laundry drop-offs is a recent development at Parker, which has made sure, even at the height of the virus' outbreak, that families were always able to remain connected. During the initial onset of the virus, visitation restrictions had been put forth by the US Centers for Disease Control and Prevention and New York State Department of Health. To keep families informed, Parker established a Family Call Center. This enabled families to stay in touch with their loved ones, including through virtual visits through online platforms such as FaceTime. In addition, the Family Call Center staff members are at the ready to communicate regularly with family



Top left: Parker's Infection Control Patrol. Top right: Parker's President and CEO, Michael N. Rosenblut. Center: Parker Jewish Institute in New Hyde Park, BY. Bottom: The lobby at Parker Jewish Institute.

members, connecting them to additional information and resources as needed. And as the Coronavirus became less prevalent in New York, Parker began offering families the opportunity, from their cars, to spend time with their loved ones through scheduled, "drive-by" outdoor visits.

With this initiative, families could arrange to spend time with their loved ones from a safe distance, remaining inside their vehicles, parked in front of Parker at pre-arranged times.

Most-advanced safety measures Parker remains prepared to win the fight against COVID-19 no matter what comes next. Parker installed some of the most advanced safety measures available. Parker is spending \$100,000

per week on its nonstop testing operation, devoting an entire team to test all staff weekly. The staff is armed with personal protective equipment to stay safe. And Parker upgraded its generator system to ensure that the power is always on, which is especially critical during COVID-19.

And, Parker is installing new ultraviolet lighting into its heating, ventilation and air-conditioning (HVAC) units to help fight against COVID-19. Parker is building the UV-lighting system into the HVAC air ducts of the Institute's 340,000-square-foot building to kill or stop the spread of COVID-19 and a range of other dangerous bacteria and viruses, from MRSA to E. coli.

Parker has also added digital turnstiles to its entrance, automatically scanning staff IDs and measuring temperatures, enabling the Institute to maintain physical and health security via contactless technology for the skilled nursing facility's residents and staff.

These projects follow Parker's newly launched Infection Control Patrol, a multidisciplinary team that makes rounds throughout the facility's care areas, ensuring that staff members are complying with the Institute's rigorous standards.

Patrol members make the rounds throughout Parker care areas, ensuring that staff are complying with the institute's meticulous criteria. This includes ensuring that all housekeeping, hygiene and infection control measures are properly carried out and responding to questions from residents and staff.

These moments also provide opportunity for feedback, commending staff for good practices, as well as mentoring and educating employees along the way. This approach fosters growth and team-building, with Patrol members available for questions and guidance. And Patrol members welcome suggestions from staff, bringing ideas back to the Infection Prevention Committee for consideration.

"Parker Jewish Institute takes infection control very seriously, and provides training to all employees," said Michael N. Rosenblut, Parker's President and CEO. "Our Infection Control Patrol accelerates our strident measures to the next level. And we welcome innovative ideas from our entire staff to ensure that we deliver the very best in health care to our patients and residents."

"Parker is investing in these most advanced safety measures to add additional layers of protection for our residents and our employees," Mr. Rosenblut said. "Combined with our Infection Control Patrol and other protocols, the strategies enable Parker to protect against transmitting the virus for the safety of Parker's community."

About Parker Jewish Institute for Health Care and Rehabilitation:

Parker Jewish Institute for Health Care and Rehabilitation is headquartered in New Hyde Park, New York. The facility is a leading provider of Short Term Rehabilitation and Long Term Care.

At the forefront of innovation in patient-centered health care and technology, the Institute is a leader in teaching and geriatric research. Parker Jewish Institute features its own medical department, and is nationally renowned as a skilled nursing facility, as well as a provider of community-based health care, encompassing Social Adult Day Care, Home Health Care, Medical House Calls, Palliative Care and Hospice.