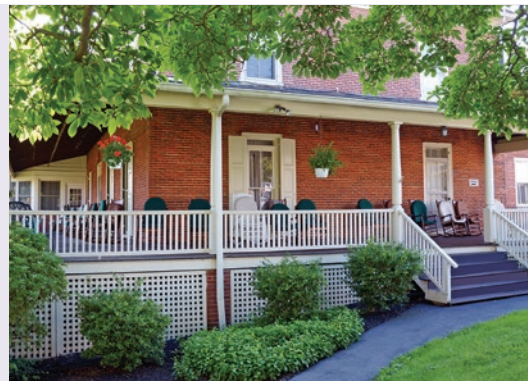


View *from the* Porch



SPRING 2020



From my View...

by
Christine McDonald, Executive Director

Since March and the onset of the COVID virus, the Friends Home and Linden Hall have been dedicated to maintaining the physical health of all our residents and employees to the best of our abilities, while also being aware of everyone's mental health. We are daily balancing these two factors based on the news in our community, both inside and outside our walls.

Most importantly is the fact that the staff has been nothing but miraculous with their cooperation and professionalism to stay informed on this awful disease and do their part to keep it out of Friends Home and Linden Hall. They are all greatly appreciated and respected by the board, management, residents, and their families.

It really has been a team effort of all departments. This means keeping abreast of new developments, sharing that information with your colleagues, and practicing creative listening to make sure your fellow workers are in good spirits and are up to date on new data and procedures.

These are challenging times for our industry, and for Friends Home. This issue has a number of articles about life at Friends Home during the pandemic. Please take a moment to read them, and please reach out if you have any questions or concerns.

Stay Safe and Well!

Flower arranging – always a popular pastime at Friends Home. We will soon be able to grow a lot of our own flowers, in the inside grow room & new gardens outside.



Life at Friends Home during the COVID-19 Pandemic

We have an exceptional expert on infectious diseases on staff: Cherrie Di Matteo, R.N.C., Director of Nursing, has 40 years of experience in Long Term Care, and 20 years of experience as a Director of Nursing. Cherrie is certified in Geriatric Nursing and in Infection Prevention, and is an Infection Preventionist for the State of PA.

Cherrie has been sending out emails to all staff with regular updates on the COVID-19 virus and its implications. She has also established and modified protocols as needed for all staff to follow. Her updates started around March 5 and tracked the spread of the virus through the state and nation. Cherrie has been following all Department of Health (DOH), and Centers for Disease Control (CDC) recommendations. Due to her diligence, we had implemented most of the guidelines before they were mandatory.

Continued on pg. 3.



At Christmas time, every one of our residents received a shadow box. Residents have been working with the Community Life staff to create these as a memory of days past. People are hanging them outside their room. These have been great ways for all of us to learn more and more about each other and learn about their younger days. Turned out to be a fun activity for all of us.

A Quick Check Up from Dr. Mary-Anne Ost

— Linden Hall Medical Director. Dr. Ost is a geriatric medicine specialist in West Grove, PA and has been practicing for 39 years.

Congratulations! Everyone on the Friends Home campus has done an exemplary job of isolating from the COVID19 virus. Please do not let your guard down now! Sheltering in place with your friends and staff at Friends Home is much more pleasant and social than being isolated in the community. There are risks and benefits, however, and I hope that the inconvenience will be outweighed by the benefit of avoiding illness. The ideal way of managing the risk of the virus is widespread availability of testing, a reliable safe treatment for people who contract the disease, and of course an immunization to prevent it. All of these testing and treatment modalities are actively being developed, but are obviously not yet available. Until then, we must remain careful and shelter in place. There may be a lull in the summer, when we can ease restrictions, but there may be a resurgence in the fall. We will keep you informed, and until then shelter in place and everyone keep up the good work!



Friends Home was filled with the joyful sounds of brass instruments when "Bow Tree Brass" visited in March (that was BL, or Before Lockdown). They had all of the residents tapping their toes!



2020 Board of Directors

Elaine Amoss
Shirley Annand
Karen-Lee Brofee
Tom Brosius
Deborah Brumbaugh, Clerk (Board Chair)
Ann O'Donnell
Robert G. Struble, Jr.
Bob Norris
Stephen Metaxas
Christine McDonald, MHA, NHA, Executive Director

Key Staff Contacts

To assist you in contacting Friends Home in Kennett, staff members and departments are listed below.

Our main phone number is (610) 444-2577.

Administration

Christine McDonald, MHA, NHA Ext. 202
Executive Director

Sheila Moskey Ext. 222
Office Manager

Joanne Feldberg Ext. 201
Administrative Assistant

Business Office

Sandi Singer Ext. 223
Human Resources/Business Office Administrator

Dot Folz Ext. 217
Director of Marketing & Admissions

Wright Horne Ext. 221
Sr. Advancement Officer, Director of Development

Dining Services

Keith Baker Ext. 207
Dining Services Director

Independent Living & Personal Care

Dianne Goodwin, LPN Ext. 216
Director of Personal Care

Personal Care Health Center Ext. 209 & 218

Linden Hall Skilled Nursing

Charles Rogers, NHA Ext. 205
Linden Hall Administrator

Cherrie DiMatteo, RN Ext. 214
Director of Nursing, Linden Hall

Patricia Regan Ext. 203
Social Services, Linden Hall

Linden Hall Nurse's Station Ext. 206

Community Life/ Activities & Volunteers

Betsy Bryant Ext. 211
Director of Community Life

Amy Graybill Ext. 212
Community Life Coordinator

Facilities

Eric Lacey Ext. 215
Director of Facilities

Life at Friends Home during the COVID-19 Pandemic

Cont. from pg. 1.

Here are some of the temporary COVID driven policies:

VISITATION: We have discontinued all internal visitations to our residents unless medically necessary or due to end-of-life situations. Physical and Occupational Therapy have been continued with our vendor, REHAB1, who have dedicated staff to only our buildings. Hospice providers are making all necessary visits in person supplemented with telehealth visits. All persons entering the buildings will be screened for their temperature and fill out the DOH questionnaire. We have implemented predetermined and scheduled outdoor visitation with our residents on the patio and porch, with visitors maintaining the 6 feet distancing on the driveway or front lawn. These visitations must be supervised and scheduled in advance by calling or emailing the Community Life Department. We are also encouraging virtual visits. Please contact the Community Life department to assist with these visits.

STAFFING: All staff are completing the COVID questionnaire and having their temperatures taken before and after each shift. Staff have been provided with daily and ongoing education to minimize their risk and potential exposure at work and home. Several Kennett Square community members have provided us with cloth face masks, and these have been distributed freely to all staff and their families to ensure their safety outside of Friends Home. Presently we have adequate Personal Protection Equipment (PPE) to allow all staff to wear surgical masks and gloves while working. The Friends Home also has sufficient PPE to protect our staff during a possible or confirmed COVID case. Our staff has been trained on the proper use of PPE and infection control practices. The Community Life department has done a fantastic job of keeping staff morale high with special events and food treats.

RESIDENT LIFE: All residents are also having their temperatures taken twice a day. Any resident displaying any medical symptoms is being quarantined to their room until deemed medically safe to return to the community.

We have implemented a beach flag color-coding system to identify the level of precautions taken

both at Friends Home and Linden Hall. This is being determined daily by our nursing staff with Cherrie's guidance.

GREEN: residents will eat in the dining room, maintaining 6 feet apart, can be out of their rooms and outside, engage in group activities 5 PEOPLE OR LESS, all while maintaining 6 feet apart.

YELLOW: residents will eat in their rooms, no group activities, can be out of their room staying 6 feet apart to walk hallways or outside. Can sit on the porch keeping 6 feet apart.

RED: residents will eat in their rooms, will stay in their rooms unless escorted individually in the hallway to limit social interaction. Medications and treatments will be given in rooms.

We are dedicated to maintaining the physical health of all our residents and employees to the best of our abilities while being aware of everyone's mental health. We are daily balancing these two factors based on the news in our community, both inside and outside our walls.

Stay Safe and Well!

Community Life Department contacts:

Betsy Bryant, Director of Community Life,
bbryant@fhkennett.org, (610) 444-277 x 211

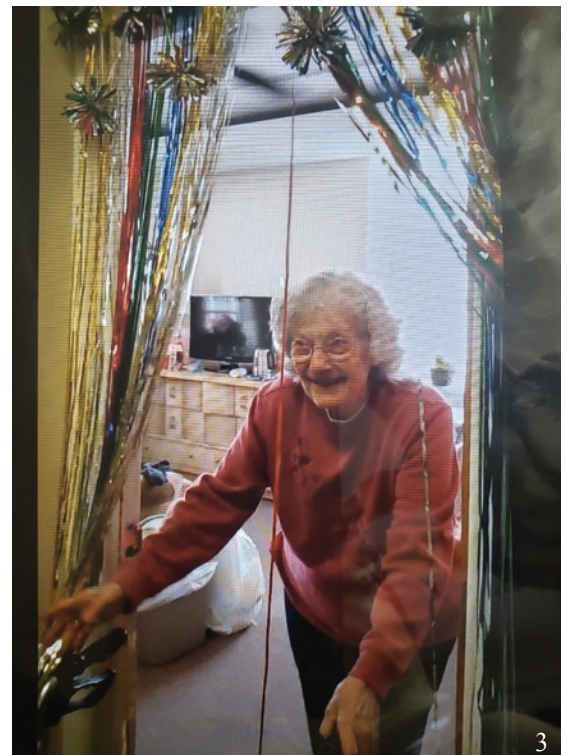
Amy Graybill, Community Life Coordinator,
agraybill@fhkennett.org, (610) 444-2577 x 212



Emerging from the mandatory 2-week quarantine after having to leave the campus. This can happen for a variety of reasons. Note the fun streamers!

And there are usually cheering squads, as well.

Flowers by Vecteezy



Financial Implications of the COVID-19 Virus



This issue of View From The Porch has a lot of coverage about the pandemic. While we are working hard to keep our residents safe and occupied, we are not able to offer as many tours to prospective residents. This restriction means a decrease in revenue for the short term. We also have had additional expenses due to increased staff needs, and additional expenses for cleaning supplies and PPE (personal protective equipment).

If you are so moved, this would be a great time to send a contribution to Friends Home to help us offset the effects of this virus. Try the secure online portal on our website, www.fhkennett.org. Just click the Donate button. And thank you!

OVERHEARD...

"We are all now all wearing masks, and it is strange how the residents just sort of adapted. The dining room looks ridiculous with two residents to a table and so spread out with extra tables inserted in every open space. And again, the residents are quietly adapting. God bless them."

Ways to Pay it Forward

Employer Matching Gifts Programs —

We understand that more and more employers are offering matching gifts programs, and we want to make sure that Friends Home has a chance to be part of this exciting new movement. Please check with your employer to see if they have such a program. If so, this will leverage your gift, and you will be making even more of an impact on the financial vitality of Friends Home.

Donor-Advised Funds (DAF) —

Friends Home gladly receives gifts through Donor-Advised Funds. More and more philanthropically minded donors are using DAF's because of the tax advantages, and also because of the flexibility they afford.

Our request: if you have a DAF and might consider making a gift to Friends Home through it, please tell us where it is hosted so we can send them our grant proposals so that they would then be able to share them with you (and perhaps with other advisers to other DAF's that they host)

As to flexibility, DAF's are as safe as the institution

where they are housed – often more secure than the various charities that are beneficiaries of the funds. Also, advisors to their DAF's have the option to designate Friends Home (or another nonprofit) as the beneficiary of a planned or legacy gift from the remaining funds in the DAF.

Monthly (Recurring) Giving Program —



A number of donors to the Friends Home Annual Fund use our recurring gift program. They say that this method of automatically having a set amount sent to Friends Home every month allows them to give more than if they made a single donation once or twice a year. Please consider this way of supporting Friends Home! It can be done through our website (click on Donate) or by contacting Wright Horne in our development office – whorne@fhkennett.org, or (609) 774-3049. A note: we use PayPal as our credit card processor. You DO NOT have to have a PayPal account to make a gift online. And thanks for your support!

P.S. The new CARES Act includes provisions to encourage donations. A \$300 tax deduction is available even if you don't itemize. Please consider Friends Home if you are able to continue your charitable giving.

Below is a Short Reflection by Karen Smyser that tells of how our residents are coping. They have all seen hard times in their lives, and they are handling this pandemic as seasoned pros. Note: Karen is our Montessori Facilitator in the Montessori Inspired Lifestyle Program, and has done a remarkable job starting this vital new part of Friends Home life.

A Short Reflection By Karen Smyser

We knew it was coming. Like all of the surrounding facilities, FHK is now on lockdown.

As I was sitting yesterday with a small gathering of ladies, the conversation turned very quickly to our new reality. LOCKDOWN! No family or friends, no 4-legged buddies, not even the mail carrier can come through the doors.

The ladies were anxious. And rightly so. They have people to see, places to go, things to do. They were worried about each other, their family, and their friends.

Despite personal concerns, however, each took her turn to comfort and console the others. As I listened quietly, I realized that, just for a moment, the subject of a virus was being chased out of the room. We were now talking about sons and daughters, grandchildren, and great-grandchildren; cherry trees that always 'fly into bloom' in the spring; cool-weather veggies that love this time of year; the refreshing smell of the outdoors when windows are finally opened.

At first, I was relieved to see that this conversation had taken a beautiful turn down memory lane. But then I realized how very wrong I was. These lovely ladies were not looking back. No, no, no. They were looking forward.

FORWARD! To the time when the doors to our beautiful Home open once again to the public. To the time when life as we know it returns to normal. This group of friends has seen and survived so much more than a virus. Despite their anxiety and worry, they possess the wisdom to know that this, too, shall pass. They will wait patiently to hug their loved ones, catch up with a friend, and get back out and about. Ladies, I thank you for the beautiful lesson... Yes, here at Friends Home in Kennett, we may be down, but we are definitely not out.

Gardening by Mail!

We need your help!

We are inviting the community to help us build a community "garden." This "garden" will be on display here at Friends Home in Kennett.

Here is what you can do: make some cut-out flowers, butterflies, clouds, sunshine from construction paper or other craft items you may have. Make them colorful, cheerful, and creative!

Mail them to us or drop them by in the vestibule at:

Friends Home in Kennett
147 West State Street
Kennett Square, PA 19348

(all items will be held to be sure they are safe before opened)

We will put all of them on the windows at Friends Home for all of our community to enjoy as they walk by and for our residents to enjoy springtime in an unusual and unique way!



Social distancing!



A Message from Dot Folz

— Director of Marketing and Admissions.

*The times in which we are living just call for
humility and prayerful support.*

Throughout our 120-plus year history, Friends Home has been on the forefront of providing safe, affordable care – in particular when living through traumatic times such as the present. We survived the “Spanish Flu”, World Wars, and more, and we will come through our present pandemic even stronger as a community.

Today, residents in our four levels of care: Independent Living, Supportive Independent Living, Personal Care, and in Linden Hall skilled nursing are receiving our usual high quality of care. We have implemented every recommended precaution in our efforts to keep the Virus at bay. It amazes me how calmly and deliberately our residents have accepted seeing all of us in masks and gloves, some even having a sense of humor with it all.

Our families who have entrusted their loved ones to us have accepted the “no visiting” rule with aplomb using Face Time or telephone calls in place of hugs and face-to-face visits. We feel for them and feel their prayers for all of us.

Should there be an emergent need for our care: someone who cannot be at home safely and has no family with which to live during this time, please do contact us. On a case-by-case basis we are considering persons. In keeping with our precautions to keep each and every resident safe, the new resident would be asked to self-quarantine for two weeks before joining the Friends family meals, activities, and of course enjoying the porch.

As I noted at the outset, Friends Home has seen quite a lot through the years and intends to continue to be here through good and bad times. We thank everyone for continued support.

If I can be of assistance, please call or email:
610-444-8785, dfolz@fhkennett.org



Sometimes “activity” means just a good relaxing knitting session! And no social distancing involved!



Unexpected Treats

On April 8, the local Taco Bell/KFC franchise on Cypress Street sent over about 80 box lunches for residents and staff. THANK YOU KFC/Taco Bell for lunch! It was a fantastic treat! We truly appreciate it! Readers, please show your appreciation by ordering your own lunch online from them.

On April 23, we received a “Cookie Drop” from the Girl Scouts of the Brandywine Valley. Suzy Knightly, Service Unit Cookie Manager for Service Unit Kennett/Unionville, called and asked if we were interested? It took a few milliseconds to offer an affirmative reply! A letter included in the care package of 56 boxes of cookies explained: “For our Operation Cookie Drop and Hometown Heroes program, we chose local heroes in our community to donate care packages to. We selected Friends Home because we wanted to deliver joy and happiness to the residents and staff/volunteers thru our cookies. We hope everyone gets an opportunity to enjoy them ... they tend to disappear quickly!”



Activities and Community Life during COVID-19

Friends Home has always had a full “menu” of activities for residents. Usually, that list includes trips out and about Chester County, to museums, to bistros, and to just drive around the beautiful local countryside. But with the restrictions of the COVID-19 virus precautions, Friends Home has had to be creative – not hard for a staff that is naturally creative anyway!



Since the hair salon folks couldn't come in to “do” hair, the residents took over!



Scrabble – always a resident favorite. Can you get extra J, Q, X, and Z tiles online? Worth looking into...



Amy Graybill, Community Life Coordinator, working on residents' nails. Can we say, Amy nailed it?

Lockdown Stew *Cont. from Back Cover.*

Keith: No, thank goodness. We have been able to fit everyone into a single seating.

View: What sorts of precautions does staff have to take?

Keith: Cooks have to work masked up, as do servers, and all with gloves.

View: Any extra staff needed?

Keith: No, not at this time. From time to time, a staffer will call out, and we have to scramble to bring in a replacement. But that is standard procedure here. All staff have their temperature taken twice a day – once on arrival, and once when leaving.

View: What sorts of other difficulties have the virus caused?

Keith: The hardest thing for us right now is the food supply. Lots of extra calls to find proteins, packaged foods, snacks, etc. And yogurt! Who would have guessed! And the little things. We have switched to individual portion control for salt and pepper and ketchup – like at a fast food place - so that means lots of extra trips for servers. No communal supplies of these on tables. And the extra time and supplies for sterilizing, wiping, and so forth.

View: Thanks, Keith, and stay well!

Hugs to All
from all of us at FHK



You might not guess it, but these residents are bowling! Yep, using Wii. We imagine that there is someone behind the TV who is resetting the pins? Judging by the smiles, everyone won!



We received these photos from some friends in our community who were making masks for the facility and making cards to brighten our Home. You can help too! We are stocking up on masks; we cannot have too many. If you are able to sew masks, thank you! We can use them.

FRIENDS HOME IN KENNETT

**While life may take a pause,
maybe it's time to think
about your senior loved ones
and where they live. We are
available to talk to you about
our services and what you
can expect at Friends Home
in Kennett.**

**Let's discuss a plan.
dfolz@fhkennett.org
610-444-8785**

At Table with Chef Keith Baker



Lockdown Stew

A Recipe for Dining Services Success

—This is a conversation with Keith Baker, Dining Services Director, who has 30 years of experience as a Chef, Restaurant Manager and Food Service Director at a variety of venues including hotels, restaurants, country clubs and assisted living facilities. He is a graduate of the Culinary Institute of America and is a Certified Food Service Manager in Chester County.

View: So, Keith, how do you arrange the dining room while arranging for social distancing?

Keith: We spread residents out two to a table instead of four, which meant we had to round up a lot of extra tables! We were helped by asking the residents of the two apartment buildings (Walton and Jackson) to please eat in their apartments, and we walk their food over to them on paper trays. Also, we have about six residents total who off and on are on some sort of quarantine protocol, having returned from family visits, acute care visits, etc., so that helped. They are served in their apartments.

View: Did you have to resort to multiple seatings in order to accommodate everyone?

Continued on pg. 7.

And Keep in Touch

Our website (www.fhkennett.org) has the monthly newsletter published for our residents - The Friendly Times. Have a look-see! Also, a digital version of this [View From The Porch](#).

And, be sure to check us out on Facebook! Almost every day sees new and interesting posts. And be sure to "like" us! Thanks.

Enjoying a walk outside in the parking lot for fresh air and exercise on nice days. Note the new plantings and the new secure garden in the background!

