

Gurwin Jewish Nursing & Rehabilitation Center



Smiles during a video chat with the family!

**Monday, March 23, 2020
5:00 PM**

Dear Gurwin Family Members:

These weeks have been challenging, and we are grateful to our resident family members for your patience and understanding during this time. We know it is difficult to stay away from visiting your loved ones, and news of last week's NY State Department of Health mandate that nursing homes begin admitting recovering COVID-19 patients from the hospital has caused great concern.

I want to answer some of the questions our families have. Any patients we admit from the hospital will be stable and able to be cared for in a newly designated quarantined section of our 2 North rehabilitation unit, which was cleared of any Gurwin residents last week. We have dedicated staff on this unit who are in full PPE (personal protective equipment) and are fully trained in infection prevention measures. Recovering COVID-19 hospital patients are brought by ambulance through a back entrance at Gurwin and transported directly to the designated unit. Both the patient and ambulance transporters will wear PPE and no resident care area is passed through on their way to the isolation unit. No COVID-19 positive residents will be admitted to our ventilator unit.

I have enjoyed listening to our staff talking about the video chats they are facilitating for residents, as well as the delightful "Gram 'Grams" videograms family members are sending for their loved ones - please see below for more information. These touches of home are so meaningful for our residents, as they

truly miss their family members.

Please know that all of our staff are regularly trained in infection prevention and are working hard to maintain a "life as usual" environment for all those who call Gurwin home. If you have any questions, you should always feel free to email info@gurwin.org, or visit www.gurwin.org, for updates and answers to some frequently asked questions. Again, thank you for your support and understanding during these unprecedented times - we'll get through it together.



Stuart B. Almer
President and CEO

VIDEO CHAT WITH YOUR LOVED ONE



and
**Stay
Connected**

Email videochat@gurwin.org

with your name, resident's name, type of device (Android or iPhone)
and 3 alternate dates/times for your virtual visit.

***Please note we can only accommodate 1 video chat per family per week.**

Gurwin's Therapeutic Recreation Staff will reach back via email between
8 AM and 4 PM to schedule a time to
video chat with your loved one.



Unit Calls

We realize family members have questions during these challenging times and so we have created a Frequently Asked Questions page on our [website](#) that is updated regularly. If you do, however, have a specific question about your loved one, we ask you to call his/her unit between the hours of 11:00 AM - 12:00 PM, and 2:00 PM - 5:00 PM, and that you limit the calls to one designated family representative. Please be patient, as we are experiencing high call volume.

Gurwin "Gram 'Grams"

Gurwin "Gram 'Grams" are video telegrams that can be sent to any resident by messaging us on Facebook Messenger! We'll download the video and have one of our

staff members show it to your loved one. What a great way to remind them you're thinking of them!

Find us on Facebook: [@GurwinNursingRehab](#)

Have a message for our hard-working staff? Send us a video via Facebook Messenger, or email us at info@gurwin.org. We'll be sure it gets delivered!

** please note: Gram 'Grams do not need to be sent to a specific resident or staff member. General, positive, upbeat messages will be



shared with everyone!

Laundry



Do you do your loved one's laundry? Visit our website at <https://www.gurwin.org/laundry-drop-off/> to find out the procedure for pick up and drop off.

Know someone else who would benefit from this information? Share this with them, or email their contact information to info@gurwin.org so we can add them to our list!

Gurwin Healthcare System

631.715.2000 | 68 Hauppauge Road • Commack, NY 11725 | gurwin.org

