



BERGEN COUNTY HEALTH CARE CENTER
A distinguished reputation for quality care.

November 13, 2020

Dear BCHCC family,

As we approach the holiday of Thanksgiving, we need to take a moment to appreciate how thankful we should be at this time. We are seeing an extraordinary outpouring of caring and dedication by families and staff to provide a safe haven for our residents. Times such as these remind us of the special people who are part of the BCHCC family. Our residents and staff will spend it here as a special family.

Testing for COVID-19 continues weekly. During the most recent testing no residents and staff have tested positive. You will be notified of any positive results no later than 5PM of the next day. Family visits continue via window and SKYPE. Please arrange your appointment through our activity department.

Social Services Brenda Armpriester has increased her hours to cover more of the social service needs. She is here on Mondays and Wednesdays from 5-8 pm and on Saturdays from 9-4pm. You will be able to reach her extension 8318. Please leave her a message and she will get back to you. Please call me if you have any questions.

Family Circle At this week's meeting the protocol of family window visits was discussed. Here is some basic information about them.

1. Currently visits are 7 days a week scheduled through the Activity Department.
2. During window visits, the window should be partially open to facilitate the voices being heard.
3. Residents whose windows do not face a visiting area are taken to the dining room windows for a window visit.
4. When we get colder weather, we will adapt as needed. If we are fortunate enough to have no more positives by the end of November, we will be able to resume chapel visits.

PPE Is worn by the staff and residents. We all maintain social distancing of at least 6 feet, as per CDC guidelines. Bergen County continue to provide us with all necessary supplies and equipment to maintain a safe environment.

Business Brief When dropping off checks or copies of important documentation to the Business Office regarding your loved one, please place the information in a sealed envelope, addressed to the "Business Office", indicate your loved one's last name and date of drop off on the envelope. Federal Government stimulus payments may be requested by the Financial Power of Attorney on record. The Bergen County Counsel has prepared a letter that must be signed by the Financial Power of Attorney indicating that that person is one hundred percent responsible for those dollars once released by the Health Care Center. The original, signed letter must be received by the Business Office before the check can be released. Please call Carol-Anne Langford at 201-750-8313 to request this letter.

Please remember that issues specific to a resident should be directed to the cottage staff or Harvey and Diane. They can be reached at 201-750-8310 or email us at hsilberstein@co.bergen.nj.us or Diane (acting DON) at dholzberg@co.bergen.nj.us . Please visit our website at <https://www.co.bergen.nj.us/health-care-center> and view our food menus, activity calendar and outbreak plan.

Sincerely,

Harvey Silberstein, Administrator Diane Holzberg, Acting DON

MISSION: Bergen County Health Care Center is committed to providing individualized, exceptional and compassionate services to our residents, nurturing mind, body and spirit to support optimum quality of life and independence.