



Jewish Senior Services®

excellence in our home and yours

ANNUAL REPORT 2020

WHY
YOUR
GIFTS
matter

Dear Friends,

Fiscal Year 2020 began like all others, with very little fanfare. Now we have two very distinct time periods, before March 2020 and the life altering COVID-19 pandemic and everything that came to be from mid-March on. No one could possibly have imagined that “life as we’ve known it” would come to a screeching halt. COVID-19 wrought havoc upon the entire country, but nowhere more so than on seniors’ campuses.

Early on, I began to refer to the experience of dealing with COVID-19 as a rollercoaster ride – way too many highs and lows, with twists and turns that you don’t see coming. When the train left the platform in early March, none of us knew what the ride would be like. I also promised to communicate honestly and regularly with our community. I hope you found those emails helpful and informative.

New York was the epicenter in the country, and Fairfield County the epicenter in Connecticut. Hospitals were filled with COVID-19 patients and receiving much of the media attention, supplies, and accolades for their efforts in responding to the crisis. Nursing homes were a “concern” in that we might flood the hospitals with more patients if they became infected and we could not care for them. The broader community shut down, with countless executive orders about what could and couldn’t be done in society, and nursing homes were told to fend for themselves – without families, visitors, volunteers, or much support. Testing of Residents, clients, and/or staff was only available if someone was symptomatic, and results took two to seven days. The capacity for testing had to be built up quickly, as testing kits were nearly impossible to obtain. We scrambled to find the necessary Personal Protective Equipment (PPE) – literally, from all over the world. The JSS staff were incredible, showing up every day in spite of the risks, to provide care and services. Our ancillary businesses closed, including the J Fitness Center, Grasmere on Park Adult Day Program, Child Development Center, and Outpatient Therapy. Only “essential workers” were allowed to leave their homes.

By late Spring, hospitals were over-crowded. JSS Residents, numerous staff, and clients in the community tested positive. We experienced a number of deaths, and tried to comfort families when they could not be with loved ones at the end of life. The impact on our community was getting worse each day and testing was still mostly inaccessible. On the rollercoaster, it felt like being taken up to the precipice with no tracks on the other side. We reached the “peak” of the ride on April 22nd. At that point, it was determined that most people dying from COVID-19 were Residents of nursing homes and assisted living communities. Focus shifted from acute care hospitals to senior living facilities and the battle cry became, “What happened in the nursing homes?” In mid-May, the State announced Point Prevalence Study testing for Residents in Connecticut’s 215 nursing homes. At JSS, many Residents tested positive in the study, after having no new cases for two weeks. While many were asymptomatic, never developing symptoms, some did, and we delivered proper care and protected those around them by providing the necessary PPE through our Infection Control Guidelines. That was a wild turn that no one had seen coming.

In the weeks that followed, many more Residents and staff contracted the virus. Our one constant was change. Guidelines and regulations changed on a fairly regular basis. Patience was essential

to get through the days. As we slowly managed to return to a new “normal” for those living and working at The Harry and Jeanette Weinberg Campus, we established electronic and outdoor, in-person visits for Residents and families, and could accommodate family requests for celebrations. We started weekly rotating BBQ lunches in Households, funded by our Women’s Auxiliary, and one-on-one Therapeutic Recreation activities for all Residents. Our clinical team has been extraordinary and has been through seven unannounced Infection Control Surveys from the State Department of Public Health and the National Guard.

Many, many people stepped up to help us maintain a degree of normalcy on the campus and we are deeply grateful and touched by the outpouring of love and support for the Residents and the staff, locally, and nationally. In the following pages, you will see a glimpse of what life has been like this past year, including the thank yous that will never be enough for sustaining us during this time period. We have listed all who donated during Fiscal Year 2020 to our Annual Campaign as well as all special COVID-19 related donations, monetary, and in-kind.

As this roller coaster ride continues, and life returns to this new ‘normal’, we look forward to a stronger year ahead with our programs and services restored, especially those that were shut down temporarily this past year. While much has changed in just a few short months, our determination and commitment to providing the Residents the best care possible has only grown stronger. As we continue to follow CDC, state, and federal protocols to protect the Residents and staff from exposure, we are prepared to remain vigilant and careful. This is not over. COVID-19 will evolve and have a different impact over time. Our staff is working tirelessly on the front lines. They are true Super Heroes as they continue to fulfill our Mission day in and day out of providing a safe, secure, and beautiful home for our elders.

Because of you and your support in good and challenging times, Residents of all faiths will always get excellent, loving, and compassionate care. We look forward to a time where we can all be vaccinated and back together in-person. May we all enjoy continued health and safety as we move through these historic times in our country and the rollercoaster ride continues.

Thank you.

Andrew H. Banoff
President & CEO



IN FISCAL YEAR 2020 WE SERVED MORE PEOPLE THAN EVER BEFORE:

400 Skilled Nursing	75 Home Together®
40 Assisted Living	75 Institute on Aging
550 Short Term Rehab	700 Fitness Center
600 Outpatient Therapy Services	30 Child Development Center
75 Adult Day Program	4,000 People and Their Families Touched by Our Services
1,000 Home Care and Hospice	800 Staff Members Dedicated to Excellence in Our Home and Yours
150 Senior Choice at Home®	

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OUR SERVICES

Jewish Senior Services has committed its resources and its energies to becoming the senior care experts of choice in our community. We are here, if and when you need us.

SERVICES	SUMMARY
The Jewish Home	Nursing home providing long-term care including Alzheimer's and dementia care
Goldstein Rehabilitation Center	Short-term care post hospitalization
Assisted Living Residences	1-bedroom apartments and memory care studios for individuals and couples. Meals, fitness center membership and access to campus activities.
Friedman Home Care Agency	Skilled nursing services, licensed nurses, therapists, companions and aides; hourly and live-in
Chaifetz Family Hospice	Palliative care, pain management, emotional, spiritual and bereavement support
Outpatient Therapy	Physical, occupational, and speech therapy; exercise programs
Home Together[®]	Adult family living and foster homes; arranges caregiver support in your home
Institute on Aging	Geriatric assessment, care management, the Center for Elder Abuse Prevention
Private Physician Practice	Geriatric primary care medical services
Senior Choice at Home[®]	Membership based program delivers full range of in-home and nursing home care plus care navigation
The J Fitness Center	Full service health club with pool, cardio, yoga, spinning, etc.
Grasmere on Park Adult Day Program	Supervised nursing, social activities, recreation, meals, personal care; transportation available

THE FINANCIALS

The Jewish Home for the Elderly

Audited Statements of Revenue and Expense for the Year Ending September 30, 2020

REVENUES

**2020 Audited
Jewish Senior Services**

Resident Service Revenues

Resident Revenue	\$42,353,583
Community Services	10,492,630
Other Operating Revenue	1,218,660

Non-Operating Income

Contributions (including Women's Auxiliary and Men's Club)	1,171,898
Interest, Investment Income and Other	4,413,297

TOTAL REVENUE	\$59,650,068
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Expenses

Salaries and Benefits	\$38,954,014
Food and Medical Supplies	3,376,486
Purchased Services	3,315,752
Occupancy and Insurance	1,824,304
Other Administrative	7,119,212
Depreciation and Amortization	3,920,620
Interest	2,152,456

TOTAL OPERATING EXPENSE	\$60,662,844
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EXCESS OF REVENUES OVER (UNDER) EXPENSE	(\$1,012,776)
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Light During the Pandemic

Our Mission, as always, is to provide excellence in care to those in our trust, and beyond, especially amidst the COVID-19 pandemic. The past several months have presented JSS with unprecedented challenges, and we remain absolutely committed to keeping Residents safe and healthy. During this time of great uncertainty, we have been comforted, humbled, inspired, and are beyond grateful for the outpouring of generosity and support from all. This community has shown up in ways that were incredibly touching and remarkable. Family members, community members, Foundations, Jewish Federations, Synagogues, organizations, community groups, and small businesses have all stepped up to support our frontline health care workers and Residents.

Donations of meals, snacks, personal protective equipment, hand-sewn masks, surgical masks, flowers, books, puzzles, cards, items through our Amazon JSS Charity list, gift cards, monetary gifts, and so much more. Many of you sent JSS staff meals, doing a double mitzvah by also supporting a local business. The Women's Auxiliary and Men's Club targeted their allocations for more individual gifts to all Residents, special desserts and meals for Mother's Day, Father's Day, Israel Oneg and Rosh Hashana. Family Day, our annual 500+ campus celebration, became Resident Appreciation Week. While big gatherings ceased in Bennett Hall, we, with your help, continued to serve the Residents on a one-on-one basis, bringing some light during this time.

When we asked for help, you responded. You helped share our story. You reacted. From the bottom of our hearts, we thank you.

Andrew H. Banoff
President & CEO

Dayna Hayden
Director, Development



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Jewish Senior Services gratefully acknowledges the following donors for their extraordinary support of our Endowment and Special Funds.

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Jewish Senior Services is a recipient agency of the following community organizations. We thank them for their ongoing support.

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Jewish Senior Services thanks the following companies for matching gifts of their employees in 2020, in many cases doubling their impact:

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 Ian Walters and Mindy Hersh
 Marian Weinberg
 Jack and Gail Weintraub
 Arthur and Suzanne Weissman
 James Weisz and Robyn Levy
 Christine Wills
 Norman and Barbara Winnerman
 David Woessner and Valerie Newman
 Michael and Meryll Wolfman
 Jonathan and Martha Wyatt
 Alison Ziobro
 Lewis and Debra Zucker

Please note that monetary gifts to the Annual Campaign and our special COVID-19 Campaign are listed for fiscal year 2020, 10/1/2019-9/30/20. Although donations made through special event programs such as auctions and raffles are most appreciated, these gifts are not included. All donors to special events are recognized in the Jewish Senior Services newsletter, *Chai Lights*.

*Remembered or of blessed memory during 10/1/19 - 9/30/20



IN-KIND DONATIONS - THANK YOU

3D Print Army
 A Royal Flush
 Samita Ahluwalia
 The Ashkins Family
 The Bader Family
 Barcelona Wine Bar
 The Beitman Family
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 Kenneth Blumberg
 The Bocuzzi Family
 The Buffing and Huguet Families
 Alina Caldarari
 Lucia Christy
 The Cohen and Levi Families
 Congregation Beth El Fairfield
 Congregation Beth El's Kitah Chet Class
 Congregation Beth El's Tikun Olam Social Action Committee
 Congregation Rodeph Sholom
 Connecticut Mental Health Specialists
 Marifrances Cooney
 CT Binky Patrol
 Nancy Diamond
 The Disler Family
 Distanced Positivity
 Cindy Doonan and Michele Williams
 Vivian Epstein
 Simon Etzel and Jennifer Farmer-Etzel
 Fall River Masks
 Amy Feder
 The Felberbaum and Sachs Families
 The Feltman Family
 Food for the Front Line
 Jennifer Fila
 The Fink and Mankowitz Families

Fire Engine Pizza Co
 Funchal
 Fausto and Patricia Garcia
 The Gaugler and Sappern Families
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 Amy Gershberg
 The Green Family
 Gruel Britannia
 The Hankin and Pearlman Families
 The Hawks and Tylinski Families
 Leslie Hines
 Senator Tony Hwang
 Beth Ann Iacurci
 Joe Barlow High School Operation Smile
 The Jones Family
 Adele Josovitz and Janis Jacobs
 Jewish Senior Services Senior Management
 The Karetny, Roggen, and Wolff Families
 The Karnal Family
 The Kaye Family
 KBE Building Corporation
 The Kruzshak Family
 The Kupinse Family
 Layla's Falafel
 The Littman Family
 Patricia Keane Lombardi
 The Madow and Friedman Families
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 Marsh & McLennan Agency, LLC
 Masks for Heroes
 The Mastroni and Pinto Families
 Matto Wine Bar
 Men's Club of Jewish Senior Services
 Merkaz Mitzvah Madness Class
 and Merkaz Mobile Mitzvot

Scott Miller and Karen Feldman
 The Mongelia, Munley, and Zavoico Families
 National Charity League
 The Noren and Rosoff Families
 Pam Nyden
 David and Valerie Pagar
 Panera Bread of Fairfield
 The Perkins Family
 Procurehope
 Renee Rafferty
 The Roberts and Swetz Families
 Saisystems International
 The Schlig and Walkley Families
 The Senko Family
 The Serino Family
 Sewing for Lives
 Steve Shapiro
 Sheraton Caregivers
 Alice Siegel
 Tom and Tanya Srdanovic
 The Stephanowski Family
 Sweet P's Bakery
 Tablao
 The Tarczali Family
 Tasty Yolk
 The Pantry, Fairfield
 Andrea Topolian
 Joel Treisman and Laura Yamner
 Tutem Masks
 UnitedHealthcare and Optum
 Matthew and Debbie Wallace
 Wendys and The Levy Family
 John J. Wood
 The Zeller Family
 The Zimmermann Family
 The Zucker Family



THANK YOU

Men's Club and Women's Auxiliary

A special thank you to the Men's Club and Women's Auxiliary whose efforts in 2020 raised fund to support many vital programs, services, and capital projects at Jewish Senior Services. Our incredible donor community has sustained us during this difficult time.

Under the leadership of Ellen Hyde Phillips, the Women's Auxiliary has made a difference through their support of the following:

- Art Therapy
- Better Together Program with Merkaz
- Center for Elder Abuse Prevention
- Music Therapy
- Oneg and Kiddush Shabbat Celebrations (Three)
- Oral History Program
- Personal Protective Equipment (PPE)
- Pet Therapy
- Resident Activity Supplies
- Resident Entertainment
- Resident Gifts - Calendar, Chanukah, Mother's Day
- Resident Outings
- Resident Summer BBQs (12)
- Transporter
- Weekly Flowers for Shabbat for 23 Households
- Work Activity Center

Under the leadership of Brian Miles, the Men's Club has made a difference through their support of the following:

- Capital Updates
- Equipment
- Family Day
- George Lipton Resident Life Endowment Fund
- Resident Men's Club Monthly Lunch
- Resident Men's Club Outing
- Resident New Year's Eve Celebration
- Work Activity Center Resident Salaries



Heroes Work Here

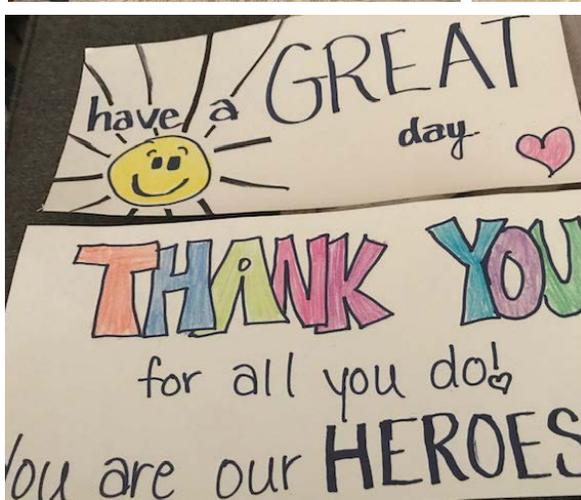
During COVID-19, the employees of Jewish Senior Services have demonstrated the meaning of teamwork, courage, determination, and community service. Throughout the months of this overwhelming health crisis, facing the fear, the unknown and risk, JSS employees rose to the challenge with dedication and compassion for those depending on them providing care and services with unwavering commitment.

Clinical staff consisting of Nurses and CNA's did what they do best, providing the highest quality of care to keep people safe and protected as possible while the infection rate climbed throughout the community. They were supported by social workers, education, and infection control; while the Household dining teams, dieticians, cooks, and behind the scenes dining support forces, did their magic to create nutrition plans to support wellness and normalcy. The environmental, laundry, facilities, maintenance, and security teams focused increased efforts on protecting Residents and colleagues through exceptional measures designed for safety. The Rehab teams made great strides to keep people active and provide physical conditioning and education. IT and Health Information Systems were consistent on point in their areas. The efforts of therapeutic recreation and pastoral services employees provided such meaningful physical and emotional support, comfort, and care, that made a difference to so many. The administrative and reception support teams, Finance with day to day managing of financial compliance and responsibilities, and Employee Relations didn't miss a beat in supporting departmental and employees' everyday needs. Our Home Care teams of caregivers and Hospice, Child Development Center, Adult Day Program, and Fitness Center provided both conventional and innovative means through both virtual and direct care. Our employees working to keep the Senior Choice at Home® and Home Together® programs supported during this period strived to keep all participants aligned to the services they required. The Foundation staff continued to raise funds, promote, and hold events to support the organization and did a wonderful job in making everyone feel connected to JSS. The Admissions team worked diligently to ensure those needing care services had the information required and continued to monitor new admissions to both long-term care and short-term rehab. The Leadership Team remained committed to providing direction and support while navigating to what was hoped would be over soon. Without a doubt ... it takes a village and truly HEROES WORK HERE!

WHY YOUR GIFTS *matter*

Through it all, it was apparent that information and sharing was the key to guiding us and so began the tireless efforts to communicate through any and all means, and we soon looked forward to the weekly employee and community updates provided by our President & CEO, which stated facts, education, and expectations to counter rumors and misinformation about spreading the virus. We learned the importance of universal masking and social distancing as this was reinforced constantly for our own protection and that of others. Our daily dress now included masks, PPE, screening, and eventually testing, as we saw our campus change in front of our eyes from the parking lot to entrances, as it was redesigned with Resident and employee safety in mind.

The signs and comments that Heroes Work Here embraces a motto that rings true at JSS. We have a remarkable team of colleagues who have extraordinary spirit and demonstrate outstanding teamwork each and every day. We do believe that “together we make a difference” and “together we will get through this” and that it is a privilege to work here and care for those in our trust.



EMPLOYEE RECOGNITION

Employee Awards Celebration

This year, 91 employees celebrating a milestone anniversary were invited to a special luncheon in September in recognition of their years of service. The usual annual awards event that includes dinner, award presentations, and special guests will take place at a later date.



Employee Customer Service

Jewish Senior Services' "Together We Make the Difference" Customer Service Recognition and Award Program has been created to acknowledge and reward employees for demonstrating outstanding examples of Customer Service consistent with our Core Values.

We are proud of our recipients in Fiscal Year 2020, who were selected from over 48 nominations:

Yudelka Amazan, CNA
Nursing

Georgia McLaughlin, CNA
Friedman Home Care

Peter Costello
Environmental Services

Hedy Philibert, CNA
Therapy

Dora Gomez
Environmental Services

Lamiecha Sharpe, LPN
Nursing

Rebecca Kunstadt, MSW
Chaifetz Family Hospice

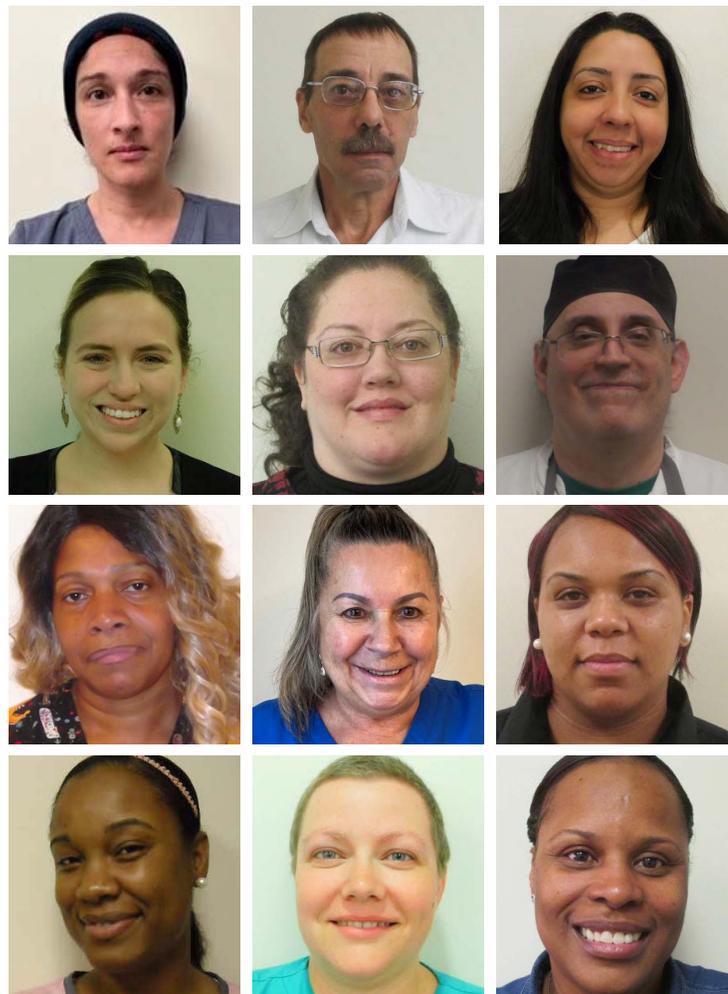
Tanisha Stubbs
Administrative Services

Kelly LaFrance, RN
Chaifetz Family Hospice

Amanda Wells, LPN
Clinical Services

Frank Mastroianni
Dining Services

Jeanette Williams
Dining Services



In Memory of All Those We Have Lost

We Remember Them

by Sylvan Kamens & Rabbi Jack Riemer

At the rising sun and at its going down,

We remember them

At the blowing of the wind and in the chill
of winter,

We remember them

At the opening of the buds and in the rebirth
of spring,

We remember them

At the blueness of the skies and in the
warmth of summer,

We remember them

At the rustling of the leaves and in the beauty
of the autumn,

We remember them

At the beginning of the year and when it ends,

We remember them

When we are weary and in need of strength,

We remember them

When we are lost and sick at heart,

We remember them

When we have decisions that are difficult to make,

We remember them

When we have joy we yearn to share,

We remember them

So long as we live, they too shall live, for they are
now a part of us,

as we remember them

Mourner's Kaddish

וַיִּתְגַּדַּל וַיִּתְקַדַּשׁ שְׁמֵהּ רַבָּא. בְּעַלְמָא דִּי בְּרָא כְרַעוּתָהּ,
וַיִּמְלִיךְ מַלְכוּתָהּ בְּחַיִּיכוֹן וּבְיוֹמֵיכוֹן וּבְחַיֵּי דְכָל בֵּית
יִשְׂרָאֵל, בְּעַגְלָא וּבְזַמַּן קָרִיב, וְאָמְרוּ: אָמֵן.

יְהֵא שְׁמֵהּ רַבָּא מְבָרַךְ לְעַלְמֵי עֲלַמְיָא.

וַיִּתְבָּרַךְ וַיִּשְׁתַּבַּח וַיִּתְפָּאֵר וַיְתַרְוֵם וַיִּתְנַשֵּׂא וַיִּתְהַדָּר
וַיִּתְעַלֶּה וַיִּתְהַלָּל שְׁמֵהּ דְקַדְשָׁא בְּרִיךְ הוּא, לְעַלְמָא מִן כָּל
בְּרַכְתָּא וְשִׁירְתָּא תְּשַׁבְּחַתָּא וְנַחֲמַתָּא, דְאָמְרוּ בְּעַלְמָא,
וְאָמְרוּ: אָמֵן.

יְהֵא שְׁלָמָא רַבָּא מִן שְׁמַיָא, וְחַיִּים עֲלֵינוּ וְעַל כָּל יִשְׂרָאֵל,
וְאָמְרוּ: אָמֵן.

עֲשֵׂה שְׁלוֹם בְּמִרוֹמָיו, הוּא יַעֲשֶׂה שְׁלוֹם עֲלֵינוּ וְעַל כָּל
יִשְׂרָאֵל, וְאָמְרוּ: אָמֵן.

Yit'gadal v'yit'kadash sh'mei raba.

B'alma di v'ra khir'utei,

v'yam'likh mal'khutei b'chayeikhon uv'yomeikhon
uv'chayei d'khol beit Yis'ra'eil

ba'agala uviz'man kariv, v'im'ru: Amein.

Y'hei sh'mei raba m'varakh l'alam ul'al'mei al'maya.

Yit'barakh v'yish'tabach v'yit'pa'ar v'yit'romam

v'yitnasei v'yit'hadar v'yit'aleh v'yit'halal

sh'mei d'kud'sha B'rikh hu.

L'eila min kol bir'khata

v'shirata toosh'b'chata v'nechemata,

da'ameeran b'alma, v'im'ru: Amein.

Y'hei sh'lama raba min sh'maya,

v'chayim aleinu v'al kol Yis'ra'eil,

v'im'ru: Amein.

Oseh shalom bim'romav, hu ya'aseh shalom

aleinu v'al kol Yis'ra'eil, v'im'ru: Amein.



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