



HEARTH

ENDING ELDER HOMELESSNESS

Summer Newsletter 2020

WORDS OF GRATITUDE

*A letter from President
and CEO, Mark Hinderlie*

Community Heroes

Interviews with Hearth's frontline workers
who are keeping our residents safe during
the pandemic



PLUS

**The latest
updates on
Hearth at
Four Corners**

Extraordinary times demand extraordinary dedication, courage and compassion.

Hearth's Board of Directors humbly thanks our remarkable staff for helping our dangerously at-risk population through these exceptional times. For 30 years, Hearth has been on a mission to end elder homelessness in the Boston area through housing, outreach, prevention and advocacy. Learn more at hearth-home.org.

Dear Friends of Hearth,

We could not be more grateful for the incredible support you have provided and continue to provide Hearth as we navigate the profoundly troubled waters of not just the pandemic, but also the increasingly bitter racial, economic and political divisiveness we all face today and will face again tomorrow. Fortunately, we do have some good news to share. To date, we have raised over \$243,000 of our \$250,000 goal toward our Covid-19 Emergency Relief Fund, and we are confident with your continued faithful support, we will hit our target goal by the end of July! These funds have allowed us to put our best foot forward in our fight against Covid-19.

I am pleased to report that as of today, we have zero current positive residents or clients! Only a handful of residents, outreach clients or staff tested positive for the virus, none of them contracted the virus inside our buildings and all have recovered! I think this speaks volumes to the dedication of our staff and our partners at Peabody Properties, who all have been working diligently every day to ensure all our sites are clean and sanitized. Staff, both frontline and administrative, still coming in everyday during the pandemic, have allowed us to continue our operations as normal. Our staff have always amazed me with their compassion and commitment, but it has never been more evident than now, and I am so thankful for their loyalty to our vulnerable seniors, for the quality of their service, and for their willingness to put themselves in harms way for the health and safety of others.

I am also profoundly grateful to our Board of Directors for their leadership in this time. Through our recent and continuing strategic planning efforts, they continue not only to envision our way forward, but to adjust our strategies on the fly in the face of the rapidly changing realities the world presents us. In the past few months they have determined we need to address more consistently and thoughtfully our approach in two areas: the arena of research-based advocacy for critically needed changes in public policy and the arena of formalizing and deepening our commitment to Diversity, Equity and Inclusion for our staff and board. We have formed two new Board committees to address these issues, the first of which I think of as looking out at the changing world and determining what changes in public policy are needed, and the second taking a hard look at ourselves, our attitudes, our behaviors, and our organizational structures.

So, with our Board's thoughtful leadership and our supporter's thoughtful generosity, my hope is sustained and nurtured as we commit ourselves to continuing to lead the fight to ensure that all older adults have safe, decent and affordable housing and that elder homelessness ends for good.

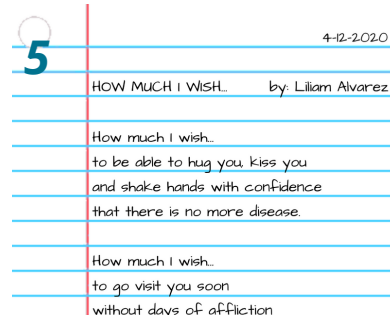
Mark D. Hinderlie

MARK HINDERLIE
President & CEO

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Pg. 2: Community Heroes
Short interviews with Hearth staff who have been working tirelessly to help keep our residents healthy and safe during the pandemic.



Pg. 5: Hearth's Artist Corner
"How Much I Wish..." a poem written by Hearth resident, Liliam Alvarez. Dedicated to the planet that lives through a Covid-19 pandemic.



Pg. 6: Volunteering in a New Era
With careful planning, Hearth has started to implement a virtual volunteer program. We look forward to having you join us as we enter this new virtual volunteering era!

Community Heroes



Name: Katie Lynch

Position: Program Nurse

How have your normal day-to-day job duties changed to help ensure the safety of our residents since the outbreak of COVID-19?

My focus has been more

infection-control specific: detailed observation / education / management of preventive & health promotion measures. Chronic conditions in our frail elders require management by telehealth appts., and that usually requires assistance. To do that, communication has rapidly increased with residents, families, skilled nursing facilities, VNA agencies, PCP's and specialists, Urgent Care, Elder Services agencies, and Hearth program clinicians, support staff, and administration. There have been challenges in gaining resident compliance to Stay at Home and social distancing / mask wearing / cough & hand hygiene. The PCHM's (Personal Care Home Makers) that I work with have been very effective in demonstrating how to "work with" the mask and hygiene standards, because they are in/ out of apartments daily and make it seem "normal" and reinforce "stay home here and be safe". They also have been our eyes and ears, as they always are, in reporting any signs of illness and signs of isolation - related stress among clients.

As a frontline worker, what have you been seeing as to the effect COVID-19 is having on our elderly residents?

Many of our elder residents have mostly been very anxious, tearful at times, needing a lot of listening, and clarification to the degree possible. Most recognize their own physical and psychological vulnerabilities. Sleeplessness, crying, lack of appetite, palpitations, mood swings and weight loss have been observed or reported. Others are stoic, report quickly "so far so good" when we ask how they are today. The quiet ones are more concerning. The loneliness that so many residents live with already, has been so exacerbated that they may not see anyone for days at a time, just a "24-hour check-in" by Concierge. We took our cart around with prepackaged meals and knocked on doors to ensure another contact

2-3 times per week. In the early weeks, residents were routinely clamoring for information and venting fears and frustration in the lobby area; yet over the past month, the social tone has evolved into a more camaraderie, supporting one another, tolerating frustrations better.

If you could say one thing to all of Hearth's supporters who have donated money, PPE like masks, face shields and aprons, food, and other essential cleaning supplies to keep everyone safe from COVID-19, what would you say?

To all our supporters, a virtual hug for providing the tools we need to meet the demands of health and safety for all. During the pandemic, staff have the confidence that they will be adequately protected here, and that is key to morale and attendance. Staff and clients are relaxed and determined to do their part, as they find new and more attractive masks coming in the door from donors. Thank you for keeping us well.



Name: Devin Bryant-Bosshold

Position: ACCS Clinician

How have your normal day-to-day job duties changed to help ensure the safety of our residents since the outbreak of COVID-19?

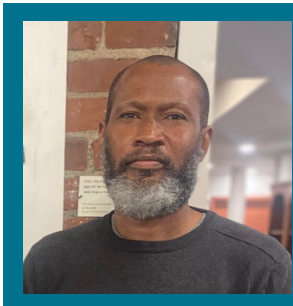
For me personally, my work has not significantly changed. Since the pandemic hit I have been uninterrupted in going to the various sites: Olmsted, Elsie Frank, Uphams Corner, and Ruth Cowin. I am still checking in every week with all my clients. Some clients I am checking in with by phone. Others I am meeting in hallways. Some I take walks with outside. I no longer meet with clients in my office or their apartments. Some of the things I used to do, like accompany clients to appointments, has stopped and many who have appointments now do it by telehealth. A big part of my role is supporting clients in their treatment plan goals. The pandemic has shifted and deprioritized many of those clients. Some clients were exploring day programs and now day programs are closed. I was attempting to get a client into alcohol treatment and that was difficult enough before, but now it is harder to find availability in these programs. The safety precautions clients need to take (six feet apart, washing hands, wearing a mask) they don't all take seriously or understand. So now I am coaching a lot of clients on these precautions and hygiene regularly. My biggest anxiety has been using the T to get to work, but I am fortunate enough to live close enough to Olmsted and Elsie Frank that I can walk there.

As a frontline worker, what have you been seeing as to the effect COVID-19 is having on our elderly residents?

Covid-19 is impacting my clients differently. Most of those who I see that are impacted with anxiety and depression, consume more TV and news than others and they feel the empathetic weight of the larger trends in this moment. I have a couple clients who know people who have had it and one client who lost his brother to it. Due to the pandemic, clients of mine can no longer have friends and family visit to limit potential exposure. But, they are also getting more phone contacts. The majority of my clients live quiet lives at home, and as long as their needs are met, they feel satisfied. I and the other staff still meet with them regularly and in some cases we are able to meet more frequently with decreased collateral contacts and travel. In these cases, the shut-in is a marginal improvement. There is a palpable stress and sometimes boredom that effects everyone though.

If you could say one thing to all of Hearth’s supporters who have donated money, PPE like masks, face shields and aprons, food, and other essential cleaning supplies to keep everyone safe from COVID-19, what would you say?

To those who are donating, I have deep thanks. When this shut down first began, my biggest anxiety was the continuation of needed supplies of food and medicine for the people I serve. Fortunately, services have not been interrupted. Medication has been delivered and food is being donated. Masks and other supplies have addressed a lot of the anxiety of residents. Most importantly, there is a quietude in the air at these sites. There is less traffic, less people coming in and out of the buildings, public spaces are shut down, and all the residents tend to stay in their apartments. For myself and for them, it can feel like there is no outside world. Donations are vital reminders that other people are thinking of them.



Name: Hariel Morency

Position: ACCS Clinician

How have your normal day-to-day job duties changed to help ensure the safety of our residents since the outbreak of COVID-19?

My job duties insofar as

ensuring the safety of our residents did not change much in the sense that safety and well-being of the residents are at the core of my/our job. What has changed is the service delivery/interactions with residents (wear a mask, stay at least 6 ft. away, limit number and duration of meetings...) in a time of crisis when the residents need more comfort.

As a front-line worker, what have you been seeing as to the effect COVID-19 is having on our elderly residents?

The coronavirus situation affects the residents differently; however, the uncertainty and disruption in routine it causes are real and are shared by all residents. Covid-19 has heightened anxiety among the residents. Some of them had to postpone important medical appointments. I have in mind a resident who is on cortisone therapy for pain and cannot get her injection. Other residents have to postpone cancer treatments. There are residents who used to go to day programs and other activities in the community who are confined in their rooms/apartments. The full extent of the devastation caused by Covid-19 on our residents I fear is yet to be discovered.

If you could say one thing to all of Hearth’s supporters who have donated money, PPE like masks, face shields and aprons, food, and other essential cleaning supplies to keep everyone safe from COVID-19, what would you say?

While I cannot pinpoint a specific life that the generosity of Hearth’s supporters has saved, I am convinced that the items they have provided have contributed in keeping our residents (and staff) safe and have helped our residents immensely. If I could talk to a Hearth’s supporter, I would thank him/her for supporting the Hearth family (residents and staff).



Name: Michelle Leger

Position: Program Nurse

How have your normal day-to-day job duties changed to help ensure the safety of our residents since the outbreak of COVID-19?

At Ruggles I used to meet with residents in my office or in their units pretty regularly and that has understandably changed. We meet in the common library where there is room to distance, or I stand at the doors for short periods of time. Staff have been following the CDC guidance of keeping a physical

distance of at least 6 ft, keeping interactions under 15 minutes and both parties wearing masks, but it has been hard on staff and residents. I miss seeing facial expressions and hearing residents have fun during activities or even hearing them watch the Price is Right together. It is quiet and body language from staff and residents suggest that everyone is drained at this point, tired of it all. How can I as a nurse prevent residents from becoming isolated, when to keep them safe is to essentially isolate them? It has been hard. My daily routine can take up to 20 minutes now between cleaning and putting out PPE for staff. In fact everything seems to take a bit longer. Managing staff has become more of ensuring their mental health is in tact and they feel supported with all the changes and fears while they continue to provide personal care to residents.

As a frontline worker, what have you been seeing as to the effect COVID-19 is having on our elderly residents?

A lot of our residents already have underlying mental health conditions, so I am seeing an exacerbation in depression and anxiety. Many also do not have family, so staff have become like that to them. For those with family, being unable to see them has been incredibly difficult as well. We have taken away the connections that our residents had or reduced their interactions with staff drastically, how can people not become depressed and lonely? I also have some residents who were hesitant to report any ailment fearing they may need to go to the hospital. There is heightened anxiety related to general uncertainty in the world.

If you could say one thing to all of Hearth's supporters who have donated money, PPE like masks, face shields and aprons, food, and other essential cleaning supplies to keep everyone safe from COVID-19, what would you say?

Thank you for all contributions big and small!



Name: Bob Jordan

Position: Program Manager

How have your normal day-to-day job duties changed to help ensure the safety of our residents since the outbreak of COVID-19?

It adds another layer to my work. I work multiple sites so I have to constantly remind

and educate the residents on the seriousness of the virus, how it's transmitted, the need for constant hygiene to reduce the risk of catching it, along with the need for social distancing and the importance of wearing a mask to keep oneself and others safe. This is especially true for my sites that are shared living; where bathrooms and kitchens are shared by a large number of residents and everyone lives in close proximity with others.

As a frontline worker, what have you been seeing as to the effect COVID-19 is having on our elderly residents?

I think my residents are holding up well; but not having friends and family visit is difficult at times especially for those less mobile. Also we had to change the structure of our programs. We temporarily suspended tenant meetings, visits from volunteers and outside meal programs as well as practice social distancing at meal times and time set aside for activities. These times gave residents the opportunity to socialize and have some fun. It definitely affected many of my residents, especially those with mobility issues.

If you could say one thing to all of Hearth's supporters who have donated money, PPE like masks, face shields and aprons, food, and other essential cleaning supplies to keep everyone safe from COVID-19, what would you say?

Thank you from the bottom of my heart. We could not do it without you. You are an essential and important part of Hearth.

We salute all our frontliners!

Thank you for your service and sacrifice during this difficult time.

You are truly amazing.



Covid-19 Philanthropy

The Coronavirus pandemic has placed extraordinary financial pressures on Hearth. Unbudgeted and unexpected expenses for PPE, cleaning supplies, and additional staffing are now the new normal for budgeting and fundraising. Luckily, we have been able to re-adjust our planning quickly and efficiently to meet the new needs for Hearth.

During this unprecedented time, we appreciate that our individual donors and Foundation and Corporate philanthropic partners have directed much needed attention to the Coronavirus crisis and have recognized our response during these trying times. A major concern shared by Hearth and the Liberty Mutual Foundation is the looming crisis of housing evictions, when the forbearance period ends. We are thrilled to announce Liberty Mutual Foundation has awarded Hearth \$300,000 to preserve and maintain housing for at-risk seniors preventing homeless for the most vulnerable elders we serve in Boston.

"Hearth is at the forefront of the national movement for public investment in elder housing. Now more than ever Boston's low-income elderly residents face increased exposure during this COVID-19 pandemic, they are not only highly susceptible to the virus but they're also more likely to be living in poverty, and facing greater economic instability," said Liberty Mutual Foundation President Melissa MacDonnell. "As the virus becomes a challenge which we'll be living with for some time it's imperative to have partners like Hearth who understand the importance of stable housing and special services in diminishing the risk of contagion and keeping seniors safe. We're grateful for the work they do to help this uniquely vulnerable community and are pleased to provide them with a \$300,000 grant to continue their work during this unprecedented time."

Additionally, Hearth has also raised rapid response funds from the Barbara Mitchell Fund of Bank of America, Harvard/Pilgrim Health Care Foundation, Eastern Bank Charitable Foundation and received donations from over 175 individual donors. With their help, we have raised over \$243,000 to date for our COVID-19 Emergency Relief Fund.

Critical relationships with our philanthropic partners

and being awarded a loan of over \$600,000 from the Payroll Protection Program, have made it possible for Hearth to keep our staff, residents, and clients safe and healthy. Hearth is grateful for this support, and we know that additional support is coming. From all of us, thank you!

To learn more about supporting Hearth, please contact Dana Green, Chief Advancement Officer at dgreen@hearth-home.org or 617-369-1555.

Hearth's Artist Corner

4-12-2020

HOW MUCH I WISH... by: Liliam Alvarez
Hearth Resident

How much I wish...
to be able to hug you, kiss you
and shake hands with confidence
that there is no more disease.

How much I wish...
to go visit you soon
without days of affliction
full of tears and lamentations.

How much I wish...
not knowing what is out there
because thousands are dying
fear is everywhere.

How much I wish...
hearing any good news
this deadly ill no longer exists
and there is only well-being.

How much I wish...
that a magic wand exists
and the virus be removed
and a new life begins

Cont. Pg. 7

Volunteering in a New Era



Volunteers have always been a staple at Hearth. Our residents truly enjoy connecting with long-time volunteers and meeting new ones. Unfortunately, due to the pandemic, we have indefinitely restricted volunteers from visiting all our sites. With careful planning, Hearth has started to implement a virtual volunteer program. Through video chats, volunteers can lead activities and interact with residents from anywhere. Residents are excited about being able to reconnect with our community!

We have taken action to ensure that all small group activities hosted by our Activities Coordinator follow CDC guidelines. Residents who choose to participate in virtual group activities are required to wear face masks, be seated at least 6 feet away from each other, and no more than 5 residents can participate per activity. In addition, we have had to rethink how to host several popular activities with the residents, like Bingo. To help ensure resident safety, Bingo cards are now printed out on paper each week, and we encourage residents to bring a pen with them to mark their cards. At the end of the activity, items that aren't disposable, are disinfected to help ensure resident health and safety.

We look forward to having you join us as we enter this new virtual volunteering era!

Volunteers play a critical role at Hearth, sharing both their time and talents with residents and staff alike. We are currently recruiting virtual volunteers!

If you or your group are interested in volunteering with Hearth, please visit our website at <http://www.hearth-home.org/volunteer> and contact Maura Murphy at mmurphy@hearth-home.org or 857-452-2402.

Virtual Volunteering:

Virtual volunteers are able to run an activity from the safety of their own homes. Activities may include, hosting bingo, playing select card and board games, such as Crazy 8's and Scategories, leading a prayer session, having a poetry or jam session, joining in a sing-a-long or karaoke, hosting a comedy night, and so much more. Have an idea? Share it!

Submit a Video:

We are collecting videos of the community performing their talents. This is expansive and may include singing, playing an instrument, comedy, dancing, DJ'ing, poetry readings, acting etc. If you want to share it, we want to show it! Compiling a mixture of talents on video, we can then edit a "show" together for the residents to enjoy at their leisure.

Letters of Encouragement and Artwork:

We are asking for notes of encouragement and artwork for our residents. Receiving a note or viewing artwork from the community can put a lasting smile on our elders' faces. This is a great activity for all ages! Send cards and art work to Hearth, Inc. Attn: Maura Murphy 1640 Washington Street Boston, MA 02118



Hearth's Artist Corner Continued



4-12-2020

How much I wish...
with this sad experience
your spirit be strengthened
of infinite mercy, will be.

How much I wish...
wings were born on me,
among the sickness fly,
with heaven's blessing fly.

How much I wish...
that our mother nature
take compassion on our planet
so all the worries vanish.



So much I wish...
to wake up on any day
where we are without pain
with the Light of Healing shine!

Dedicated to the planet
that lives through a
Covid-19 pandemic

Update: Hearth at Four Corners

3/23/20 - City of Boston suspended construction due to Covid-19.

3/26/20 - Hearth was able to obtain a waiver from the City of Boston to resume construction.

3/30/20 - Citing safety and health concerns related to Covid-19 the City of Boston suspended work on the project.

4/20/20 - D.F. Pray submitted a COVID-19 Health & Safety Plan to the City.

4/30/20 - The City of Boston approved the Health and Safety Plan and allowed outside work on the retaining wall and drainage to resume. This work continues today.

As of the last requisition, the project was 46% complete.

We are currently looking at 12/31/20 as a target date to receive the Certificate of Occupancy for the building, Marketing for the new residences will begin in July and lease up in the fall.



Donation Drives

FOOD PANTRY

Non-perishable food items

Microwavable 1-Serving Meals
 Oatmeal, Cereal
 Pasta, Pasta Sauce
 Peanut Butter, Jelly, Nutella
 Canned Beans, Canned Veggies
 Instant Rice
 Fruit Cups, Applesauce
 Crackers, Granola Bars
 Paper Towels, Toilet Paper
 Soup, Chili, Stew,
 Hygiene Products,
 Cloth Masks, Hand Sanitizer
 Disinfectants (Wipes, Sprays, Soaps)
 Gift Cards to Restock

PPE

For Hearth Staff Use

Nitrile Exam Gloves, M & L
 Vinyl Disposable Gloves
 Disposable Surgical Masks
 Shoe Coverings
 Hand Sanitizer

Contacts:

Maura Murphy
 mmurphy@hearth-home.org
 857-452-2402

Chris Nazareth
 cnazareth@hearth-home.org
 617-369-1565

HOW TO

www.hearth-home.org/donate

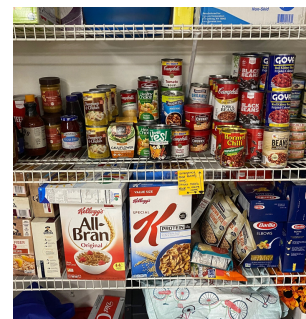
DONATE TO THE FOOD PANTRY:

Target.com Registry
tgt.gifts/hearthfoodpantry
 Shop & Drop Schedule
calendly.com/mauramurphy

DONATE PPE

Drop off or Mail to
 Hearth, Inc. ATTN: IA
 1640 Washington Street
 Boston, MA 02118

www.hearth-home.org/covid19



Hearth is always open to receiving donations of tangible goods for our residents and clients. With the dangers imposed from COVID-19, Hearth has implemented many precautions across the organization. We have been dedicated to keeping our residents, clients, and staff safe, to the best of our abilities. Like many others, we struggle to acquire the items we need most. You can help us with donations of non-perishable foods and other essential personal care items, disinfectants, and PPE. Items can be purchased and dropped off or mailed to the Anna Bissonnette House, or purchased online from Amazon.com and Target.com and shipped directly to us. Find the links to our wish lists and registries on our website at www.hearth-home.org/donate and www.hearth-home.org/emergency-foodpantry.

Volunteer Highlight



For six years, residents and guests at Hearth at Olmsted Green have been greeted by Diane two days a week. A volunteer through the Ignatian Volunteer Corps (IVC), Diane was the volunteer concierge, assisting visitors with check-in, answering the phone, and providing enthusiastic conversations with the residents. Diane is one of a handful of volunteers with over 4,000 hours of volunteering under her belt.

Staff and residents will miss seeing her but they wish her well on her next volunteer assignment.

**Remember
to Donate
Today!**

Mission Statement

Hearth is a non-profit organization dedicated to the elimination of homelessness among the elderly. This mission is accomplished through a unique blend of prevention, placement, and housing programs all designed to help elders find and succeed in homes of their own.

To this end, all housing operated by Hearth provides a creative array of supportive services that assist residents to age with dignity, regardless of their special medical, mental health, or social needs. Hearth believes these goals are best accomplished through respect for elders and staff, with the desire to see both achieve their highest degree of potential.

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