



# Kendal at Ithaca

Presented by  
Sherry Smart, LMSW





# KENDAL AT ITHACA

Navigating the Pandemic  
Impact on Mental Health

## Vision

- ▶ Our vision is to be a community, whose hallmarks are the Quaker values of respect, care and trust.
- ▶ In addition, we strive to be good stewards of our resources and environment.

# Mission

Our mission is to provide a mutually supportive environment for residents and staff, and to contribute to the greater Ithaca community.

Picture credit  
local CVB



# Continuing Care Retirement Community

Independent living in cottages and apartments

On-site access to physicians, nurse practitioner, psychologist, optometrist, dentist, podiatrist, nurses

Pharmacy delivery

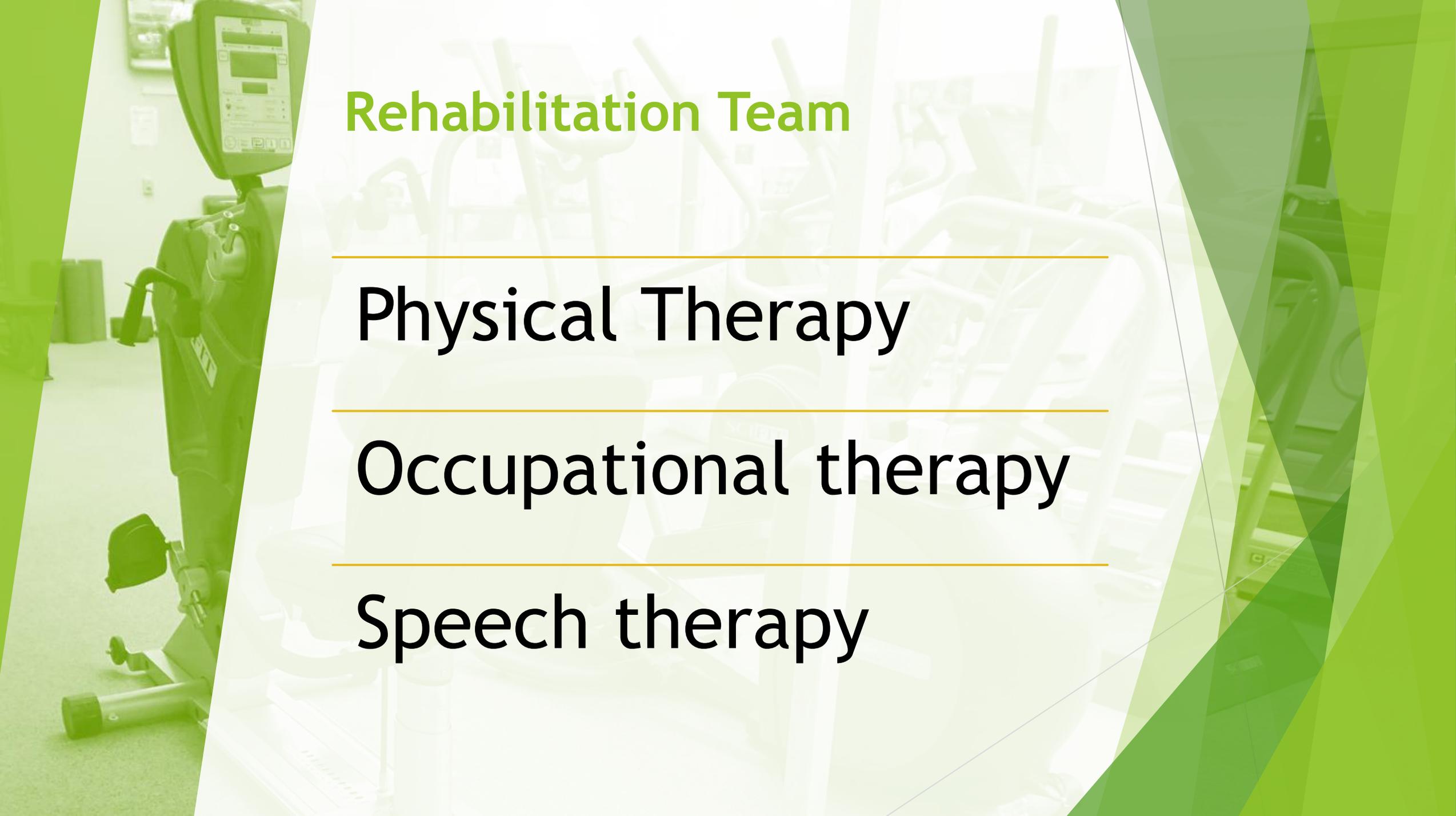
Transportation

Wellness coach



## Continuing Care Retirement Community

- ▶ Over 40 resident-run activities and committees
- ▶ Fitness rooms, pool, tennis courts, landscaped grounds with walking paths, community garden
- ▶ Comprehensive on-site health care for life
- ▶ Spouses with different care needs remain on the same campus



**Rehabilitation Team**

---

**Physical Therapy**

---

**Occupational therapy**

---

**Speech therapy**

# Resources

Psychologist  
two days a  
week

Psychiatry  
fellowship  
collaboration  
with Columbia

3 social  
workers

Therapeutic  
recreation  
staff

Engaged  
resident  
volunteers

Private  
companion  
aides

Kendal television  
station,  
videoconferencing  
software, iPads

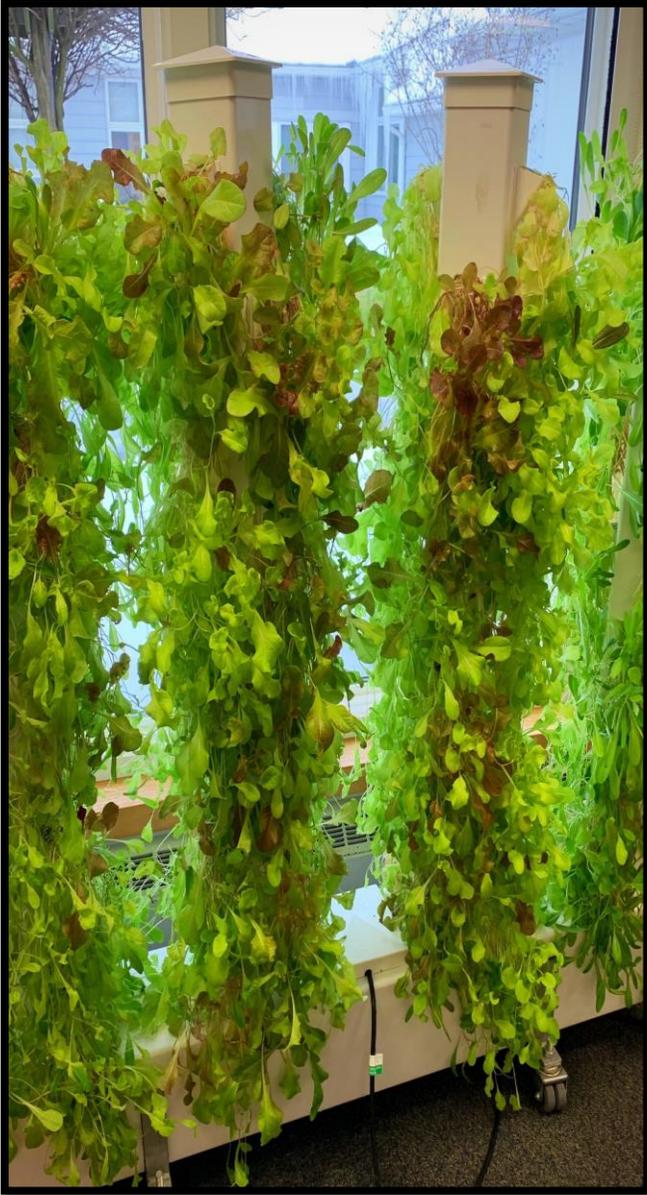
# Dining Room

Pre-COVID



# Cascadilla House

Enhanced Assisted Living  
Residence





# Health Center Gardens & Courtyards



## Taughannock House Skilled Nursing

# Isolation

March 13, 2020 -- we close our doors to all visitors, including spouses of residents in assisted living and skilled nursing.

All group gatherings are suspended.

We close our dining rooms and deliver meals to our residents.

The importance of human connection and meaningful activity is even greater for older adults in a long-term care setting.

Our residents worry if they will ever see their children again.

We had just been trained in trauma-informed approaches as a global trauma emerged.

In-person visitation is permitted in July. Our families are back!

# October 13 COVID strikes Kendal

- ▶ Residents are restricted to their rooms for weeks at a time.
- ▶ Companion aide visits are restricted.
- ▶ Staff are geared in full PPE, hard to hear and recognize.
- ▶ Meals are served in disposable containers.
- ▶ Several residents are moved multiple times as cohorting requires.
- ▶ Staff with exposures or symptoms are quarantined.
- ▶ Hospicare visits become virtual.
- ▶ Residents feel imprisoned, sleep more.
- ▶ Routines are disrupted.





## Cascadilla House Christmas

# Fighting back

---

Walking programs

---

Physically-distanced art opening in skilled nursing, reception in the courtyard

---

Antique car parade with belly dancers

---

“Pizza on the porch” served to residents just inside their doors

---

Hospitality Cart

---

Televised exercise, music, group meetings, movies, COVID dialog between Executive Director and Medical Director.

---

Offered Zoom training to residents

---

Psychologist visited people using videoconferencing.



# Fighting back

---

Residents let us know that salon visits are extremely important for mental health!

---

Arranged to have salon operator visit long-term care facility.

# Connecting with family

Care plan meetings by videoconference in residents' rooms.

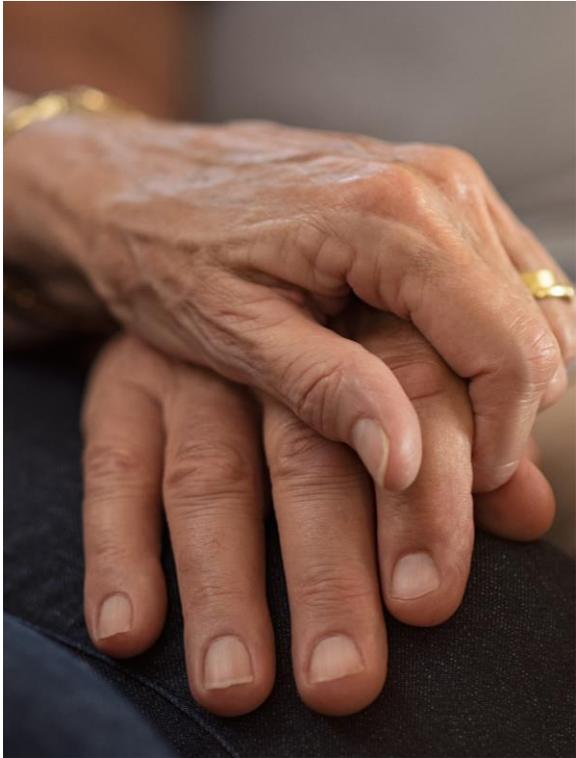
Group activities replaced with 1:1 therapeutic recreation visits and video visits with family.

Families drop off treats and go to the window of their loved one. iPhones and iPads for sound.

We sent out regular email updates to family members.

We provided updates on our website.

Companion aide presence continued.



**Farewell to family at end of life**

A woman with dark curly hair, wearing a yellow sweater, is shown in profile, holding the hand of a person lying in a hospital bed. The person in the bed is wearing a blue sleeve. The background is a softly lit room with a wooden table and a framed picture on the wall.

# Seeking closure

---

Clergy visits at end of life

---

iPads for final conversations with family members who were unable to travel

---

Gathering for memorial services is not possible

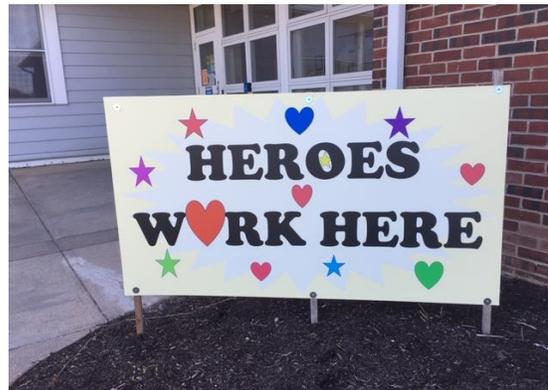
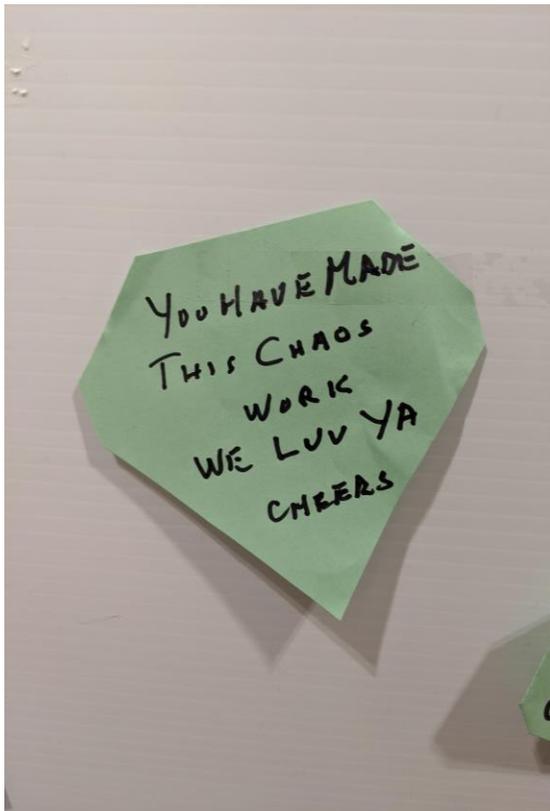
---

120 attend their first Zoom graveside ceremony

---

Social workers pack up residents' belongings after their death, rather than families

# Caring for our staff



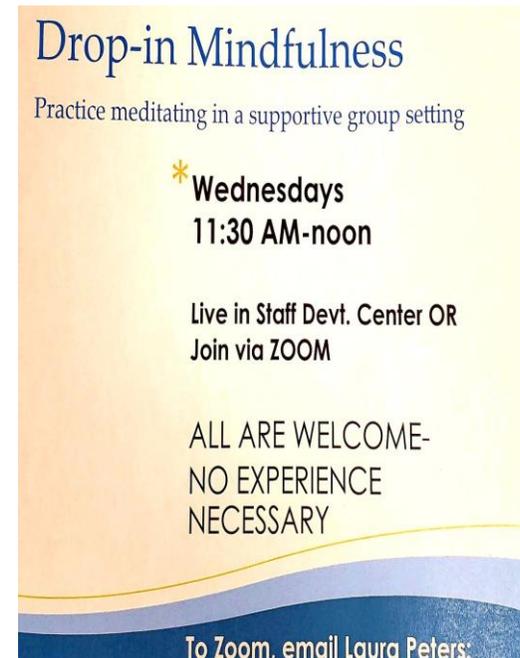
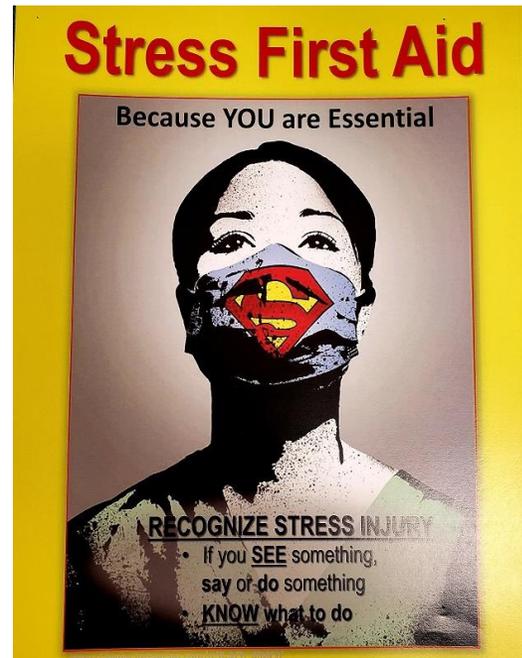
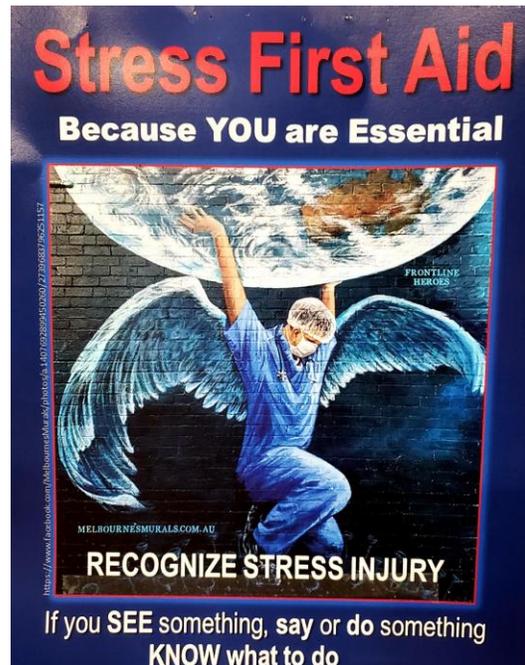
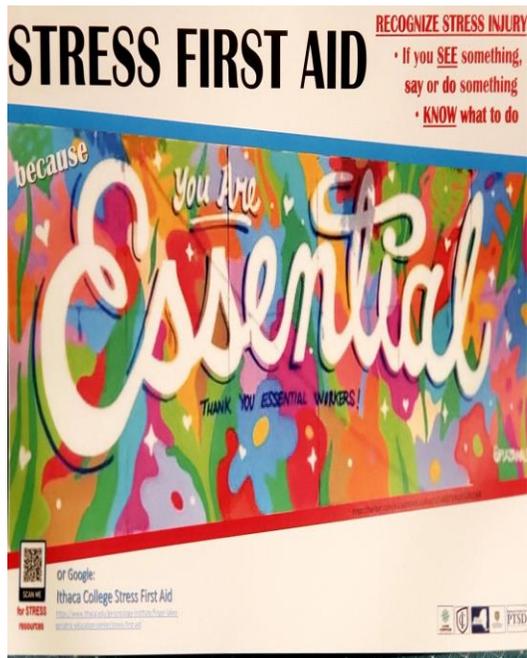
- ▶ Gathered sufficient personal protective equipment early on
- ▶ Tested staff at Kendal twice a week
- ▶ Hero messaging
- ▶ Special food events
- ▶ COVID pay increases
- ▶ Staff Emergency Hardship Fund
- ▶ Kind gestures from our residents
- ▶ Stress First Aid



# Residents Boost Staff Morale

We cannot express enough  
How grateful we are for you  
Your dedication and efforts  
Always come through.  
You deserve many thanks  
For the great work you do!





# Stress First Aid

Treating

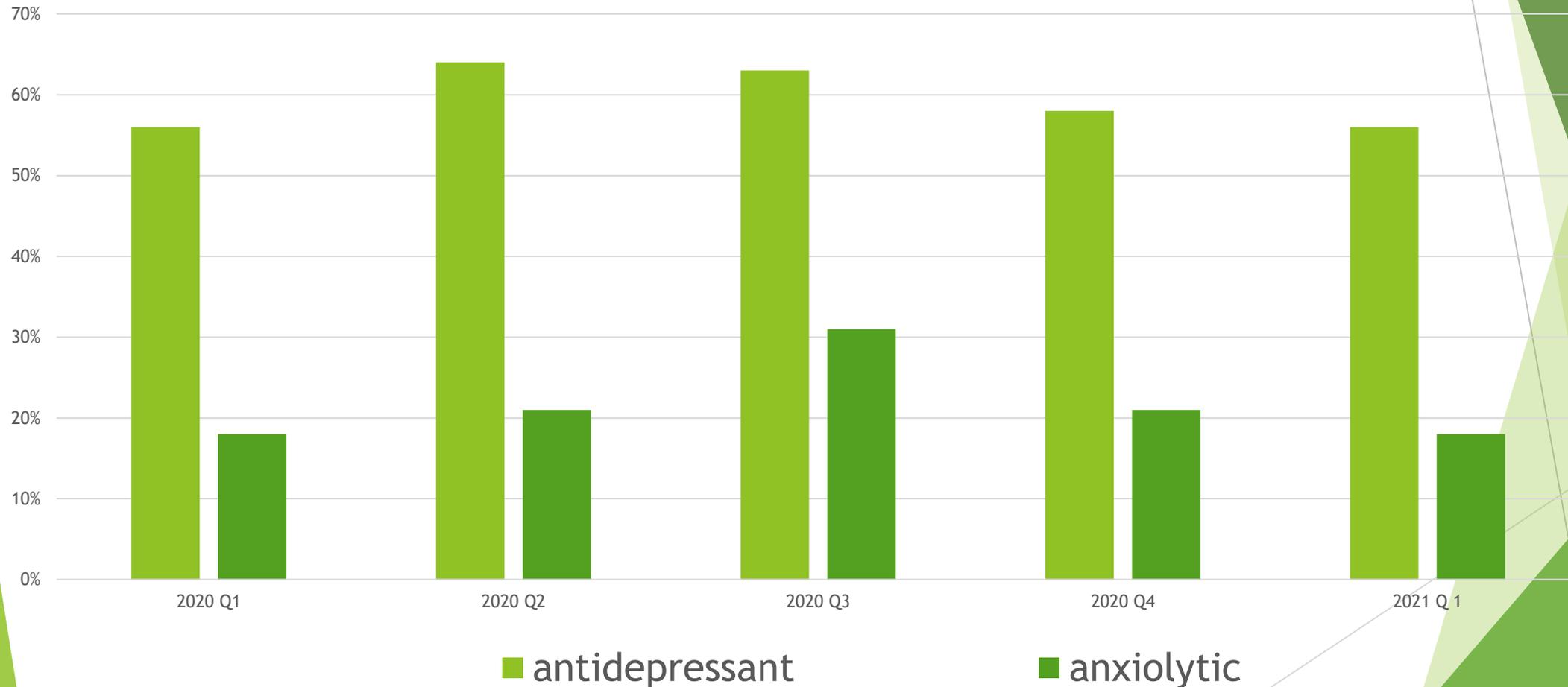
Treating depression and anxiety

Tracking

Tracking the use of antidepressant and anxiolytic medication in skilled nursing and assisted living



# Percentage of residents on psychotropics in skilled nursing

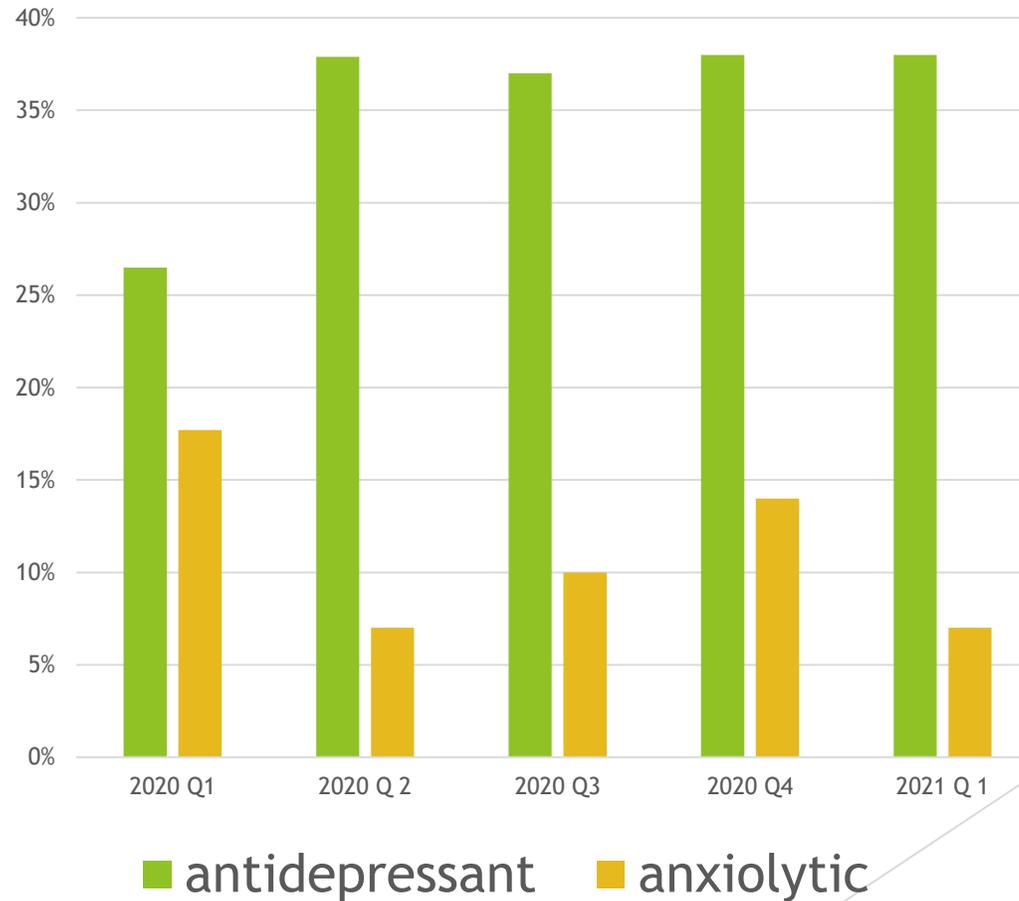


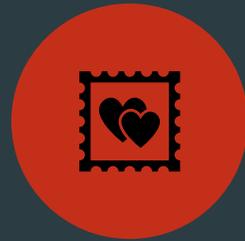
Data from Health Direct pharmacy



# Percentage of residents on psychotropics in assisted living

► Data from Health Direct pharmacy

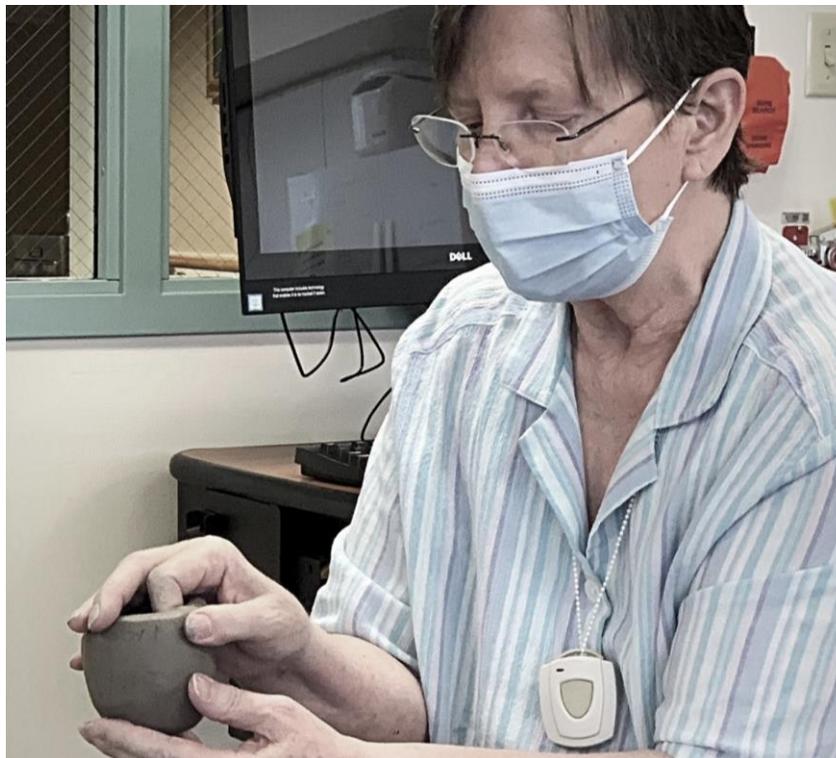




**VALENTINE'S DAY  
IN ASSISTED LIVING**



**WE WERE  
SHOWERED IN  
ROSES!**



# Pottery class



**Staying safe in  
winter**



# Vaccination Day!

- ▶ January, 2021
- ▶ Our pharmacy holds a vaccination clinic for our residents and staff!

**vaccinated for**

everyone at Kendal  
at Ithaca!!

We are very fortunate to be  
here!

**For me, For All!**

**KENDAL**  
at Ithaca  
Together, transforming the experience of aging.

**ted for**

**I got vaccinated for**

My Bubble!

**KENDAL**

**me, For A**

**KENDAL**  
Ithaca

**For you, For me, For All!**

for kids

**KENDAL**  
at Ithaca  
Together, transforming the experience of aging.

**I got v**

everyone in  
Community.



March 25, 2021

Department of Health significantly relaxes visitation restrictions for long-term care facilities.

Our residents regain their freedom, families may visit in residents' rooms.

Spring returns! 100% of our residents are vaccinated, and 80% of our staff and vendors!

Assisted living and skilled nursing residents may rejoin life in the community center.

We reopen the  
community center  
and dining rooms!





# KENDAL<sup>®</sup> at Ithaca

*Together, transforming the experience of aging.<sup>®</sup>*

Contact Sherry Smart,  
LMSW (607) 266-5378

or

[ssmart@kai.kendal.org](mailto:ssmart@kai.kendal.org)

