

# Happenings

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STRONGER  
Together

Thank You  
HEALTHCARE  
HEROES



Leadership  
Announcements  
Page 3

Deficiency  
Free  
Page 8

What is  
Respite Care?  
Page 10



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Happenings

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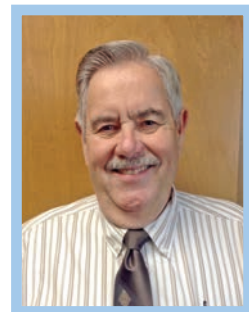
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Letter From The President

Steven Eichhorn, President of the Board



Your faithfulness endures to all generations; you have established the earth, and it stands fast. - Psalm 119:90

How much do you know about the history of the Holland Christian Home? I have been enjoying the Home's new 125th Anniversary Website\*, especially its interactive timeline of the Home's history. Like a time capsule, it showcases the generations of faithful servants who have blessed the Holland Christian Home.

So many have given their time, talents, consideration and prayers to this Home. Many of the names, faces and circumstances differ dramatically from decade to decade. The true test of a community is whether its mission and principles remain steady in the course of growth and changes.

After 125 years, I'm proud to say that the Holland Christian Home's dedication to loving our aging neighbors as ourselves has only strengthened over time. Each successive leadership team has had to adapt to rapid shifts in the health care landscape - while also innovating services for our residents. Building expansions, higher resident capacities, and increased levels of care have marked just some of the achievements of those generations.

Our current leadership deserves credit for similar achievements. In the last few years, the Home has started (and nearly finished) a construction project that has been a decade in the making. Beyond the new addition and soon-to-be new service of a Memory Care unit, the Home has updated countless practices and strengthened its culture of transparency, trust and teamwork. And it has weathered the significant ongoing storm of COVID-19, which continues to spread around the globe.

For these many achievements and more, the Board of Directors wishes in particular to thank Executive Director & Administrator Carlos G. Beato, Administrator of Residential Services Carole Dykhous, and their tremendous team of department leaders. As Carlos, Carole, and other organizational leaders look ahead to retirement and career changes, we pray the Lord would bless them just as they have blessed us. (See story on page 3.)

At the same time, 2020 in particular has brought new challenges and changes. COVID-19 has radically impacted our finances and day-to-day operations (see story on page 15). In that context, the Board of Directors and Foundation Trustees made the difficult decision to eliminate the position of Executive Director of the Foundation & Development.

In our 125th year, the urgency of our mission has not diminished. The challenges have not waned. Blessed by our community of support, we have seen the Lord's mercies anew every morning. With confidence in God's enduring faithfulness, please join us as we lay the foundation for another 125 years of service.

\*Take a look for yourself! Visit 125.hchnj.org.





*Pictured above are some of the HCH Leadership Team, including Executive Director of Clinical Services Mercy Martin, former Director of Housekeeping Angel Garcia and Director of Finance Karen Bandstra (top row, third, fifth and sixth from the left) and Executive Director & Administrator Carlos G. Beato and Administrator of Residential Services Carole Dykhouse (bottom row, third and fourth from the left).*

## Announcing Leadership Transitions & Succession Plan

**A**s the Spirit of Progress helps to evolve and change the Holland Christian Home for the better, the Home is committed to ensuring that leadership remains strong for years to come. With that goal in mind, the Home is blessed with an opportunity to implement a series of leadership transitions over the course of the next year.

Executive Director & Administrator Carlos G. Beato, LNHA, RN, and Administrator of Residential Services Carole Dykhouse, RN, CALA, formally announced their retirements effective March 31, 2021. Mr. Beato and Ms. Dykhouse have led the organization together since early 2018.

After March 31, 2021, Mr. Beato will continue to support the Holland Christian Home in a limited capacity each month as a consultant strategic advisor.

Beginning April 1, 2021, Director of Nursing Mercy Martin, RN, LNHA, CALA, will become the Home's Executive Director & Administrator. Ms. Martin has been at the Home since early 2018 and brings a wealth of experience, having worked in acute, non-acute, for-profit and nonprofit settings. She has held roles as a dietitian/nutritionist, nurse, MDS Coordinator, Director of Nursing, and Administrator.

In preparation for this transition, Ms. Martin was promoted to the position of Executive Director of Clinical Services on August 1, 2020. In addition to her responsibilities as Director of Nursing, she now oversees several additional departments. Social Services, Food Services, Activities and Pastoral Care report directly to Ms. Martin, who will continue to report to Mr. Beato until March 31, 2021.

Additionally, it was announced that Human Resources & Education Coordinator Charlotte Vriesema will be promoted to the position of Assistant Administrator. In the interim, Ms. Vriesema's present responsibilities will continue expanding until she fully steps into her new role. Ms. Vriesema earned her Masters of Business Administration with a concentration in Health Administration from Centenary University, and she has been at the Home for six years.

Director of Finance Karen Bandstra formally announced her retirement effective April 30, 2021. Ms. Bandstra has served as the Home's Director of Finance since 2003.

Director of Housekeeping Services Angel Garcia announced his resignation after nine years of service, effective July 31, 2020. Director of Maintenance Nino Gorga was promoted to Director of Environmental Services on August 1, 2020. In his new position, he oversees both the Maintenance and Housekeeping departments. Mr Gorga has been with the Home since early 2018.

Finally, Public Relations Coordinator Philip Kline was promoted to the position of Director of Admissions & Public Relations on August 1, 2020. Mr. Kline has been with the Home since 2017.

"We are blessed to be able to implement these transitions over a planned period of time," Mr. Beato said. "This creates sustained opportunities for training and professional development. We look to the future with confidence in God's continued loving care."

# Nurses Week

The World Health Organization declared 2020 the “Year of the Nurse,” and it truly has been a year for celebrating the nurses and nursing assistants in our communities.

Here at the Home, “Nurses Week” occurred during the middle of the COVID-19 crisis. Too busy to celebrate, our staff was hard at work caring for residents in the midst of a global pandemic.

To every nurse and nursing assistant in the Holland Christian Home family, active or retired, we say “thank you.” Truly, you do the work of God, who came himself to heal the sick and comfort the afflicted.

“To be a fellow worker with God is the highest aspiration of which we can conceive man capable.”

- Florence Nightingale



## COVID-19

(written for Easter 2020)

A Resident

"No hugs allowed!"

"We cannot meet!"

The WILDERNESS of life we're feeling!

We yearn to be with those we love.

you've kept them all at distance.

"Who will now roll the stone away?"

So we can see and be with Jesus?

So love again will fill our hearts

and hold Him close....

Is this what You are teaching?

Is this the point You're making?

May we now see how love abounds

in service here:

Administrators, chaplains, nurse, of cook--

ALL servers;

of cleaning crews and maintenance; activities

and business----

Behind their love, the power of Christ!

"Go tell them all, and Peter:"

That Jesus lives

and works here!



# Fond Farewells

The Home wishes a fond farewell to the following long-time employees. Thank you for your years of service!

Angel Garcia, Director of Housekeeping Services – 9 years

Gladys McVeigh, LPN, 13 years

Jay Nelson, Driver – 20 years

Mei Chin, Housekeeping – 14 years

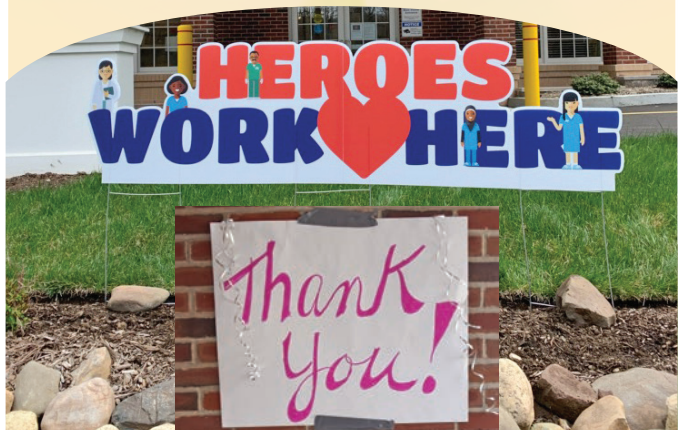
Nancy Babitz, CNA – 23 years

Ruth Redmond, CNA – 17 years

Lynn Faber, CNA – 27 years

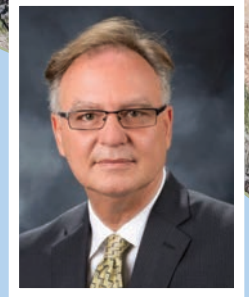
Lynn Maat, RN – 18 years

Gloria Batelli, CNA – 37 years



# Letter from the Executive Director

*Carlos G. Beato, LNHA, RN, Executive Director & Administrator*



This year has been radically unlike anything I have ever experienced in my 40-year career.

In March, the first long-term care outbreak of COVID-19 in the United States put us on notice. Although it was across the country in Washington, we immediately convened our Emergency Management Team to meet at least twice a week (in the early days, daily) - a practice that continues even now.

Initially, our concerns were simple: what can we do to prepare for this little-understood virus, and how can we educate our community and prevent an outbreak? We immediately began making changes, constantly adjusting to the latest public health guidance and local circumstances. (Learn more about our ongoing safety measures at [hchnj.org/covid-19-info](https://hchnj.org/covid-19-info).)

Little did any of us know that, only a few short weeks later, 90% of long-term care facilities in all of New Jersey would have outbreaks.

There is much that can be - and has been - said about the impact of COVID-19 on senior communities. I would like to simply highlight the Holland Christian Home's incredible staff who faithfully serves our residents and families day after day - no matter the circumstances.

Our environmental services staff stepped up in major ways. Housekeepers worked increased hours in the midst of the same uncertainty all Americans were feeling earlier this year. As a key line of defense against infections, housekeepers received training and responsibilities they never would have imagined in the past. As a result, we were able to implement new state-of-the-art disinfection equipment, including electrostatic sprayers and an ozone oxidizer (recently clinically proven to inactivate the virus that causes COVID-19).

Although group activities were stopped (continuing today in groups of 10 or less), that did not leave our Activities Department with nothing to do. In fact, their roles changed and expanded dramatically. They suddenly found themselves becoming tech experts, facilitating video calls between residents and families. Window visits, outdoor visits, and one-on-one assisted walks with residents followed. At the same time, they leveraged our TV engagement platform to film and broadcast sermons, fitness routines, and other daily activities.

Their creativity and flexibility was crucial for our residents.

Dietary staff were constantly adjusting. Over the course of this year, we've had traditional dining room service, communal dining split into shifts and spread between multiple rooms in the building, room service, and combinations of all of the above. Like all other staff, they took on tasks they don't typically perform, and they did so willingly.

I know of some organizations that lost many of their leaders during the crisis, either because of illness or resignation. Here at the Home, no one in administration walked away. Many department heads and staffers worked seven days a week for weeks in a row, even coming in on weekends to help other departments. I have served with many outstanding teams, but the dedication and teamwork of the Home's leadership is something I will never forget.

Finally - and most significantly - there are our nurses and nursing assistants. There is not enough that can be said about them. It's not only the double shifts and overtime that proves their commitment. It's the tender care they showed to residents sick in isolation or healthy but lonely. It's the long hours at work followed up by long hours at home sewing gowns for coworkers when personal protective equipment was in short supply nationwide.

For our nursing staff - and all staff - who showed up day after day, not knowing if they too might catch the virus or bring it home to their families, our community is indebted.

The Holland Christian Home was recently named a Great Place to Work for the second year in a row. As part of that certification process, employees participated in an anonymous survey after the worst of the pandemic had passed through New Jersey.

85% said, "When I look at what we accomplish, I feel a sense of pride." 92% (more than 9 in 10!) said, "My work has special meaning; this is not 'just a job'."

I couldn't agree more. To faithful staff past and present, I want to publicly say "Thank You." You are the hands and feet of our Lord, and you make Holland Christian a true Home. May God bless you and all the healthcare workers in our community.

# Aging Gracefully: How to Handle Isolation

Chris Franco, CSW, Director of Social Services

**F**or many seniors who live alone, solitude is an unavoidable part of life. In healthy doses, time alone can be a good thing. We all need space away from other people! Connections with others, however, are critical for all of us - physically, emotionally, cognitively and spiritually. I see it all the time here at the Home. New residents will move in and become visibly healthier and happier, in part because they are part of a loving community.

Unfortunately, the COVID-19 pandemic showed us that isolation can become a challenge without warning. While the Centers for Disease Control & Prevention (CDC) warns about the many health risks of social isolation for older adults, they also rightly recommend quarantines and social distancing to avoid the greater health risks of COVID-19. How should we handle all this time spent alone?

## Here are four recommendations for adults of all ages:

1. *Write letters.* For some older adults, letter-writing comes naturally. It is how they communicated when they were younger. Letters weren't a placeholder for texting and emails, however. In many ways, they are superior to our modern communication. Writing letters creates space for cathartic reflection. Like a heart language, letter-writing helps us understand our emotions and work through them. And it can be a lot of fun. After all, in a day and age when so few letters are written, receiving a letter is

a wonderful surprise!

2. *Stay in touch.* Whether letters suit your style or not, means of communication are critical during times of isolation. Phone call, video calls, emails, texts - it doesn't matter how you do it, it matters that you do it. Don't wait for others to reach out to you. People are busy: kids, jobs, health scares and life during COVID-19 are frequent distractions for all of us. So take initiative! If you want friends, you have to be a friend.



## Family Testimony

Christine McGowan, daughter of resident Lucy Torres

**D**ebbie, we would like to say thank you for your kindness that you have shown to my mom every single morning. She tells me everyday, "Debbie, the blonde lady, is so kind to me." I never worry knowing you are there caring for her. You are prayed for daily for safety and protection. May God bless you a thousand times over for the kindness you have shown to my mother.

Maria, we thank you so much for the kindness you show my mom. She looks forward to seeing you everyday. When you are not working, she notices it and misses you very much. Thank you for the wonderful job you do in her room. You are a ray of sunshine she looks forward to seeing! ¡Muchas gracias!

Marta, thank you for caring about putting together my mother's outfits to wear and making her feel like it's a beautiful day!

Thank you Yvette, Nicole and all the nurses that care for my mom. Thank you for always looking out for her. Thank you for answering any questions and for always being there.

Food servers, thank you for bringing her food with a smile on your face. She looks forward to seeing you!

The rest: My mom Lucy may not remember your name but she does remember how you treat her and how she feels when you are there. She remembers the kind gestures. Those are forever in her heart. Thank you everyone at the HCH!





## (Aging Gracefully continued...)

3. *Stay busy.* Find a new hobby or resurrect an old one. Read, sew, exercise...do anything you can to keep moving. Time spent alone can feel much longer than it is, so it is important to pass the time instead of dwelling on it. Remember, your time alone will pass. It's not forever. Staying active will help it feel faster. But don't do everything at once - leave things for each day, so that there's always something to look ahead to.
4. *Stay connected* with the outside world (but not too connected). It's good to know what is going on in your community. But, too much media lays the weight of the world on our shoulders. Remember, it's not your job to save the world. It is your job to make the most of YOUR world - staying healthy and loving your family and community.

Learn more about life in community at the Holland Christian Home!  
Call (973) 427-4087 or email [pkline@hchnj.org](mailto:pkline@hchnj.org).

# Trust We Can Rely On

John Bosch, Director of Pastoral Care



“Where is God, and what is He doing?”

“Can I still trust God and believe this is for our good?”

**T**hese are typical responses to the turbulent times we are in. Even when they are not expressed in words, they are certainly in many hearts. Understandably so!

Let's consider, then, the following question: “*Who will we trust?*”

*Ourselves?* We cannot change what happens around us. Even when we can control our actions, we do not determine outcomes. Our fates are determined by powers beyond our control.

*Other human agencies?* Some are good and some are bad, but most are politically motivated in one way or another. And none is all knowing. Organizations grapple with the unknown just as much as the humans who comprise them do.

*Chance?* If all of life was random, the odds would rarely be in our favor.

*Satan?* He, at least, has a consistent track record: 100% deadly for all creation, especially human beings.

*Angels?* They are trustworthy to be sure. But they come from heaven, a realm of bliss. Can they understand the trials we are faced with?

*What about Jesus?* He has suffered for our good. He has wept with those who weep. He was so troubled at the grave of his friend Lazarus that the original text could be translated as “snorting with rage.” He wept because of the long reign of

death that the human race has endured.

Indeed, after Lazarus came out of the grave, Jesus went to the grave instead. He not only mourned human suffering, He chose it for himself - a high priest who is able to sympathize with our weaknesses. And on the third day, He arose with great power and glory, forever breaking the power of death.

*What about God the Father?* He is sovereign and His ways are beyond our comprehension. In Isaiah 66, God describes himself as the One who is too big to be contained in this cosmos. Where then does He live? “I dwell in the high and holy place, and also with him who is of a contrite and lowly spirit” (Isaiah 57:15).

If we are humble enough to trust in His promises and rest our spiritual, emotional and physical beings upon what He has declared, we will find rest for our souls. Can we go wrong in trusting in the One and only supreme ruler of heaven and earth, who dwells with the humble and lowly?

If we look above, we see Jesus seated at the right hand of the Father. If we look behind, 2000 years ago, we see the Savior's love poured out on the cross. If we look within, we hear the Spirit's groanings with prayers that cannot be uttered.

We are safe and secure, literally surrounded with God's unchangeable love.

*The Holland Christian Home's Pastoral Care team cares for the hearts and souls of all residents and families in our community. If you are a resident or family member, you can reach the Pastoral Care office at [jbosch@hchnj.org](mailto:jbosch@hchnj.org) or (973) 427-4087 ext. 613.*



# HCH PROUD TO BE DEFICIENCY FREE FOR THIRD CONSECUTIVE YEAR

After an unannounced, on-site survey by a team from the New Jersey Department of Health (NJDOH), the Holland Christian Home was rated “deficiency-free” by NJDOH for the year 2020. This is the third year in a row that the Home has received this distinction — a tremendous honor!

To understand why being deficiency-free is so impressive, it helps to know a little about how the government interacts with places like the Home. Here is a “peek behind the curtain” to give you an insider’s perspective of this remarkable honor.

## Unannounced Annual Surveys

Every 12-15 months, surveyors from NJDOH arrive at the Holland Christian Home to conduct a multi-day, on-site inspection. This team of regulators includes a licensed RN, dietician, pharmacist and life safety expert. By observing the staff, environment, and day-to-day operations of the Home — as well as by speaking with staff and residents and reviewing scores of the Home’s documentation — surveyors dig deep to ensure the Home is following every state and federal law.

This is no small endeavor. Because the Holland Christian Home offers both residential and skilled nursing wings, the Home is bound by two sets of complex regulations.

On the residential side, surveyors use New Jersey Administrative Code as their reference point. Every category of day-to-day operations is regulated: Dining, activities, social work, pharmaceuticals, emergency procedures, housekeeping, infection control and more. Currently, there are 370+ sections of these NJ regulations, spread across more than 90 sub-chapters, that apply to the Home.<sup>1</sup> In other words, there are a lot of regulations!

In Mountain View, the Home’s skilled nursing unit, standards are even more numerous. Although the Home does not accept Medicare or Medicaid, it is still expected to adhere to all federal rules and regulations. So, when surveyors inspect Mountain View, they use the Center for Medicare and Medicaid Service’s (CMS) Long Term Care Survey Manual &

Surveyor’s Guide as their foundation.

This manual is over 900 pages long. There are over 370 kinds of regulations denoted in the manual, many of them divided into multiple parts.

After four days at the Holland Christian Home in February 2020, a team of six NJDOH surveyors gave the Home a report with no deficiencies. This is the third year in a row the Home has received such a report.

## How Does the Home Compare?

To set this achievement in context: From 2010 through 2014, 16 percent or fewer New Jersey skilled nursing facilities the size of the Home’s (50-99 beds) achieved deficiency-free ratings according to the CMS 2015 Nursing Home Data Compendium, the most recent available. Fewer than 14 percent of all nursing homes in the state achieved similar results.

More recent data, provided in a 2018 CASPER<sup>2</sup> report from CMS, indicates that fewer than 11 percent of NJ facilities were deficiency-free that year.

“It’s not like facilities receive a couple of deficiencies and move on with business as usual,” says the Home’s Executive Director & Administrator Carlos G. Beato. “There are facilities that are cited with 60 pages or more in a single year.”

Three consecutive clean surveys seem especially improbable under the backdrop of a massive construction and renovation project. On-going demolitions, renovations, and totally re-created units bring an exceptional number of regulations to the forefront that otherwise might not be relevant.

Nationwide, the most commonly cited deficiencies relate to food preparation, infection control and hazard prevention. Even if a facility is doing well in a certain area at the time of a survey, surveyors can easily identify and cite past lapses. Reams of mandatory documentation make it virtually impossible to hide errors.

## Building on Success

When surveyors don’t levy any deficiencies on an organiza-





tion, they still find areas that need improvement or correction. When they come back the next year, these areas receive special attention. Surveyors want to know if the organization did what needed to be done.

“There’s a trust,” says Beato. “I was a surveyor myself for ten years. If you show yourself to be responsible, that impacts the survey. But you don’t want to break that trust.”

The Home takes that trust seriously – just like it takes resident care seriously. Through the Quality Assurance & Performance Improvement (QAPI) program, dozens upon dozens of responsibilities in every department are monitored. When there are opportunities for improving any of these services, departments undertake year-long projects to implement changes and judge the effectiveness of those changes. These projects can show surveyors how proactive an organization is. They indicate whether the organization has both self-identified and begun addressing areas for improvement.

Administrator of Residential Services Carole Dykhouse, who runs the Home’s QAPI program, notes that the Home’s program “has grown wonderfully over the last three years. By not having any deficiencies in need of correction, we are able to focus our time and efforts on innovating and making every aspect of our care and services stronger in both the short-term and long-term.”

Examples of innovation include committee-style performance improvement projects (known as PIPs) that bring interdisciplinary staff, residents, and even Board members together to brainstorm and implement advances in specific areas. Within the

past two years, PIPs have resulted in improvements in security, pharmaceuticals and more.

#### **Is a Deficiency-Free Survey the Same Thing as a 5-Star Rating?**

The commonly recognized “5-Star Rating” awarded by CMS to exemplary facilities is not available to the Home simply because CMS does not rate the Home. The Home does not accept Medicare or Medicaid.

Having a deficiency-free state survey is not the same as receiving a 5-star CMS rating. CMS ratings are calculated based not only on these health inspection ratings but also on additional standards such as staffing ratings and quality measure ratings.

We can’t know what the Home’s staffing rating would be, since this rating is based on CMS formulas. But we can infer that it would be above average. Publicly available NJDOH data shows that Mountain View has had an average of twice as many RNs per resident on each shift as the average skilled nursing facility in New Jersey. LPN and CNA ratios have been similarly at or above average throughout 2019.

After three years of tremendous efforts, the Holland Christian Home has much to be proud of. “This success does not occur in a vacuum,” said Beato. “It takes a village. I am proud of our staff and their hard work and dedication on behalf of our residents each and every day.”

<sup>1</sup>N.J.A.C. Chapters 36, 39 and 43

<sup>2</sup>Stands for Certification and Survey Provider Enhanced Reporting



# Senior Living 101: What is Respite Care?

Carole Dykhouse, RN, CALA, Administrator of Residential Services

**B**eing a caregiver for an aging parent, relative or friend can be a joy. Looking out for the ones who raised or influenced us is an honor.

But it's also not easy! Caregiving for an older adult is fulfilling but draining.

And it is impossible to do alone.

**61% of family caregivers work a job in addition to giving care.**

A 2020 report from the AARP Public Policy Institute and the National Alliance for Caregiving tells us that feeling alone causes high emotional stress in 72% of caregivers.

That's no surprise. Consider the following from the same report:

- 61% of family caregivers work a job in addition to giving care.
- Nearly one quarter care for multiple people.
- Almost 20% report high physical strain from their efforts, and slightly less than 40% describe their roles as highly stressful.

Throw some household responsibilities, children to raise, and personal health struggles into the mix and the results can be chaotic. You might know some of these challenges all too well!

Here is the truly surprising figure: 38% of family caregivers think respite care would help them, but only 14% take advantage of it.

Only 14 percent! Does that mean 86 percent of caregivers never have emergencies or go on vacation or get sick?

Of course not. Instead, all of those details of life feel even heavier when they are added to daily caregiving burdens.

Respite care exists for those exact moments. More than other categories of healthcare, respite care exists to help the caregiver at least as much as it helps the care recipient. By stepping in to take care of mom or dad, respite care gives you the rare gift of time.

Respite care can take different forms. Some providers will watch your loved one in the familiarity of his or her own home. Others are more programmatic and welcome folks during the day (for example, adult day care centers).

Other facilities, like the Holland Christian Home, offer around-the-clock care in a community that is designed for older adults. With three meals each day, special activities for everyone, and loving protection overnight, these havens offer a wonderful change of pace for their guests. (Kind of like "Camp Grandma!") And by providing care 24/7, they give people like you a chance to catch a breath or just catch up on life.

And if you and your loved one are considering a more permanent home, respite care is a perfect way to experience life in a long-term care facility first-hand.

Be part of the 14 percent! Do something different for you and your loved one. You'll be glad you did.

*To learn about Respite Care at the Holland Christian Home, call (973) 427-4087 or email [pkline@hchnj.org](mailto:pkline@hchnj.org).*

# Progress in More Than Spirit



common area in new wing



main dining room refreshed

nurses station in new wing



Last year marked the opening of the Home's new addition, including an administrative wing and two new floors in Mountain View Nursing Unit. Though this was the most visible element of our *Spirit of Progress* campaign, it represents only the first of four phases in the total project!

Since the June 20, 2019 ribbon-cutting and open house for this new addition, Phases 2 and 3 have been completed – meaning the expanded and fully renovated Mountain View Nursing Unit is finished and occupied.

We knew that converting Mountain View to primarily private rooms was the wise choice for the Home's future. We did not know, however, how important those rooms would be during the Home's response to the coronavirus pandemic. Thanks to the completion of Phases 1 and 2, we were able to provide care for residents who tested positive for COVID-19 while isolating them from those who did not. Having space to quarantine affected residents allowed our nursing staff to slow and eventually stop the spread of the virus while providing them with specialized care.

We've learned that the new Mountain View adds to resident health and safety by allowing us to respond flexibly to unforeseen and rapidly changing circumstances. In addition, Mountain View residents are experiencing the benefits we always envisioned: a home-like environment crafted with their own personal treasures; enhanced privacy; and greater dignity in the delivery of care.

The spacious living rooms and dining areas will allow residents to socialize while maintaining physical distancing

requirements – something that would have been impossible in the old Mountain View.

On the other side of the building, a new bay window enhances energy-efficiency in the Main Sitting Room while new furniture, carpet, wall coverings and decorations give the space a more open and modern look. The Main Dining Room was also refreshed a few months prior, meaning that this combined space – the “heart of the Home” – is ready to welcome back residents as COVID-19 precautions ease and Phase 4 of construction ends.

That fourth and final phase of the *Spirit of Progress* is currently underway. Wing 3 in Residential Care is the last section of the Home where resident rooms had only half-bathrooms. Two rooms will be eliminated to create enough space for full bathrooms in Wing 3 rooms, which will be fully renovated. In addition, a few rooms along the Main Corridor will be reconfigured to create a new medication room in a space that is more accessible and efficient for residents.

The *Spirit of Progress* has been funded so far by a combination of generous donors and the Home's savings. We invite you to join us as we see this project through to completion! Your gifts toward enhancing our Home for our residents are always greatly appreciated - especially so in a year of decreased revenue and increased costs due to the coronavirus. Please contact the Foundation at (973) 427-4087, ext. 651 or email us at [foundation@hchnj.org](mailto:foundation@hchnj.org) for more information on how you can be part of the largest, most impactful capital project in the Home's 125-year history!

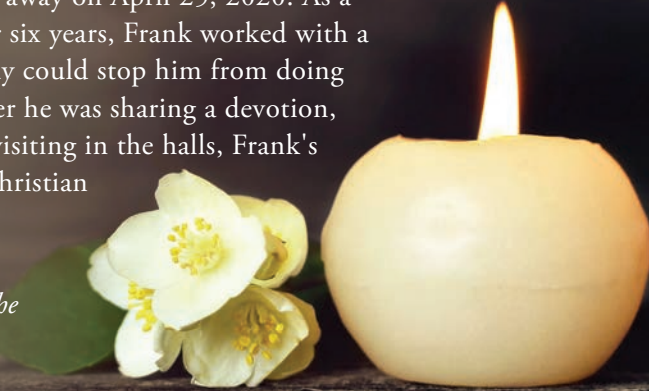
# In Memory

## Frank Ambrogio



Chaplain Frank Ambrogio passed away on April 25, 2020. As a faithful servant at the Home for six years, Frank worked with a deep passion in his soul. Nobody could stop him from doing what he loved — serving others. Whether he was sharing a devotion, driving a resident to the doctor, or just visiting in the halls, Frank's love for every member of the Holland Christian Home community was evident to all.

*Come, you who are blessed by my Father, inherit the kingdom prepared for you from the foundation of the world. - Matthew 25:34*



## honor roll

July 1, 2019 – Dec 31, 2019

### Annual Dinner

*In Honor of*  
**Virginia Leach**  
Virginia Gilard

### *In Memory of*

**Albert Douma**  
David & Mary Douma

### **Leonard Dykman**

Betty Dykman

### **Garry Dykstra**

Rich & Karen Kuperus

### **Evelyn Hoogmoed**

David & Marie Ten Kate

### **Art Sikkema**

Henry & Evelyn Kuiken  
Wilma Sikkema

### *Direct Gifts*

#### Companies

Abbey Carpet & Floor  
of Hawthorne  
ADdesign – Jill Oppermann  
Altice Media - Lisa Sweetman  
Audiology & Hearing Aid  
Solutions - Patrick Biondi  
Borduin Paving - Bruce Borduin  
Borst Landscape & Design Inc. -  
Mark Borst  
Browning-Forsyth Funeral  
Home  
Bushoven & Company, CPAs  
Cedar Hill Nursery – Bill  
Bushman  
Coast to Coast - Patrick  
Genuso  
Columbia Bank Foundation  
Eastern Christian Children's  
Retreat  
Emery Chiropractic Group,  
LLC - Kevin J. Emery

Florence Christian Home  
G & S Financial Services, LLC -  
David Smolenski  
Guardian Ambulance EMS  
Generation Pharmacy  
Group, LLC  
Heerema Company  
Hite Construction, Inc. -  
John Hite  
Horizon Landscape Co., Inc. -  
Michael Kukol  
Imperial Copy Products  
JB Insulation - Jonathan Belanus  
K & M Contracting Inc. -  
Keith Bauer  
Kayal Orthopaedic Center, PC  
KJB Fireplaces - Ken &  
Catherine Belanus  
Kuiken Brothers Company, Inc.  
Kuiken's Dairy Farm, LLC  
Lakeview Farms  
LAN Associates, Inc. -  
Kenneth Karle  
Liberty Elevator Corporation -  
Douglas Muttart  
Malesardi, Quackenbush, Swift  
& Co., LLC - Robert Saydah  
McKnight Music - Linda  
McKnight & Jay Vande  
Kopple  
Merlino Design Partnership -  
Bruce Hurowitz  
Millenium Fire Protection -  
George Bender  
New Jersey Manufacturers  
Ins. Co.  
Nicholas Markets  
North Haledon Republican  
Club  
Peapack-Gladstone Bank  
(Murphy Capital Management)  
Peter's Fish Market  
Regency Wealth Management -  
Mark Reitsma

Reiner Group, Inc. -  
Bernie Tolsma  
Scott's Security Systems -  
Scott Fischbein  
Scriptwise Consultants, LLC -  
Karen Scoullas  
Service Surgical - John  
Handman  
John & Grace Soldoveri  
Foundation, Inc.  
Superior Glass & Metal, LLC -  
Kenneth Warnet & Joseph  
Zisa  
Tanis Hardware Corp.  
Teschon, Riccobene & Siss, PA  
TNTMAX, Inc.  
Triple Cee Supply, LLC  
Tri-Tech Energy, Inc.  
United Fire Protection  
Corp - Frank Savino  
Valley Home Care  
Dr. Gregory Van Vliet &  
Dr. Peter Perera  
Vander Plaat Funeral Home,  
Wyckoff  
Vander Plaat-Vermeulen  
Memorial Home  
Vis-A-Dent - Deborah  
Nachman-Mangot  
Visbeen Construction Company  
– Jim Visbeen  
Wayne Tile Company, Inc. -  
Michael Westra  
Peter Raymond Wells,  
Architect LLC  
Yorkville Coffee Company  
Dr. Shiraz Cede Yussaf

#### Individuals

William & Betty Almroth  
Gary & Terry Alnor  
Charlene Anema  
Anonymous

John & Karen Bandstra  
Carlos G. & Maria Beato  
John & Barbara Belanus  
Helen Borduin  
John & Ruthann Bosch  
George & Carol Bosma  
Lawrence & Brenda Boss  
Robert & Annamaria Breeman  
Ray & Betty Broek  
David & Catherine Cook  
William & Charlene Cook  
Henry Cooper  
Joe & Beverly Cusack  
Kathy & Tom D'Alessandro  
George & Christine Davey  
John & Joyce De Haan  
Robert & Leslie De Jong  
Jane De Waal Malefyt  
Ken & Jill De Waal Malefyt  
Sandra De Young  
John & Sue Ann Dyk  
Lawrence & Carole Dykhouse  
Thomas & Linda Dykhouse  
Elroy Dyksen  
John & Faye Dyksen  
Steven & Anna Eichhorn  
Kevin & Phyllis Englishman  
Lorraine Englishman  
Janet Faber  
Shirley Faber  
Edith Floyd  
Robert & Frances Folkerts  
Irene Friesema  
John Golden  
Nino & Carolina Gorga  
Betty Gower  
Janice Haas  
Douglas & Beverly Hamilton  
Jacob & Marian Heerema  
Paul & Trudy Heerema  
Bill & Kathy Hemstead  
Patricia Hildebrand  
Douglas B. Hoogerhyde,  
CPA LLC

Craig & Virginia Hoogstra  
Peter & Marian Jeffer  
Bernard Joustra  
Barbara Kaczyk  
Dr. Frank Kardos  
Kathy Klaassen  
Alida Kleinmanns  
Kenneth & Leanne Kleinmanns  
Timothy & Kathleen Kline  
Marinus Koppenal  
Richard & Ruth Kuiken  
Margaret Kutner  
Jim and Carol La Conte  
Virginia Leach  
Martin & Thea Leegwater  
Trudy Lier  
John & Susan Lindemulder  
Mildred Link  
James & Kathleen Lodema  
Paul & Lois Lyman  
Estredida (Mercy) Martin  
William & Jessie Martin  
Steven & Deborah Matson  
Joan McNamara  
Allen & Helen Miller  
Constance Monks  
Garret & Florence Nieuwenhuis  
Lenore Ochs  
Richard & June Oskamp  
John & Maribel Paschalis  
Antonette Ravo  
Thomas & Marjorie Rose  
Nella Rosendale  
Robert Ryerson  
Kevin & Cheryl Schielke  
David & Rebekah Schuit  
Wilma Sikkema  
Brent T. Sjaardema  
Lena Southway  
Antoinette (Toni) Steenstra  
Mary & James Stegink  
Jeffrey & Jackie Streelman  
Peter & Joyce Streelman  
Amelia (Meme) Terpstra

# With Gratitude

The Holland Christian Home thanks Columbia Bank Foundation for a generous donation in honor of the Atlantic Stewardship Bank Tithe program. We are grateful for Columbia Bank's continued partnership and commitment to honoring the legacy of a program that has blessed the Home for decades.

## (honor roll continued...)

Henry & Patricia Van de Veen  
Grace Van Der Stad  
Judy Van Dyke  
Edward & Judith Van Ek  
Peter & Judith Van Grouw  
Samuel & Jan Van Grouw  
Henry Van Heemst  
Abe & Ruth Van Wingerden  
Betty Vander Plaats  
Barry & Debra Veenstra  
Gerald J. & Donna Veenstra  
Randall & Debra Veenstra  
Elizabeth Verblauuw  
Nancy Verblauuw  
Rodney & Geraldine Verblauuw  
Phil & Judy Verrengia  
Kenneth & Sandra Waldeck  
Ernest & Georgia Wiegiers  
Donald & Ethel Wisse  
Anna Wondergem  
John & Noreen Ydo  
Helen Young

### Endowment Fund

#### *In Memory of*

##### **William Bordin**

John & Patricia Steinginga

##### **Rena Bruins**

Kenneth & Susan Dyer  
Gary & Barbara Link  
Richard & June Oskamp

##### **Elaine De Ritter**

Jason Crisafulli

##### **Kappy Dworetzki**

J. Arthur Faber

##### **Elmer & Rena Heerema**

Evan & Doris Heerema

##### **Evelyn Hoogmoed**

Cheryl Bilz  
John & Joyce De Haan  
Mike & Evie Florit  
Richard & Nancy Hoogmoed  
Ronald & Ruth Hoogmoed  
Joan Kuiken  
David & Marjo Reitsma  
David & Marie Ten Kate

##### **Jacob Kievit**

J. Arthur Faber

##### **Jen Kuiken**

Jacoba De Looper

##### **Audrey H Maisch & Harry M Maisch III**

Barbara Bosch  
Carolyn E. La Forgia  
Stephen Maisch

##### **Audrey H. Maisch**

Donald E. Daume

##### **Constance Monks**

Mae Pruijm

##### **Violet Reitsma**

Bill & Wilma Bogertman

##### **Ivan Tanis**

Virginia Leach  
Marilyn Rozema  
Virginia & Mike Zimmer

##### **C. William (Bill) Van Dyke**

Judy Van Dyke

##### **Esther Van Keuren**

Guardian Life Insurance Co of America

#### *Direct Gift*

Anonymous  
Bernard Joustra  
Garret & Florence Nieuwenhuis

### Foundation

#### *In Honor of*

##### **Henry & Jozina Cooper**

John & Sherry Wigboldus

##### **Harold Snyder**

Ralph & Dorothy Faasse

##### **Amelia (Meme) Terpstra**

Barbara Ferriby

#### *In Memory of*

##### **Tunis De Heer**

Margaret Bailey

##### **Eleanor Kooreman**

Kenneth & Sharon Visbeen

##### **Hester & Henry Reynierse**

James & Janet Reynierse  
William & Bernice Siegers

##### **Jacob & Janet Vander Meulen**

R. Sipp & Eileen Hutton

#### *Direct Gift*

Amazon Smile Foundation  
Gary & Terry Alnor

##### **AOA Cleaning and Restoration - Mark Webb**

David H. Beun  
Carl & Ellen Binder  
Bill & Wilma Bogertman  
Tannette Botbyl  
Cindy Brolsma  
Columbia Bank Foundation  
Paul Dalman  
William & Linda De Block  
Maynard De Jong  
Walter Donkersloot  
David & Barbara Dykhous

##### **Anthony Falcone**

First Reformed Church of Hawthorne

##### **John Golden**

Jim & Bonnie Griffioen  
Guardian Life Insurance

##### **Matching Gift**

Robert & Mary Heerema  
George & Clara Hoogenhuis  
Robert & Pat Jeffer  
KV Builders LLC - Kenneth & Sharon Visbeen  
Robert & Arlene Landzettel  
Living Word Reformed Church  
Joan Mahieu

##### **Raymond & Julia Martin**

Joan McNamara  
New Jersey Manufacturers

##### **Ins. Co.**

Newton Covenant Reformed Church

##### **Richard & Gertrude**

Nieuwenhuis  
Jeffrey Nussbaum & Kimberly

##### **Rose**

Cynthia Perrotta

Ellen Krzanowski & William Peters

##### **Pompton Plains Reformed**

Bible Church

##### **James Putt**

Andrew Rienstra

United Fire Protection

Corp - Frank Savino

Milvi Van Der Eems

Joan Van Harken

Van Riper Ellis Broadway

Baptist Church

Vander Sterre Brothers

Peter Veenboer Jr.

Garret & Carolyn Vermaas

##### **John & Joan West**

William Witte, Jr.

Howard & Kathy Yeaton

Virginia & Mike Zimmer

### General Fund

David & Maureen Bruins

Allan & Carol Dob

Jim and Carol La Conte

Linda MacDonald

William & Everdina

O'Connor

### Legacies & Trusts

Estate of Gloria I. Acker

Ada Priscilla Berdan

Charitable Trust

Estate of John Vander Sluys

### Resident Fund

#### *In Memory of*

##### **Elaine De Ritter**

James & Ruth Aupperlee

John & Karen Bandstra

Tannette Botbyl

John & Karen Breur

Janice De Bell

Paul & Michelle De Ritter

Bob Falkena & Family

Bob & Taffy Falkena

Holly & Brian Reed

Amy & John Sundberg

Alysia & Brian Medema

Blaine & Adrienne Falkena

Quentin & Amanda Falkena

Lance Falkena &

Marisa McDaniel

Troy & Sonja Falkena

Julie Falkena

Dana Falkena

Preston Falkena

John & Nancy Hemrick

Bruce & Carole Jacobs

Mark & Karen Knorr

Marlo & Kathleen Kooistra

Joan Kuiken

Gary & Barbara Link

Henry & Alice Luinburg

Rena & George Martens

Paul & Elsie MacMillian

Gordon & Nancy Nicely

Elizabeth Nop

North Star Ladies Group

##### **Mae Pruijm**

Ken & Beth Quinn

Donald & Anita Rose

John & Carolyn Steen

Keith & Faith Tanis

Betty Tolsma

Wilma Tuit

Randall & Debra Veenstra

Kenneth & Sharon Visbeen

Virginia & Mike Zimmer

##### **Marie Hogan**

Gloria Nancy Hogan

##### **Constance Monks**

Virginia Leach

##### **Jeanette Schipper**

Richard Schipper

##### **Ivan Tanis**

Betty Vander Plaats

Jennie Bouwense

#### *Direct Gift*

Rita Giuffre

Carol O'Neill

Marguerite Van Hook

### Scholarship Fund

Bill & Wilma Bogertman

Thomas & Elise Tatham

### Spirit of Progress

#### *In Honor of*

##### **Elroy Dyksen**

John & Faye Dyksen

##### **Amelia (Meme) Terpstra**

Jennie Bouwense

#### *In Memory of*

##### **Bastian & Jeanette Beversluis**

Marilyn & Joseph De Luccia

##### **Peter D. Bordin**

Ken & Beth Quinn

##### **Agnes Cook**

William & Charlene Cook

##### **Ruth De Vries**

Henry & Lori Groenewal

##### **Hubert Dyk**

John & Sue Ann Dyk

##### **Garry Dykstra**

Hamza & Hacir Ates



# Nursing Scholarship

Each year, the HCH Scholarship Fund is proud to provide tuition assistance to students pursuing education and careers in the nursing field.

This year, five returning recipients were joined by five new recipients. We are proud that four of this year's recipients are current or former Holland Christian Home employees!

Since the COVID-19 pandemic began, nurses and nursing assistants have been center stage, accepting personal risks in order to care for others. Supporting the nurses of tomorrow is of special importance.

Allie Steinginga, a returning recipient, has been working as a nursing assistant since the pandemic began. "While the pandemic has been a frightening time for all of us," she wrote, "I have felt God's calling amidst this crisis."

"As a Christian," wrote new recipient Sam Faber, "I believe that God calls us to serve others to the highest of our abilities."

## Congratulations to the HCH Scholarship Fund Class of 2020!

### Returning:

Jessica Babich - Fairleigh Dickinson University  
Rachel Schultz - Cedarville University  
Hanna Faber - Liberty University  
Allie Steinginga - Ramapo College  
\*Alexis Struck - William Paterson University

### New:

Sam Faber - Ramapo College  
Jessica Frey - Clemson University  
\*Will Golden - Liberty University  
\*Daniela Chavarria - Ramapo College  
\*Megan Leegwater - Felician University

\* = current or previous HCH employee



## (honor roll continued...)

Genevieve Douma  
Betty Dykstra  
Fred & Joan Fabbri  
Henry & Lori Groenewal  
Annamae Hulsebos  
David Ivaldi  
Marjorie Kuperus  
Stacy Kuperus  
Kenneth & Cathy Lagerveld  
Marilyn Rozema

**Edward & Elaine Hoogstra**  
Craig & Virginia Hoogstra

**Alice & George Jaasma**  
Edward & Dorothy Jaasma

**Robert H. Kleinmanns**  
Alida Kleinmanns

**Gertrude Muus**  
William & Charlene Cook

**Art Sikkema**  
Wilma Sikkema

**Louise B. & Frank F. Sjaardema**  
Brent T. Sjaardema  
Sjaardema Family Foundation

**Ivan Tanis**  
Russell & Brenda Hoeffs  
Betty Tolsma

**Thomas Thiessen**  
Robert & Bonnie Barclay  
John & Dorothy Birkner  
Jennie Bouwense  
Ronald & Maryann Hasko  
Mae Pruim  
Joseph & Antoinette Scillieri  
Arie & Kathleen Van Wingerden  
Nancy Verblaaauw  
Patricia G. Williams

**Marguerite Van Osten**  
Fred & Barbara Van Osten

**Direct Gifts**  
Marilyn Bartholme  
Bill & Wilma Bogertman

David & Cheryl Boone  
John & Karen Breur  
Marilyn Clark  
Columbia Bank  
George DeBoer  
P. Englishman & Sons, Inc. -  
Kevin Englishman  
James Faber  
Robert & Frances Folkerts  
Fortress Investment Group  
Matching Gifts  
William & Ellen Galloway  
Gregory & Lauren Golden  
HCH Resident Card Sales  
Garret & Marlene Hoogerhyde  
Bernard Joustra  
Trudy Lier  
Richard & June Oskamp  
Dieter & Linda Pfisterer  
Prudential Foundation  
Matching Gifts  
Reiner Group, Inc., - Bernie Tolsma  
Robert & Catherine Murray

Charitable Trust  
Nella Rosendale  
Marilyn Rozema  
John & Carolyn Steen  
Peter & Beverly Ten Kate  
Grace Van Der Stad  
Florence Van Hook  
Vander Plaat Family Charitable Trust -  
James & Virginia Vander Plaat  
Rodney & Geraldine Verblaaauw  
Visbeen Construction Company -  
Jim Visbeen  
Ernest & Georgia Wiegiers  
Anna Wondergem  
Dorothy Woudenberg

**Wish List**  
**In Memory of**  
**Adrian Van Zweden**  
Robert & Karen Van Zweden

**Direct Gift**  
Helen Berkenbush

The Holland Christian Home and Holland Christian Home Foundation gratefully acknowledge the generous donations and memorial gifts we receive throughout the year. We give thanks continually for the faithful community of families, friends and businesses that support our residents.

# 125th Anniversary

For 125 years, the generosity and faithfulness of the Holland Christian Home community has sustained our mission to love our aging neighbors as ourselves.

That legacy of Christian love, inherited from our forefathers, sustains our efforts today as we proudly serve older Americans from many traditions and backgrounds. We stand united by a mutual commitment to each other and to the

vision first set forth 125 years ago.

In honor of our quasiquintennial, we have created a special website to celebrate the rich heritage of the Holland Christian Home community. Featuring an interactive timeline and media gallery spanning the 1890s through today, the site offers an opportunity for our friends and neighbors to share memories of their own.

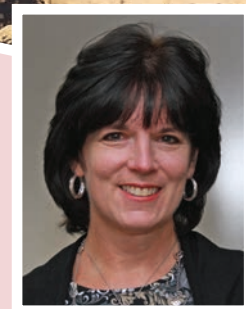
Please visit [www.125.hchnj.org](http://www.125.hchnj.org).

Members of the Home's Ladies Aide Society pose outside in 1923.



## From the Foundation

Susan Vander Ploeg, Associate Director of Foundation & Development



### “A Perfect Storm” Presents Opportunities for Support

As far too many people have experienced, 2020 has been a year unrelenting of challenges. From viral outbreaks across the globe, to frequent hurricanes pummeling the South, we have rarely experienced so many obstacles at once in our country.

Likewise, the Holland Christian Home has endured its own “perfect storm.” Northern New Jersey suffered the crest of COVID-19 cases in April and May, a time in which nearly every long-term care home in the state had an outbreak of cases.

During and since that time, the Home has faced limits on accepting new residents, been forced to cancel all fundraising events during the year of our 125th anniversary, experienced increased staffing expenses, and endured unbudgeted and unprecedented (though necessary) costs for personal protective equipment. And all of this during the biggest construction project in the history of the Home!

In particular, the need for personal protective equipment (PPE) has posed an expensive but critical challenge. Anytime a resident is positive for COVID-19 or even is suspected due to symptoms, all staff must wear a new set of full PPE every time they interact with the resident. Without this, our dedicated staff would be unprotected - and could then potentially spread the virus throughout the Home.

It's a critical need. That's why the State of New Jersey recently mandated that all long-term care facilities must stockpile enough PPE to last for two months! Consider: a resident in isolation will typically need to see staff 20 times per day - that's 20 sets of disposable PPE just in one day in order to care for one resident. Isolation usually lasts at least 10 days. When adding up the costs of gowns, N95 masks, surgical masks, hair coverings and gloves, PPE for caring for a single resident in isolation costs nearly \$200 per day. That's a full 10-day isolation cost of \$2,000.

Extend that number by two months, and it's no surprise that the Home has already spent over \$330,000 for protective gear - nearly the cost of an entire entrance fee.

This presents a challenge for the Home, and for our supporters! Would you feel led to sponsor PPE for a single resident? For a day? Or for a 10-day isolation? Even when residents are not in isolation, we still have to maintain this amount of PPE to be in compliance with state regulations.

If you have any questions about this opportunity, or other ways to support our 125-year mission of caring for seniors here in Northern New Jersey, please contact the Foundation at 973-427-4087 ext 651 or email us at [foundation@hchnj.org](mailto:foundation@hchnj.org).



**Holland Christian Home**  
 Since 1895, A Christian Home for Seniors  
 151 Graham Avenue • North Haledon, NJ 07508  
 Phone: (973) 427-4087 • Fax: (973) 427-8939  
[www.hchnj.org](http://www.hchnj.org)

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Return Service Requested

# Wish List

Would you be willing to help with one of the following special needs? Your contributions can help care for our community of residents and staff in the following ways. For more information, or to donate or designate a gift to a specific purchase, contact the Foundation at (973) 427-4087, by email at [foundation@hchnj.org](mailto:foundation@hchnj.org), or online at [hchnj.org/foundation](http://hchnj.org/foundation).

## PPE

- One day's PPE to care for a single resident: ..... \$200
- Ten days' PPE to care for a single resident: ..... \$2,000
- Ten days' PPE to care for five residents: ..... \$10,000

---

- Box of gloves ..... \$8
- Set of 100 Surgical Masks ..... \$25
- Set of 20 Gowns ..... \$55
- Gowns to care for a resident on 10-day isolation: ... \$550
- N95 masks to care for a resident  
 on 10-day isolation: ..... \$1,200
- Two N95 masks for every staff member: ..... \$2,000

## Nursing

- Blood Pressure Machine (Manual): ..... \$100
- Blood Pressure Machine w/ Stand: ..... \$3,000
- Oxygen Concentrators (4): ..... \$600.00 each
- Laser Printer: ..... \$250.00
- Color Printer: ..... \$400.00
- Air Mattresses (2): ..... \$150.00 each

## Activities

- Portable Speaker System with  
 Microphone: ..... \$400.00

## Dietary

- Tea Carts (2): ..... \$500.00 each
- Cutlery, Plates, Cups: ..... \$2,000.00

## Environmental Services

- Motor Scrubber: ..... \$500.00
- Vacuum Cleaners (2): \$460.00 each

