



July 2020

Supporting Caregivers During Unprecedented Times

Dear Friends,

We are pleased to bring you *Touchpoints*, the Schwartz Center's monthly newsletter, which returns this month after being on hiatus while we offered special updates on our programs and resources to support healthcare professionals coping with the COVID-19 crisis.

The pandemic has created one of the most challenging times our country's healthcare system has ever experienced. It also has presented us with countless examples of extraordinary compassion as healthcare professionals courageously provide care in some of the most difficult circumstances imaginable.

At the Schwartz Center, we have developed new programs and adapted current ones to best serve the needs of caregivers – where they are and with what they need to care for their patients, each other and themselves. We modified our [Schwartz Rounds®](#) program to a virtual format to provide psychosocial support in the face of new restrictions on in-person group convenings. We converted our [Compassion in Action Healthcare Conference](#) to a rolling, six-month virtual event. And soon we will launch our new Stress First Aid (SFA) program, which will provide additional tools to reduce the negative impacts of stress associated with caregiving during COVID-19.

We know the challenge is not over. As the fight against COVID-19 continues, we are inspired by the dedication and compassion we see every day and we remain committed to providing programs and resources to meet the ongoing needs of caregivers during these difficult times. Please learn more about this vital work in this issue of *Touchpoints* and by visiting the [Schwartz Center website](#) at any time. Be well during this welcomed summer season.

Matt Herndon, CEO



Virtual Compassion in Action Healthcare Conference Sessions Meeting Diverse Needs

Join us for the [2020 Virtual Compassion in Action Healthcare Conference](#), a robust series of 40+ online sessions held twice weekly through November 2020. The series includes content aligned with our original conference themes, as well as special programs with tools to manage the challenges, experiences and impact of the COVID-19 pandemic on healthcare workers, leaders and our healthcare system over the short and long term. Registration is still open and includes access to recordings of all prior sessions. Continuing education credits are available.

Upcoming sessions include:



Health Equity and COVID-1

July 28, 2020, 1:00-2:00 PM EDT

Mary T. Bassett, MD, MPH
Director, François-Xavier Bagnoud Center for Health and Human Rights at Harvard University



Communication Accessibility: Models for Infusing Supportive Communication Training to Promote Compassionate Care Connections

August 21, 2020, 3:00-4:00 PM EDT

Elissa Larkin Conlon, MS, CCC-SLP
Speech-Language Pathologist & Research Clinician, Center for Aphasia Research & Treatment, Shirley Ryan

AbilityLab

[Register Now](#)

Honoring a Nation of Compassionate Caregivers

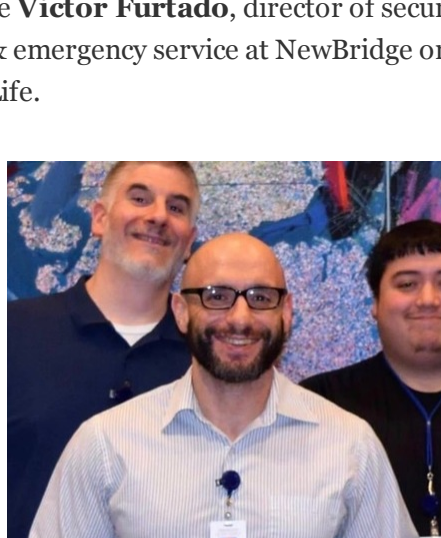


The Schwartz Center continues to collect stories, videos, photos, audio recordings, and more, to honor those providing care during this the COVID-19 pandemic. Working in partnership with [#FirstRespondersFirst](#), an initiative of [Harvard T.H. Chan School of Public Health](#), [Thrive Global](#), and the [CAA Foundation](#), to support first responder healthcare workers as they serve on the frontlines of the COVID-19 pandemic, we invite you to share your experience as a professional healthcare provider, colleague or recipient of their acts of compassion.

[Share Your Story](#)

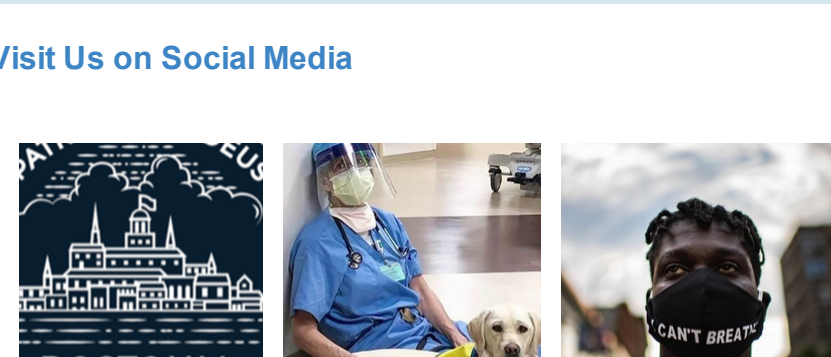
Compassionate Caregivers in Action

In this edition of *Touchpoints*, we are introducing **Compassionate Caregivers in Action**, a new monthly profile of a caregiver who demonstrates exemplary compassion in the delivery of care. This month we profile **Victor Furtado**, director of security, transportation & emergency service at NewBridge on the Charles, Hebrew SeniorLife.



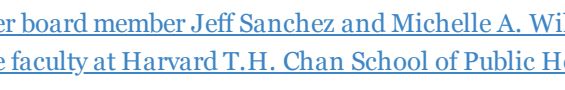
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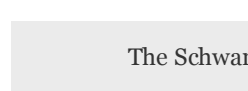


Here are some of our recent social media posts that resonated most with our followers.

- [We are grateful to Mayor Marty Walsh, the City of Boston and the #BostonResiliencyFund for supporting the work of the Schwartz Center with a grant that will allow us to offer Stress First Aid \(SFA\) training to teams at Boston healthcare organizations.](#)
- [Caregivers need support during difficult times like this, and one doctor is helping her colleagues by bringing her yellow lab, Wynn, to provide emotional aid for the staff at her hospital.](#)
- [A powerful op-ed in The Washington Post co-authored by Schwartz Center board member Jeff Sanchez and Michelle A. Williams, dean of the faculty at Harvard T.H. Chan School of Public Health.](#)



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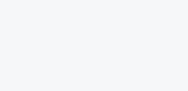
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Save the Dates

The Virtual Compassion in Action Healthcare Conference

Through Nov. 17, 2020

[Register](#)

25th Annual Kenneth B. Schwartz Healthcare Dinner

Thursday, Dec. 3, 2020

Details TBD

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