I continue to enjoy the change in seasons. Moving from summer to fall was interesting this year. We had steady “liquid sunshine” for many days. In fact, the liquid sunshine stopped a few of you from coming to the PACE Center on your scheduled days. In this article I’ll discuss a few changes at PACE and what we need from you to continue to be successful.

(1) **Who do you call if you have questions?** If you have questions about your medication or a medical problem, contact the Clinic. If you have questions about supplies or home care, contact the Home Care Coordinator Assistant, Toni Johnson. Please continue to call the main number to cancel your attendance or transportation. If your question can’t be answered immediately, expect a return call from the Center Manager, Clinical Coordinator, Executive Director or other staff member. As a matter of fact, please join me in welcoming our new Center Manager, Joe Stanley. Joe comes to us with 10 years of experience as a Center Manager at a PACE program in Boston (see New PACE Faces section). Ellen Smith is transitioning to a new part-time role at PACE called Staff Development Coordinator.

(2) **Who do you call with complaints or concerns?** Any staff member can take a compliant by phone, face-to-face or in writing. The Center Manager is responsible for completing the investigation and giving you follow-up about your concern.

(3) **Why do I get “Certified Mail” to sign when I complain?** PACE has been told by our State surveyors to send all information about grievances and appeals to you as certified mail. This shows that we provided follow up to you in a timely manner.

(4) **What types of things are discussed at the Participant Advisory Council meetings?** The federal and state government requires PACE to have a council of participants who can provide advice to the Board of Directors on matters of concern to participants. This is the place to share ideas on how PACE can be better.

Continued on reverse
Continued from page 1

(5) Why do PACE staff call me when I don’t come to PACE?
The main reason the staff checks on you when you don’t come on a scheduled day is to make sure you are okay. If you are not feeling well and need to be seen in the clinic, then we’ll make arrangements. We are also required to keep up with days you come and don’t come to PACE. If we notice your attendance dropping, we will contact you about changing the number of days you come to PACE. As we continue to grow, it is very important to give everyone the right amount of days at the PACE Center. The number of days is based on medical need, therapy needs, caregiver needs and emotional and social needs. The team routinely gauges your attendance needs.

If you think of other questions you would like me to answer in the newsletter please let me know. Don’t forget that it is open enrollment for Medicare. Please do not make the mistake of signing up with insurance. If you do, you will be disenrolled from PACE automatically.

Finally, please join me in congratulating Ellen Smith. Ellen has been our Center Manager or “The Principal” since 2010. She was the second employee hired and worked very hard to get PACE up and running. She has been my 2nd in command and I am glad she will remain with PACE in a new part-time role. Ellen will be working to train and develop our staff. Thank you Ellen for all you have done and I look forward to the future!

Ursula

Be Prepared for Emergencies

- If PACE has to close due to a weather emergency, we will need to contact family caregivers immediately. If phone numbers or addresses have changed, please let us know.

- Weather emergencies can cause problems with electricity. Make sure you have a plan.

- Keep medicines, food and water needed for several days on hand. Flashlights, blankets and charged cell phones could be helpful.

- PACE weather closure message line: 336-550-4054

My PACE Story …

“My PACE Story provides everything I need in one place.”

By Gloria Bernstein, as told to Maya Waters, student intern

My name is Gloria Bernstein. I was born in Louisiana and raised in Spokane, WA. My daughter heard about PACE from a friend and suggested that I try it out. Since then I have been here for three years. Before I started coming to PACE, I lived in a two-story home with my daughter where I was frequently falling on the steps. I was also on medical treatments such as chemotherapy and several different medications.

Since I have been with PACE, I have been able to work with the physical therapists and doctors. I have also reached certain health goals such as getting off of most of the medications I was taking.

Being at PACE has not just helped me medically, but socially. I love interacting with everyone at PACE. Being here keeps me active and I love meeting new people. Participating in the activities is also a plus. PACE provides everything I need in one place. Before starting the program, I was apprehensive at first. I soon realized how “at home” and welcomed I felt at PACE. PACE is the best thing that could have happened to me.

Since I joined PACE, I have moved into a one-story home to prevent falls and maintain good health. I have also made a lot of friends. Special events such as Fall Prevention Awareness Month at PACE keep me informed on how to stay healthy and active. Having my physical therapy, healthcare provider and social activities all in one building also help so I don’t have to go place to place. I appreciate everything PACE has done for me.
PACE Transportation Mission:
Consistently transporting PACE participants safely and reliably.

In 2014, the PACE Board of Directors approved the purchase of six PACE vans so we could handle more pickups and unscheduled trips during busy transport times. Currently we have (6) vans, (6) drivers and (2) office staff to better handle unplanned and emergency trips during busy transport times. Although we still have contracts with other transportation companies to assist, I am excited about the success we have had with our PACE team of drivers.

For those who may not be aware, PACE drivers spend time with participants in the PACE Center to get to know them better. Our drivers receive ongoing training and education to help improve care in loading, unloading and transporting our participants.

In recent months, some of you may have had changes in your pick-up and return home times. Unfortunately, these schedule changes could not be avoided. I apologize for any inconvenience. As we continue to grow, there will be fewer changes to your pick up and drop off times and more availability to get you to outside appointments on time. Using our own vans help to lower costs and our vans are covered with pictures that tell what we do.

We appreciate your patience during this transition. All of our drivers (including contracted companies) are dedicated to the mission of providing the safest and most dependable transportation service for you.

If you have any questions or concerns, feel free to contact me, Bill Holder, Transportation Coordinator, to discuss your transportation needs.

Bill Holder
Transportation Coordinator

Drivers: Joyce Melvin, Denise Watlington, Aurelio King, Staci Chandra, Tonya McManus (Transportation Assistant) and Porsha Foust. Tamika Payne, pictured on new PACE Faces section.
Notes from Ellen

Everybody Needs A Little Time Away

This is not only the opening line of a Chicago song from the 1980s, but it is true for PACE participants.

If you are not coming to PACE on a scheduled day, please let us know as soon as you are certain you are staying home. As you know, this helps us schedule transportation. If you call to cancel attendance, PACE needs to check to see if you have a medical need. So, please tell us whether your absence is for personal reasons or medical reasons. If you do not need or want a follow up call about the medical need, tell us what the medical need is and that you do not need or want a call or a clinic visit. We will know you are alright and will not need to call.

Call 550-4040 any time day or night. If you are calling after hours to cancel a scheduled day, select option 3 and leave a message. This voice mail is answered by a staff member, and is only shared with those who need to know.

It is fine to stay home for personal reasons, just let us know on the voice mail that it is a personal reason. That way, nobody from PACE will be calling you to check on you. I have heard that some PACE participants think if you don’t come to PACE on your scheduled days, your scheduled days will be changed. That has rarely happened and only when a participant consistently did not come to PACE on many of their scheduled days. Since regulations limit the space in our Adult Day Health Center, we are protective of how the space is used. That helps us make PACE services available to as many participants as possible.

So if you are sick, please stay home and get well. Let us know what your sickness is and if you need medical care. But if you just need a little time away, that’s fine. Just let us know in advance so we won’t interrupt you with a phone call.

Visitors from the Other Side of the World Come to PACE!

On September 16, 2015 a group of nurses from the former Soviet nation of Moldova came to PACE of the Triad to learn about the PACE model of care. The nurses are part of an on-going exchange program sponsored by the Greensboro Rotary and the UNCG School of Nursing.

Representatives from the Rotary and the School of Nursing visited Moldova last year. The visiting nurses geriatric day schedule was organized by Wayne Hale, MD and Deborah Lekan, RN, PhD, and included visits to the Cone Health Family Medicine Center, Hall Towers Senior Citizens residence, and Friends Home. The tour of PACE explained the importance of team care of our participants.

Moldova is currently a very poor country with fewer resources than we enjoy in the U.S. Nurses in Moldova do not have professionals such as therapists and pharmacists available to aid them in their care of older patients. Nevertheless, it is hoped that exposure to our system of care will allow them to develop their resources and education of professionals to most efficiently improve care of the elderly in Moldova.

Dr. Hale, who is employed part-time as a physician at PACE of the Triad, was contacted to assist with this exchange program based on his prior experience teaching geriatrics in the Cone Health Family Medicine Residency program and his international work in Honduras over the past 15 years.
Welcome New PACE Faces

Melanie Barnes
Volunteer

Campbell Chambliss
Certified Nursing Asst.

Pearl Daoud
Certified Nursing Asst.

Tamika Payne
Driver

Joe Stanley
Center Manager

Maya Waters
Student Intern

PACE Celebration of Life

How do people honor the life of a friend after they have died? How does one find comfort and closure after losing a loved one? One way of recognizing the person who died is by celebrating that person’s life. We believe that it is important for participants and staff to have the chance to celebrate the lives of those who have died.

PACE will have a monthly Celebration of Life Ceremony to honor those who have died during the prior month. With this celebration, our goal is to honor and celebrate the lives of those who are no longer with us. This ceremony will be held on one day during the first week of each month. The day of the week will be rotated each month. This way all participants will have a chance to experience the ceremony. The memorial that is used during the ceremony will remain displayed in the activity room for one week. Participants may visit the display to pay respects on their own. PACE’s first ceremony will be held in October.

Important Notice:

Medicare Open Enrollment is October 15 – December 7, 2015. DO NOT CHANGE your Medicare Part D plan, you will lose PACE! Disregard telephone calls from other insurance plans suggesting changes to your Part D plan. If you any have questions, speak with Rena Wright, Business Office Coordinator, Ursula Robinson or your Social Worker.

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Focus on Quality
Dangerous Wandering – Part II

Dementia may increase a person’s “wandering” behaviors at any time. Many people with dementia have the need to be in constant motion. Pacing and/or walking inside or outside of the house could be dangerous. Confusion, boredom, frustration or pain may cause a person with dementia to wander away from home.

In case of a wandering event:

- Notify the Police, PACE and your neighbors immediately

- Keep a current photo of your loved one on hand to give to those who may be helping locate your loved one. You may want to have more than one photo (for example, one with dentures along with one without dentures, or a close-up and a full-body photo).

- Know your neighborhood. Identify areas of danger such as roads with lots of traffic, bodies of water, open stairwells, etc.

- Keep a list of places the person may wander to (this may include friends’ homes, stores, familiar areas, or just places the person seems to be drawn to).

- Is your loved one right-handed or left-handed? Wandering usually follows the direction of the dominate hand. Also remember that people tend to walk in a straight line until their path is disrupted (for example, by a physical barrier or a distraction such as sound).

It is important to be prepared, especially when traveling out of town with a person with dementia. For more information, speak with a RN Home Care Coordinator.

Adria Smith
Quality Coordinator

Caregiver Corner

Lunch & Learn – Financial Security for the Future, Allan Lovett, AARP
Wednesday, October 7, 2015, 12 noon, COAACH (Center for Outreach for Alzheimer’s, Aging and Community Health), 2105 Yanceyville St., Greensboro, NC 27405. RSVP to 336-285-2165

Lunch & Learn – Life Re-imagined
Friday, October 16, 2015, 12 noon, COAACH (Center for Outreach for Alzheimer’s, Aging and Community Health), 2105 Yanceyville St., Greensboro, NC 27405. RSVP to 336-285-2165

Learn the tools to help reach your goals in work, relationships, and overall well-being.

7th Annual Caregivers Education Conference
Sponsored by the North Carolina A&T State University Center for Outreach in Alzheimer’s, Aging and Community Health, in partnership with the African American Alzheimer’s Disease Research Study and the Western Carolina Chapter of the Alzheimer’s Association.
Saturday, October 31, 2015; 9:00 a.m. – 3:00 p.m., NC A & T State Alumni Foundation Bldg., 200 Benbow Rd., Greensboro, NC 27403. The event is free but you must register to attend. Call 336-285-2165 or go to www.coaachhealth.org to register online.

Caregiver Connections Expo
Get connected with fellow family caregivers and community resources! Friday, November 13, 2015; 9:15 a.m. - 3:00 p.m., Mount Zion Baptist Church Chapel, 1301 Alamance Church Road, Greensboro, NC 27406. RSVP to 336-274-3559.

Join the PACE of the Triad email mailing list. Send an email to nedra.baldwin@pacetriad.org for more information on caregiver workshops and other community events.