At My PACE

December 2015
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Susan Johnson
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PACE of the Triad
1471 E. Cone Blvd.
Greensboro, NC 27405
www.pacetriad.org

336-550-4040

Compliance Hotline
336-550-4140

Weather Closures
336-550-4150

At My PACE is a
publication for PACE
participants
and their
families/caregivers.

PACE of the Triad
Member Organizations

Well ● Spring Services
Cone Health
Advanced Home Care
Hospice and Palliative
Care of Greensboro

PACE Closures
December 25, 2015
Christmas
January 1, 2016
New Years Day
January 18, 2015
Dr. Martin L. King, Jr. Day

Nedra Baldwin, Editor

Holiday Inspiration

Ursula Robinson, LCSW, MHA
Executive Director

It is hard to believe that in a few short weeks, it will be 2016. Our mission is to be a leading not-for-profit provider and employer of choice offering comprehensive care services to enhance the lives and autonomy of older adults. Every day that I walk through the adult day health center, I see many lives that have been changed since joining PACE. I see improved health, more smiles and more enjoyment of what PACE and life has to offer.

Our participants inspire me. The PACE Choir will perform at Thursday, December 10, 2015, 1:00 p.m. at Four Seasons Mall in Greensboro. This group meets weekly to practice and performs at PACE for other participants. They will sing holiday songs and other favorites for family, friends and others. Sometimes just watching participants sing, play Bingo, shop in the PACE store or make beaded jewelry is enough to keep me going.

Our employees inspire me. Recently we completed the PACE of the Triad video to help educate the community about PACE services. In the video, I mention that in order to work at PACE, the person must truly love older adults. Our concern for the health and well-being of our participants shows in all that we do. As we serve more people in Guilford and Rockingham counties, we will continue to hire skilled employees who love working with older adults. We are the employer of choice to 65 employees and we put almost 9 million dollars in the community for salaries, benefits and services.

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We are looking forward to another inspirational year at PACE of the Triad.

Just a reminder, the PACE Center will be closed on December 25, 2015 and January 1, 2016. We will close early on Christmas Eve and New Year's Eve. If you are not planning to attend the PACE Center during the holidays, please let us know as soon as possible.

Have a safe and enjoyable holiday!

Ursula

Pace of the Triad Adult Day Health Center will be closed Friday, December 25 for Christmas and Friday, January 1, 2016 for New Year’s Day. Call PACE if you are not planning to attend any days surrounding the holidays.

IMPORTANT – Reprint from last newsletter

Low Income Energy Assistance Program

Do you realize that you may be eligible for a one-time payment to help with your heating bill? The Low Income Energy Assistance Program (LIEAP) is a federally-funded program that can help. The program is available to households with a person age 60 and above or with a disabled person receiving services through the Division of Aging and Adult Services (DAAS). Benefits are available December 1st through December 31st or until all of the funds are distributed.

To apply, you must meet the basic income requirements, have savings of less than $2,250 and have a heating bill that you pay (for example: Duke Energy, Piedmont Natural Gas, Berico Fuel, etc.). Do not wait until January or February to apply for help since the funds may be gone by that time.

In addition to the LIEAP program, there may also be assistance available through DHHS Crisis Intervention Program. For more information, contact your PACE social worker. It is important to make the call now if you are eligible.
More Ways to Connect

We are pleased to announce an another way to communicate and get information from PACE! Beginning in January, we will offer participant and caregiver Internet access to some health information using “Patient Connect.” Patient Connect is a secure website where you can view, print or download summaries of doctor’s visits at PACE. You can also send and receive messages from the PACE medical team using the Patient Connect website.

To use Patient Connect, you will need:

- Access to a computer with an Internet connection.
- An email address.
- A temporary password, which will be provided to you by PACE.

If you want to use Patient Connect, contact PACE to register. A member of the PACE Information Technology team will give you the website address and a temporary password. If the temporary password is lost, you can reset the password yourself, by clicking the “Forgot Password” link.

The PACE Information Technology team will host two information sessions for family caregivers to use this website. These sessions will be on Tuesday, January 5, 2016 from 5:30 p.m. until 7:00 p.m. and again on Thursday, January 7, 2016, from 5:30 p.m. until 7:00 p.m. Space is limited, so please contact me if you plan to attend one of these sessions! I can be reached by phone at (336) 550-4061 or by email at adria.smith@pacetriad.org.

From Joe’s Desk

Winter is coming whether we like it or not! With Thanksgiving just behind us, this is a good time to start getting ready for the possibility of bad weather including ice storms and the loss of electricity. It was not long ago that we were experiencing severe rains and flooding. Thankfully, it was still warm outside at that time. Some simple planning can make all the difference if a weather emergency does happen.

- Be sure to keep enough food on hand to last a couple days. This should be food that does not require refrigeration or cooking in the event of a power outage.
- Keep a 2-3 day supply of water on hand.
- Have extra blankets and flashlights with new batteries available in an easily accessible location.
- If you live alone, ask your supportive caregivers, family and friends, to check in with you in the event of bad weather.
- Check your supply of medications. If you are running low and bad weather is expected, call your Home Care Coordinator at PACE of the Triad.

Remember to use the PACE of the Triad weather line at 336-550-4051, to get updates on program changes related to severe weather. The message is updated by 6:00 a.m. daily. Even if PACE remains open, transportation may be effected. The regular pick up time could be delayed or your caregiver may need to provide transportation to and from the PACE Center.

If you or your caregivers have new phone numbers please be sure to update PACE.

We may get lucky and have a winter season without serious storms and loss of power. However, I think it is best to follow the old adage, “Hope for the best, but prepare for the worst.”

Adria Smith
Quality Coordinator
Travel the World @ PACE

Parlez-vous français? Or in English, do you speak French? Starting in January, PACE Activities department will explore different cultures, languages, music and so much more. Each month, participants will learn about a different country. There will be special performances and guest speakers. Participants will create arts and crafts and sample special foods and drinks. Places such as France, Japan, Spain, England, India, Australia, the Caribbean, Hawaii, Washington, DC and others will be included.

Look for details in a special section in the January 2016 At My PACE newsletter for photos and highlights. A complete schedule, PACE passport information and there will be more ways to earn PACE points.

Stacy Currier
Activities Coordinator

Welcome New PACE Faces

Cerise McIntyre
Health Plan Specialist

Terry Johnson
Driver

Kia Robertson, OTR/L
Occupational Therapist

My PACE Story...

A Passion for Paint
by
Susan Johnson,
As told to Maya Waters, Student Intern

My name is Susan. I am originally from Amarillo Texas. I moved to Greensboro 39 years ago when I found the Lord. Before PACE, I was a wallpaper hanger and painted portraits in my free time. I had a stroke and lost the use of my right hand, which was my dominant hand. My daughter found PACE on the Internet and I joined.

Some of my favorite activities at PACE are volleyball and brain games, which keep my mind going. Since my stroke, I have learned to paint with my left hand. Now, I am able to paint portraits and murals with ease. I am glad I am still able to paint because it has always been a passion of mine. PACE selected two of my paintings for the holiday greeting cards. I am so excited.

PACE has helped me by keeping me entertained throughout the day. Without PACE, I would be at home all the time. It’s nice being around people that have the same types of issues. I am thankful for PACE because it has not only helped me with my medical needs but I’ve made friends with similar interests. I really enjoy spending time with the other participants and getting out of the house.
Caregiver Corner

Upcoming Events

December 8, 2015, 11:45 a.m. – 1:15 p.m., Lunch and Learn – Avoiding Holiday Stress sponsored by NC A & T Center for Outreach in Alzheimer’s Aging and Community Health, 2105 Yanceyville St., Greensboro, NC 27405. RSVP to 336-285-2165.

December 11, 2015, 11:30 a.m. – 1:00 p.m., Holiday Lunch for Caregivers sponsored by Adult Center for Enrichment. The Lusk Center, 2500 Summit Ave., Greensboro, NC 27405. RSVP to 336-274-3559.

The PACE of the Triad overview video is on the PACE website.
Go to www.pacetriad.org.

What do you know about?
Filing a Grievance

A grievance is a complaint to report dissatisfaction with the services or the quality of care provided by PACE. A participant or caregiver may file a grievance at any time. A grievance can be submitted in writing or told to any PACE staff member.

Written grievances may be mailed to PACE of the Triad, Attn: Joe Stanley, Center Manager, 1471 E. Cone Blvd., Greensboro, NC 27405. If you are reporting a grievance to a PACE staff member, please say, “I’d like to file a grievance.” The staff member will write down the information and give it to the Center Manager. PACE of the Triad will send a letter by mail to let you know that the grievance has been filed.

It is our goal to resolve a grievance as quickly as possible. The Center Manager will investigate the complaint and respond to the participant or caregiver within 30 days from the date it is received. The resolution will be discussed with you, the caregiver and/or sent in writing.

PACE services will continue during the process. If you have any questions, contact Joe Stanley, Center Manager.