At My PACE

March 2018
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March Madness or Should I Say, March Gladness!

Ursula Robinson, LCSW, MHA
Executive Director

I am a true fan when it comes to ACC basketball. Buzzer-beating 3-point shots by my favorite team offer the best television viewing in March. ACC basketball is so exciting. However, championship games can't compare to the excitement I will feel when our building renovations are complete.

There have been quite a few changes to our normal day at the PACE Center in the past couple of months. Currently our kitchen, lobby, office areas and the adult day health center are being renovated. Lunch meals provided by Golden Corral Restaurant have received good reviews. The food arrives hot and has been served in a timely manner. We have maintained a variety of food choices that meet the approval of our registered dietitian. Although we will not cook meals in the kitchen, it will be much larger to accommodate the additional snacks and drinks we prepare.

Renovations have caused some seating changes and adjustments to Activity program schedules. Right now, the MVP (most valuable player) is our Adult Day Health Center team of CNAs and Activities staff. They have been flexible with daily changes and have worked diligently to keep participants as comfortable as possible. Center Manager Joe Stanley offers additional details in his article on the second page of the newsletter.

Here are a few reminders:

- CMS (Centers for Medicare and Medicaid Services) will begin replacing the current Medicare ID card numbers (Social Security based numbers) with a unique 11-character identifier in April 2018. The process may take 12 months. PACE needs to make a copy of your new Medicare card to ensure continued medical coverage. If you have any questions, contact us.

- PACE of the Triad will be closed Wednesday, April 18, 2018 for annual staff training day. PACE is closed one day each year so all PACE employees can attend. We will not be on site; therefore, we will not have adult day health services, therapy and clinic appointments at the PACE center. PACE will coordinate critical transport for dialysis needs only. Emergency medical phone calls to PACE will be handled.

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All other calls will receive a returned call on the following day. If you have any questions, contact your RN Home Care Coordinator.

**Ursula**

**Do You Prefer Text Messages?**

These days, many of us prefer to receive text alerts instead of phone calls in some cases. Now, PACE can offer text messaging services for our participants and caregivers.

If you would like to receive text alerts from PACE for urgent news (such as weather closings), sign up for our text alert system! Please remember that text delivery may depend on your phone service and text message rates may apply.

Call Quality Coordinator, Adria Smith at 336-550-4040 or send an email to adria.smith@pacetriad.org for more information.

**Renovation Update**

Over the next several weeks we expect to fully open all additional Activity program space originally planned in the renovation project. The contractors are completing work in our current Activity room areas and the two new additional Activity rooms. The kitchen has been enlarged as well.

I am excited to share a few details about the Sensory room, our newest Activity program space. The Sensory room will be the center of activity for our participants with advanced memory impairment or dementia. It is designed to help reduce stimulation which can be irritating for someone with dementia. The lighting can be dimmed if needed, and there will be ample room for movement. The Sensory room will have small activity stations to create a sense of well-being. The room will be fully staffed to supervise and engage participants in the low stimulation environment.

The construction crews have worked hard to minimize the disruption to participants throughout the project. They are often here in the evenings and on weekends to do the noisy work (drilling, sawing, etc.) required to complete the renovation.

We are very thankful for the patience of our participants and families have shown during this expansion project. Soon we will be able to offer the wonderful care and Activity programs at PACE to more people who qualify to receive PACE services in the community.

**Participant Advisory Committee**

The Participant Advisory Committee (PAC) meets quarterly to share feedback with Steve Fleming, Board Chairperson and Ursula Robinson, Executive Director. Family caregivers are encouraged to attend.

All meetings are held at the PACE Center from 1:00 pm – 2:00 pm.

March 1, 2018
April 5, 2018
September 5, 2018
November 8, 2018
Caregiver's Corner

Memory Café
March 8, 2018, 10:00 am - Noon
Senior Resources of Guilford
1401 Benjamin Parkway, Greensboro NC 27408
Call 336-373-4816 to RSVP.
Sponsored by Senior Resources of Guilford, Affinity Living Solutions, United Way of Greater Greensboro and NC Family Caregiver Support Program

Lunch and Learn: Palliative Care vs. Hospice Care
March 15, 2018, Noon – 1:00 pm
The Lusk Center
2500 Summit Ave., Greensboro NC 27405
Pre-registration required. Call 336-621-5565.
Sponsored by Hospice and Palliative Care of Greensboro

Caring for a Loved One with Dementia:
Effective Communication Strategies
March 20, 2018, 1:00 pm – 2:30 pm
First Presbyterian Church
617 N. Elm St., Greensboro NC 27401
Call 336-274-3559 to register.
Sponsored by Well-Spring Solutions

Reducing Caregiver Stress with Technology
March 28, 2018, 10:30 am – Noon
Temple Emanuel, 1129 Jefferson Rd.
Greensboro, NC 27410
Call 336-274-3559 to register.
Sponsored by Well-Spring Solutions

Lunch and Learn: Advance Care Planning: How to Plan for End of Life Decisions
April 12, 2018, Noon – 1:00 pm
The Lusk Center
2500 Summit Ave., Greensboro NC 27405
Pre-registration required. Call 336-621-5565.
Sponsored by Hospice and Palliative Care of Greensboro

Know Your PACE Social Worker
Janet Pennell, LCSW
Social Worker

The NASW (National Association of Social Workers) defines social work as "the professional activity of helping individuals, families, groups or communities enhance or restore their capacity for social functioning or creating societal conditions favorable to that goal."

March is National Social Work month. Many of you may not have had the support of a social worker before joining PACE. Most know that social workers help find community resources, but we do so much more. I like to think that we are a "Jack (or Jill) of all trades." We provide support at many different levels to help ensure the flow of care and communication among participants, families, team members and outside agencies.

Before you join PACE, Intake Coordinators, who are experienced social workers, help you navigate through the enrollment process and refer to community resources, as needed. Once you enroll, a licensed clinical social worker (LCSW) is assigned to work closely with the participant and family to provide social work support.

PACE social workers…

- Assess your needs from a social and psychological perspective
- Connect you to community resources
- Help caregivers cope with the stress of caring for a loved one
- Provide support and counseling such as anticipatory grief or loss of independence due to health changes, chronic pain, etc.
- Coordinate transitions to and from rehab facilities

If you don’t know your PACE social worker, please ask. We are here to support you in your PACE journey.

Video Camera On Board!

Onboard mirror cameras have been added to PACE vans to enhance safety and security during transport. If you have any questions or concerns, please do not hesitate to call Joe Stanley, Center Manager or Bill Holder, Transportation Coordinator at 336-550-4040.