I am sure you have heard about the spread of the coronavirus in the US. As of today (March 3, 2020), there are no cases in North Carolina. Please read the two articles on page 2 about the virus. We will share additional information as changes occur in our area.

Since we opened in 2011, we have enrolled over 500 participants in our program! I am overwhelmed just thinking about the number of people we’ve served and the lives touched by PACE over the years. Next month, we will share results from the Satisfaction Survey. Participants who were surveyed were asked if they would recommend PACE to a close friend or relative in need of PACE care. Ninety-five percent said they would! We have received phone calls from people who say they heard about PACE from a current participant or caregiver. This really warms my heart. Thank you for talking about PACE with family, friends, co-workers and others.

Our first Participant Advisory Committee (PAC) meeting is March 11, 2020, 1:30 pm – 2:30 pm here at PACE. Steve Fleming, PACE Board Chairperson and I will meet with PAC members and family caregivers to receive and share feedback. The committee meets quarterly every year. Participants on the committee rotate, however, family caregivers are invited to attend any meeting. The 2020 meeting dates are as follows: March 11, June 10, November 11 and September 9.

In just a few weeks, winter will be over. So far, we’ve only had one snow that caused us to close the facility. Snow, as you know, is not the only weather concern. Hurricane force winds, excessive rain and flooding, hail and more could cause issues. There could be additional weather events ahead. It is important to make sure PACE has updated phone numbers for participants and caregivers. If you did not get a text notification that we closed due to snow last month, we may not have a current mobile number for you. Weather changes can happen fast and keeping participants and staff safe is most important. I’m ready to spring ahead. Aren’t you?

Take care,

Ursula
Coronaviruses are common germs that infect humans and animals. Since a new coronavirus was discovered in China (COVID-19), it has spread to over 50 countries. Cases have been reported in the US but not in NC, as of today.

This type of virus is usually spread person-to-person. Like the common cold, it can spread by droplets when a person coughs or sneezes. The CDC (Center for Disease Control) suggests taking everyday preventive actions to help stop the spread of germs. This includes:

- Washing hands often with warm soap and water for at least 20 seconds.
- Use an alcohol-based hand sanitizer that contains 60% alcohol, if soap and water are not available.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Stay home when you are sick.
- Cover coughs and sneezes with a tissue and throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.

Respiratory symptoms are common this time of year. If you have a fever and other symptoms such as shortness of breath, cough, nasal congestion, runny nose and/or sore throat, call PACE.

There is no specific treatment for COVID-19 (after all, it is a virus). If the symptoms are mild, stay home (and isolated). If symptoms are serious, other hospital-based supportive treatment may be needed.

Older adults and those with chronic medical conditions may be at higher risk. If you are sick, it is best to stay home so you will not infect others. Avoid being around other people who are sick as well.
**PACE Participant Bill of Rights**

The Participant Bill of Rights is presented when you enroll in PACE. A copy is included in your Enrollment Agreement. It is also posted in the Adult Day Health Center in the hallway leading to the clinic.

**Participant Bill of Rights**

1. You have the right to be treated with respect.
2. You have the right to protection against discrimination.
3. You have the right to information and assistance.
4. You have the right to a choice of providers. (Women have the right to get services from a qualified women’s health care specialist for routine or preventative women’s care services.)
5. You have the right to access emergency services.
6. You have the right to participate in treatment decisions.
7. You have the right to keep your health information private.
8. You have the right to file a complaint.
9. You have the right to leave the program.

   If you feel any of your rights have been violated, please tell your PACE social worker, or other PACE team members or call 336-550-4040.

   If you want to speak with someone outside of PACE of the Triad about your concerns, you may call:

   **Medicaid (NC Division of Health Benefits)**
   1-800-662-7030

   **OR**

   **Medicare**
   1-800-MEDICARE (1-800-633-4227)

   TTY: NC Relay Service – Dial 711

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**Caregiver Corner**

**Understanding and Responding to Dementia-Related Behaviors**
March 5, 2020, 10:30 am – Noon
First Presbyterian Church, Redhead Hall
617 N. Elm St., Greensboro 27401
Call 336-274-3559 to register.

**Lunch & Learn: Planning for Long-Term Care**
March 10, 2020, 1:30 pm–2:30 pm
Senior Resources of Guilford
Evergreens Lifestyle Center (Lower Level)
1401 Benjamin Parkway, Greensboro 27408
Call 336-373-4816, ext: 240 to register.

**Understanding Wills and Powers of Attorney**
March 17, 2020, 10:30 am - Noon
The Well-Spring Group, 3rd Floor Conference Room
3859 Battleground Ave. (Battleground Corporate Park), Greensboro 27408
Call 336-274-3559 to register.

**Free Memory Screening**
March 18, 19 and 20, 2020, 10:30 am – 2:00 pm,
The Memory Care Center, 2701 Henry St.
Greensboro, 27405. Space is limited and a screening appointment must be made in advance.
Call 336-274-3559 to register.

**Lunch & Learn: Prepare to Care**
March 20, 2020, 1:30 pm–2:30 pm
Senior Resources of Guilford
Evergreens Lifestyle Center (Lower Level)
1401 Benjamin Parkway, Greensboro 27408
Call 336-373-4816, ext: 240 to register.

**PACE Caregiver Skills Bootcamp**
@ The Memory Care Center
April 14, 2020, 6:00 pm – 7:30 pm
The Memory Care Center
2701 Henry St., Greensboro, 27405
Call 336-550-4040 to register.

**Lunch & Learn: Technology and Caregiving**
April 24, 2020, 1:30 pm – 2:30 pm
Senior Resources of Guilford
Evergreens Lifestyle Center (Lower Level)
1401 Benjamin Parkway, Greensboro 27408
Call 336-373-4816, ext: 240 to register.