



COVID-19 PB PACE UPDATE

May 13, 2020

Dear Participants and Family Members,

New Info:

Firstly, we want to say we sincerely hope you, your friends and family are healthy during these challenging times.

PB PACE Centers remain closed for day care services. We will keep you updated as to when we plan on re-opening well in advance. The re-opening of the centers will be a slow roll out in order to ensure continued social distancing, and for us to have the abilities to properly care for our participants. To date we have had 4 participants who tested positive, all have since tested negative, and two of them have been completely asymptomatic. We have two staff members who tested positive recently and area also asymptomatic, they are both pending re-testing. All the cases have followed the proper self-isolation/quarantine and monitoring procedures necessary to decrease risk of further exposure.

What we have been doing:

Please be reassured that at ALL times, Palm Beach PACE has practiced the Universal Precaution Guidelines. We are also taking extra precautions based on CDC (Center Disease Control) recommendations to ensure your safety. The Extra Steps we have taken are, but are NOT Limited to:

- Our common areas are continuously being thoroughly sanitized and disinfected, three times during the day, and whenever there is a need to.
- We are limiting our direct participant contact by our non-clinical staff.
- We have implemented contact tracing, which will allow us to examine the last points of contact upon suspicion of Covid-19 exposure.
- We have implemented testing upon degree of Covid-19 exposure
- We have placed extra hand sanitizer pumps around the office and encourage everyone to utilize, as well as washing hands thoroughly.
- We continue to make calls daily to our participants, and the staff at our contracted facilities to check on the status of all of our participants so that we can intervene as needed.
- We continue to utilize telehealth to monitor, assess and evaluate participants as needed.

IMPORTANT: If you are infected with COVID-19 or think you may have been infected or exposed, please contact us. This way we can instruct you on where to go and how to proceed for the safety of all. PB PACE's current protocol is to evaluate every case that may have been exposed.

Our major challenge right now in terms of exposure risk is our participants residing in a facility, and those who are asymptomatic. For the facility residences we have very little control on their internal processes, but we are confident that they are following the local DOH and CDC guidelines specific to their operational regulations.

For participants under investigation, we want to notify you that your in-home care services with PB PACE may be limited until we can confirm testing results. PB PACE staff is here for you, so we will coordinate services as needed.

We continue to encourage everyone to follow infection control guidelines to prevent the spread of the virus by:

- **Observing proper hygiene.** Wash your hands frequently, use hand sanitizer, and cover any coughs or sneezes.
- **Staying home if you aren't feeling well, especially if you have a fever, or experiencing any upper respiratory symptoms such as cough, sore throat, runny nose.** Avoid contact with others who are sick.
- **Avoiding all non-essential travel.** If you must travel, be prepared and follow safety guidelines
- **Practicing social distancing.** Utilize conference and video capabilities instead of meeting in-person.

*****Please notify your assigned PACE Centers immediately if you have travelled to these areas, or have close contact with anyone who has*****

*****Please notify your assigned PACE Centers immediately if you are feeling sick and or you are around family/friends that have been sick*****

Should you have any questions, please feel free to contact your assigned center and speak with the Center's Manager:

Delray Beach Center: 561-501-5858; Greenacres Center: 561-335-5570; West Palm Beach Center: 561-899-2999

Thank you for your cooperation, patience, and support as we all work together to keep our participants and staff safe. We are very proud of our team members for working above and beyond in minimizing any risk of exposure.

****** If you need this communication in another language please contact 561-868-2999******

Stay Well, We are here for you
Palm Beach PACE Administration