

2021 Coronavirus Response Update

Happy New Year! 2020 is behind us and we are excited to move forward in this new year. Care Resources made many advancements last year in how we care for participants. We expanded home care; delivered thousands of meals, medications and activity bags to participants homes; and added telehealth and telemonitoring services — all per individual care plans.

Through all of this and more, our participants and staff stayed positive, adjusting to the ever changing landscape. We are so grateful for everyone's support and will continue to keep the physical, mental and social health of participants as our top priority!

For many people COVID vaccines are top of mind right now. There are currently two vaccines approved by the FDA for emergency use and both require 2 doses. **Quantities are extremely limited** so we are working closely with many organizations to determine availability, timing, and best practice protocols for administration of the vaccines. We will continue to keep everyone updated as information and vaccine doses become available.

We will continue to provide the most up-to-date COVID information as it becomes available and appreciate your ongoing support. Please stay in touch and let us know how we can best support you during this time.

Care Resources continues to take referrals and is proceeding with intakes and enrollments. Local seniors need PACE services now more than ever — allowing them to safely age at home. Please contact us at 616.913.2006 for new referrals.



Safety Information

- **Masks are required** on the buses and while at the center. If participants are unable to wear a mask for medical reasons, additional safety measures will be taken.
- Participants' **temperatures will be taken** before drivers help them onto the buses.
- To help maintain **social distancing**, aides will help participants to and from the buses, and participants will be asked to sit in a specific seat or area while at the center.
- **Hand washing is required often** and our staff will help participants follow the guidelines.

Ongoing Care for Participants

- **Clinical Care** will continue with in-house care management; home care visits; participants seen in our clinic for testing, treatments or procedures; telehealth visits; and telemonitoring services. Routine visits to outside healthcare providers will continue to be evaluated by our primary care team to ensure safety, as those offices fully reopen.
- **Frequent contact with participants** and caregivers will continue.
- Each participant in the community will continue being **contacted by our social workers at least twice per week** and "happy" calls are also available for those interested.
- **Medications and meals will continue being delivered** to participants per their care plans and needs.
- **Socialization, rehabilitation, and recreation therapy options** are being offered to participants while they remain in their homes. Staying active at home, both mentally and physically, helps keep our participants healthy.

Safety Best Practices

- Wash hands often, especially before and after food preparation and using the restroom
- Avoid touching your face
- Cover your cough and sneezes with a tissue or the crook of your arm
- Wear a fabric mask if you leave the house
- No handshaking
- Clean surfaces like computers, desks, doorknobs, tables, and handrails several times a day

Social Distancing

- Stay at home whenever possible
- Keep a distance of at least 6 feet away from others
- Avoid large groups
- Increase exposure to air by opening windows, when possible