

March 18, 2020

PACE participants and identified first point of contact,

The COVID-19 Coronavirus pandemic continues to evolve each day and with it the risk of exposure to all continues to increase. We want to keep you updated with how Northland PACE is responding to this threat to the health of all of us. With the guidance of state and federal agencies such as ND Department of Health, Centers for Medicare and Medicaid (CMS) and Centers for Disease Control and Prevention (CDC) I have the below information to share.

- Social Distancing/Separation
  - At this time in order to keep participants and staff safe, we need to minimize cares in the PACE center and keep you home. This has been shown to be one of the best strategies to keep people safe from exposure.
  - We want to encourage all of our participants to minimize social/community activities and events to minimize the exposure threat of COVID-19.
- PACE Service Scheduling & Delivery
  - Our IDT teams are reviewing the scheduled PACE services each day to determine what cares and services are necessary for your safety at this time until the risks of COVID-19 are decreased. As this risk passes we will again provide all services as scheduled.
  - Our team will continue to call you each day to discuss any and all possible symptoms you may be feeling to ensure we are as proactive to keeping you safe and healthy in your homes. Please be thorough and discuss with our staff any and all symptoms you may have if you are experiencing symptoms of any kind.
- Infection Control & Prevention
  - Our PACE teams have also been practicing social distancing and mandatory daily staff screening of symptoms and temperature checks to ensure we minimize risk of exposure.
  - Preparing with increased supply of equipment such as surgical masks, face shields, N95 respirator masks, and other personal protective equipment for increased home services.
  - Expectations of our staff are to clean their hands as they enter and exit your home

If you have questions for us and want to reach our nursing staff, please call the PACE Nurse On-Call line at 701-213-4984. If you do not have long-distance calling, please call your local PACE center at (PACE site phone #) and select option 3 for nursing. If you do call, we will do all we can to answer each call as they come in but due to possible call volume we will respond to calls as soon as possible.

If you are sick or report symptoms to our teams, we will assess for appropriate next steps and seek testing as directed by ND Department of Health or as further testing supplies are available to us.

Thank you and please know we are committed to keeping you safe during this time!



Ryan Bosch, Executive Director  
Northland PACE