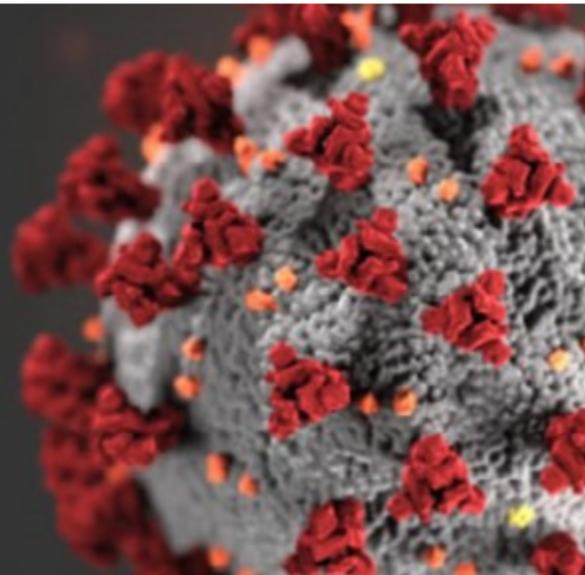


COVID-19: **Information** **& Resources**



Index of Information & Resources

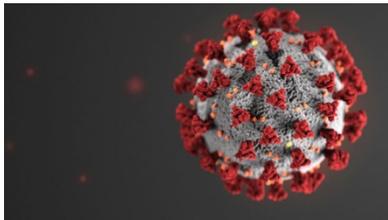
PSA – Access to Food Resources

PSA – Communicating with Loved-Ones in Facilities

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PSA: Access to Food Resources

During these unusual times, trying to stay healthy and prevent the spread of Coronavirus is on everyone's mind.

Please remember to wash your hands thoroughly with soap and warm water on a regular basis. Practice social isolation as much as possible for your health and the health of others. If you must be in a setting with others, please keep the six-foot distance between you and others.

Also important is to maintain one's health, nutritionally. Some tips include:

- Include fruits and vegetables in your daily diet
- Avoid substituting snacks and other 'junk food' for meals
- Buy non-perishable food/shelf stable food – frozen and canned
- Shop for items as needed, avoiding crowds

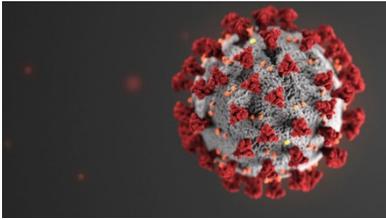
If you are worried about not having enough food or can't get to a grocery store: (consider these available resources)

- Contact the local grocery store(s) to see if they continue delivery service
- See if a family member or neighbor can pick up some items for you when they go shopping
- Restaurants and other food vendors are offering pick-up service or delivery service
- The local senior centers are offering 'To Go' meals for seniors over the age of 60, during the lunch hour, Monday through Friday.

If you have questions about additional food resources or about the 'To Go' meals, contact:

Berks County Area Agency on Aging: 610-478-6500
Berks Encore: 610-374-3195
Casa de la Amistad: 610-685-1284
Center at Spring Street, Boyertown: 610-367-2313

This Public Service Announcement was sponsored by the Berks County Area Agency on Aging



PSA: Communicating with Loved Ones in Long-Term Care Facilities

During the current coronavirus situation, long-term care facilities have had to protect the residents in their facilities by restricting visits from family members. This is to help ensure their safety as well as your safety and the safety of the health care employees working in each of these long-term care facilities. However, here are some suggestions, from AARP and the Assistant Secretary on Aging, that you can do to keep in contact with your family member.

To stay in touch:

- Select a routine day and time to chat by phone. Use the time to alleviate isolation or boredom, by challenge each other to trivia or do a cross word puzzle together
- Send cards or notes to your loved one
- Send cards or notes to other residents who may not have family
- If capabilities exist, you can text messages to your loved one or you can do a video phone call such as Face Time or Skype.

If you are unable to have a conversation:

- Set time for a routine telephone call, daily
 - During those calls, play favorite music or sing favorite tunes together
 - If religious, say prayers
 - Reminisce together
- Just hearing each other's voice will bring comfort to both of you

In general:

- Stay in touch with the long-term care facility staff for any updates regarding your family member's condition
- Make sure that the facility has up to date information on how to contact you, if needed

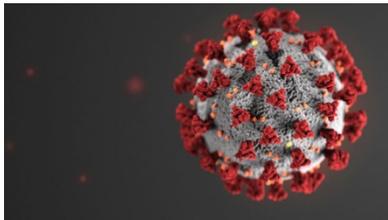
Please....Be patient. We are all working together to be safe and prevent this virus.

For more information & other resources:

Berks County Area Agency on Aging at 610-478-6500

AARP website www.aarp.org/coronavirus (for resources with loved ones in facilities)

This Public Service Announcement was sponsored by the Berks County Area Agency on Aging



PSA: PACE Pharmacy Program offers Prescription Extensions

From Press Release from PA Department on Aging, March 19, 2020

Governor Tom Wolf and the Pennsylvania Department of Health issued an on-going directive to stay home and limit social interaction as part of the COVID-19 mitigation effort.

Thanks to all who are heeding the state directive and are staying home. However, older Pennsylvanians have raised concern about potentially running out of medications. As a result of this mitigation effort, Department of Aging Secretary Robert Torres announced that as of March 5th, the Pharmaceutical Assistance Contract for the Elderly (PACE) Program can help older adult enrollees with refill extensions.

Secretary Torres said, “To help alleviate those fears, PACE is working to ensure older adults remain in their residences and receive their prescriptions when they desire them. All enrollees should be able to receive free home delivery of their medications from their pharmacies.”

Normally, under regular circumstances:

Enrollees with prescriptions must use 75% of their supply before refills will be reimbursed.

Now, due to the COVID-19 circumstances:

PACE will reimburse refills even though the required 75% of the days’ supply has not passed. The exception is for opioids and other controlled substances. This will be handled on a case by case basis.

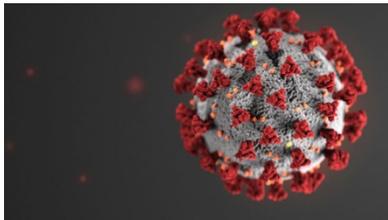
Enrollees wishing to receive this exception must have their pharmacy provider contact PACE to make that request.

PACE **1-800-835-8040** – Available 24 hours a day, seven days a week.
Enrollees having difficulties obtaining their refills can call cardholder services at 1-800-225-7223

The PACE program, funded with revenue from the PA lottery, began July 1, 1984 to provide comprehensive reimbursement coverage for prescription medications to qualified older Pennsylvanians.

For more information or PACE application, contact the Berks County Area Agency on Aging on Aging, 610-478-6500.

This Public Service Announcement is sponsored by the Berks County Area Agency on Aging



PSA: Be Aware of Scams

Even during the coronavirus situation, scam artists are busy at work trying to take advantage of individuals during this event. Be on the lookout for financial scams.

The following information is provided by the Department of Banking and Securities:
“Scams are becoming increasingly more sophisticated and scam artists are taking advantage of people, making every attempt to separate you from your hard earned money, “says Acting Secretary Richard Vague.

Consumers should be vigilant about protecting their finances and should not share financial or other sensitive information with anyone contacting you unsolicited.

Frequent characteristic of scams include:

- **Sense of urgency and limited time offers**
Scammers will attempt to prompt you into immediate action and catch you off guard. No government agency will call you asking for payment or take punitive action against you if you don't act quickly.
- **Payment with wire transfer or gift cards.** Once information is provided, the money is essentially gone, and you cannot get it back.
- **Secrecy and the need to not tell anyone.** Never make a decision without consulting a credible and trustworthy source.
- **Unsolicited offers** – Any unsolicited communication (phone, text, email, etc.) regarding investment 'opportunity' related to coronavirus (COVID-19).

Protect yourself:

- If you have received an unsolicited phone call, when in doubt, hang up.
- Never provide credit card or other financial or personal information as part of an unsolicited phone call.
- Think twice if you are being pressured to act now.

Red flags of potential fraud and scams:

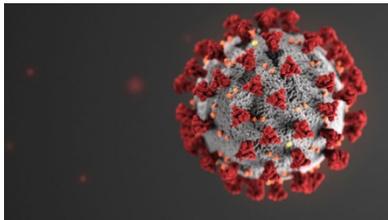
- **Has someone contacted you unexpectedly?** If you weren't expecting a phone call or didn't initiate the contact, it should be a red flag.
- **Have they promised you something?** If they're offering you something that seems too good to be true, it's a red flag.
- **Have they asked you to do something?** Are they asking you for money or account information? If you didn't initiate the conversation, don't provide it.

Scam artists are manipulative and all of us must remain ever vigilant.

Resources:

Department of Banking and Securities: 1-800-PA-BANKS (1-800-722-2657)
PA Office of Attorney General: 717-787-3391, www.attorneygeneral.gov

This Public Service Announcement was sponsored by the Berks County Area Agency on Aging



PSA: Staying Safe

Older adults can be more easily affected by the coronavirus since older adults are more likely to have underlying health conditions that make it harder to cope with and recover from illness. As an older adult, during this current coronavirus situation, there are some things for you to be aware of and to do. The following information was taken from the PA Department of Health.

Reduce exposure to the coronavirus:

- Stay at home as much as possible, particularly if the virus is spreading in your community
- Make sure you have access to several weeks of medications and supplies in case you need to stay home for a prolonged period of time.
- Practice good hygiene by thoroughly washing your hands with warm water and soap after touching someone, coughing & sneezing
- Avoid close contact with people who are sick

Watch for signs and symptoms:

- COVID-19 symptoms include fever, cough, and shortness of breath.
- If experiencing these symptoms, contact your primary care physician for direction
- Cover your mouth and nose with a tissue or your elbow when coughing or sneezing. It may prevent those around you from getting sick.
- Avoid touching your face with unwashed hands.

In general:

- Clean and disinfect frequently touched surfaces – especially when someone is ill
- Practice Social distancing – to help prevent spread, keep at least 6 feet between you and others if you must go out

This Public Service Announcement was sponsored by the Berks County Area Agency on Aging